



## Nantwich Civic Hall Covid Show Policy

We are working hard to ensure every one of our audience members feels safe and comfortable in the theatre. We will be reviewing these protocols regularly, and they are correct as of 9<sup>th</sup> September 2021.

### **Before your visit:**

#### Testing

Although there will be no formal COVID certification system in place in relation to your particular performance, for the comfort and reassurance of all our guests we kindly request that all audience members over the age of 11 years take a COVID lateral flow test within 48 hours of their visit to the theatre.

This request does not apply to guests who have chosen to obtain a Domestic COVID-PASS from the NHS App or website (or national and international equivalents) which demonstrates double vaccination plus 14 days or natural immunity.

Full details about the NHS COVID Pass can be found on the Government Website.

#### Check you have no Covid Symptoms

Please check you have no Covid-19 symptoms even if your lateral flow test result is negative.

#### Face Covering

Remember your face covering. Whilst we cannot enforce the wearing of face coverings, we ask that audiences wear coverings throughout their visit, except when medically exempt or eating/drinking.

#### Tickets

Where possible please book online or provide us with an email address to forward your tickets to.

### **When you arrive:**

#### Queue

On arrival at the venue please join the queue to enter remembering to maintain your distance.

#### Tickets

Your tickets will be checked on arrival, please ensure you have these to hand.

#### Track and Trace

The Government has said that they expect the Test, Trace and Isolate system will remain necessary through the coming autumn and winter but checking in or providing contact details to venues will now be voluntary.

We will continue to provide QR codes for people to check in using the NHS app, and other options for people to give us their details for Track and Trace, and strongly recommend that all our visitors continue to use this system.

## **During your visit:**

### Social Distance

Please be aware of those around you, especially in busier areas and when queueing.

### Contactless payments

We are encouraging contactless payments throughout the venue to minimise contact.

### Hand hygiene

During your visit, please use the hand sanitiser stations and wash your hands regularly.

### Civic Hall ventilation

Our theatres are equipped with mechanical ventilation systems which introduce fresh, filtered air, none of which is recirculated.

### Cleaning

Rest assured, as always, the Civic Hall is professionally cleaned on a continual basis. Common contact surfaces and toilet facilities are regularly sanitised by our on-site cleaning team.

## **Covid ticket policy:**

### What happens if I feel unwell and/or can't use my ticket.

We will be able to exchange your households' tickets if you feel unwell and showing Covid symptoms. We will exchange your tickets for an alternative show (subject to availability and pricing) up to 24 hours before the performance. Please call 01270 628633 if during office hours or email [nantwichtc@nantwichtowncouncil.gov.uk](mailto:nantwichtc@nantwichtowncouncil.gov.uk) if we are closed and include your reference number.

### What happens if the performance is cancelled?

We would offer you exchange to another date if available and suitable, otherwise a refund can be given.

## **Please do not attend the venue if you;**

- **Believe you may be infected with COVID-19**
- **Have experienced symptoms in the last 14 days**
- **Have been in close proximity to anyone who has experienced symptoms in the last 14 days**
- **Have arrived in England in the last 14 days and are not covered by the exemption rules relating to self-isolation; or**
- **Have been instructed to self-isolate.**

We appreciate your continued support and hope to welcome you back to the Civic Hall very soon.