

# DANCEEAST

## **Covid-19: Audiences Returning**

**Our number one priority remains the health and wellbeing of our artists, audiences and colleagues, so we've introduced a number of new measures to ensure that everyone feels safe, secure and comfortable during their visit.**

When open, we will be following the official UK government's guidance *Working safely during coronavirus* to make sure the whole building is Covid-19 Secure and will make sure we are in line with what is allowed for venues. Although we are aware that the experience will be slightly different to previous visits, we hope that our new procedures will allow everyone to feel relaxed and safe.

### **Booking Tickets**

- Our seating capacity has been reduced and the auditorium reconfigured to maintain social distancing. Seats are available in small groups of singles and pairs, with at least 1 metre gaps between groups, allowing for safe distancing and for households to sit together
- In line with guidelines for venues presenting performances for socially distanced audiences, you can now only book adjoining seats within households or support bubbles
- Seats will be allocated automatically. If you have any access needs, please contact us at the point of booking
- If we are not able to go ahead with the performance, you will receive a full refund of your tickets
- If you are unwell or self-isolating and will not be able to attend the performance, please contact us as soon as possible so we can make arrangement for an exchange, gift voucher or a refund.
- We will be issuing E-tickets only, to avoid paper tickets
- Approximately 5 days before your performance, we will email you with full information about your visit, and seat numbers.

### **On the day of your visit**

- If your temperature is higher than 38°C, you have a continuous cough; have loss of taste & smell; or being advised by the Government to self-isolate, you should stay at home. We have reviewed our refund policy to offer more flexibility in response to Covid-19. We can offer an exchange, gift voucher or a refund up to 4 hours before the performance
- Consider your journey to us. Use a car, motorcycle, bicycle or walk to the DanceHouse where possible
- Remember your face covering. During your visit, unless exempt, we ask you to wear a face covering, except when eating and drinking.

### **On arrival at the DanceHouse**

- Audience will be asked to arrive within two time slots
- If there is a queue at the entrance, please join it ensuring you maintain a safe distance from others. Our staff will be on hand to guide you on arrival
- Unless exempt, please put on your face covering when entering the DanceHouse which should remain on throughout your visit, except when eating and drinking
- Please sanitise your hands at our hand sanitising stations when you enter the building
- Please use your mobile device and the NHS Track and Trace app to scan the QR codes placed on signage around the building. Alternatively, please ask a member of staff for a Track and Trace Card
- Our Teams will be on hand during your visit to provide guidance around the DanceHouse. They will all be wearing masks and/or visors as standard. If you have any questions, don't hesitate to speak to one of them.

### **Navigating the DanceHouse**

- A one-way system will be in operation throughout the building, with signage and floor markings indicating the direction of travel
- Whilst moving around the building, we would ask that you maintain a 1m distance between yourself and others
- Due to the enclosed space, the lift must **only** be used by those who cannot use the stairs, in liaison with the Duty Manager, with the lift controls being cleaned after each use
- We will be asking audiences to enter the auditorium at different times, based on their seats, to limit contact with other parties.

### **General Housekeeping**

- The theatre is thoroughly disinfected before each performance.
- Common contact surfaces and toilet facilities are regularly sanitised by our cleaning staff between performances
- Please wash your hands before and after using toilet facilities and sanitise your hands regularly using the stations available.
- If you leave the auditorium during a performance, you may not be allowed re-entrance.

### **After the performance**

- Please stay seated and follow the instructions from our staff
- You will be invited to leave in staggered groups to maintain social distancing.
- Whilst leaving the building, we would ask that you maintain a 1m distance between yourself and others.

**In an emergency, for example an evacuation, you do not have to comply with social distancing guidelines if it would be unsafe.**