

COVID-19 Related Information for Audiences

In the interests of ensuring our audiences are safe in relation to COVID-19 please note the following:

- Social distancing will be in place including seats assigned on arrival at the venue to facilitate distancing when seated in the auditorium.
- Venue capacity has been reduced to facilitate social distancing.
- All tickets must be purchased in advance through the online box office (Ticket Quarter). There will be no ticket sales at the venue.
- Any audience members who have COVID-19 symptoms, live with those with symptoms or who have been advised by NHS Track and Trace to self-isolate, **must not attend the event**.
- The lead Booker on all transactions will be listed as the contact for NHS Track and Trace. Contact details will be held for a maximum of 28 days. We will also encourage all attendees to check in using the official NHS Track and Trace app using the venue QR code displayed at the venue.
- Masks must be worn throughout by all attendees and production staff. This is consistent with government guidelines for entertainment venues. Artists within their fixed bubble may not wear a mask when performing on stage.
- Audience members are permitted to remove their masks within their designated seats to enjoy drinks. However, audience members **must** wear face coverings at all other times, e.g. when going to the toilet.
- Staff members will wear face coverings at all times.
- For bar sales we will be taking **no cash payments, only card**.
- Multiple hand sanitising stations will be in place at accessible points throughout the venue. We encourage regular use of these for all audience members.
- There will be no cloak room in operation.
- Artists and production staff will be working in fixed teams, and will remain at least 2m from audience members at all times.
- Unfortunately meets and greets and signings with artists will not be possible.