

### Reopening the theatre – your questions answered

The theatre staff are working on in-depth plans to ensure that when The Elgiva reopens, you can return to a happy and fun environment, but, most importantly, a **safe** environment.

We all know that Chesham is a very close community; the effects of lockdown have been deeply felt, so we hope that when we reopen to the public, it will be a positive step for everyone and a chance to embrace the art and culture we all have been missing so desperately.

This document might seem long, but we need to be stringent to ensure your safety and the safety of all who visit, volunteer or work at The Elgiva.

#### **DAILY/STANDARD SAFETY PROCEDURES – what The Elgiva is doing to keep everyone safe.**

**HAND WASHING:** All theatre team members will properly and frequently wash their hands, washing hands between glove-changes. We'll be advising our guests to frequently and thoroughly wash their hands and hand sanitising points will be located throughout the theatre.

**HIGH-CONTACT SURFACES:** High-contact surfaces (door handles, counter tops, taps, cubicles, railings, &c.) will be regularly sanitised and we will also maintain overnight deep cleaning of all toilets and high-traffic areas.

**SAFE SOCIAL-DISTANCING:** All team members and guests must practise and maintain appropriate physical distancing in all areas, including the auditorium, as recommended by the Government and local health authorities. Please ensure you follow the one-way system as indicated.

**REMAIN AT HOME IF YOU ARE UNWELL:** All team members will be regularly screened and Government advice followed.

**PROTECTIVE EQUIPMENT:** All team members will wear the required protective equipment and screens have been installed at all sales and information points.

**FACE COVERINGS:** These are mandatory in all areas of the theatre, including the auditorium, and do not replace social distancing guidelines. Please ensure you have a mask or face covering for your visit to the theatre. You can find out more about the rules on face coverings and exceptions [HERE](#). Face coverings may be removed when seated at a table in the café/bar for the purposes of consuming food or drink.

**CASH HANDLING:** Cash will only be accepted at one specific Box Office position. No cash, only contactless, chip-and-pin or voucher payments, will be accepted at any other sales points within the theatre.

## Theatre Entrance Screening

Within the past 14 days have you, or anyone you have been in close contact with, experienced any symptoms of illness such as fever, chills, dry cough, shortness of breath, sore throat, or loss of taste or smell? If the answer is yes, please **do not** attend the theatre, contact us and we will arrange theatre credit for a future performance.

## Ticketing and Seating

- All guests are encouraged to purchase their tickets through our website, or by telephone, in order to maintain contactless payment methods.
- To reduce contact, please either opt for 'print at home' tickets, or if collecting at Box Office, please bring your order confirmation as a printed copy OR have your smart phone/tablet with you to show your print at home tickets / order confirmation to the usher at the auditorium entrance.
- Seats will be sold on an unallocated basis. To ensure appropriate social distancing, seats will be allocated to you by our staff once you are in the auditorium. Please advise us in advance if any of your party require a wheelchair seat and we will make it available.
- To comply with the Governmental guidelines regarding 'Track and Trace, we will need both your email address and telephone number when you make a booking. This information may be given to health authorities on request in the event of a localised COVID-19 outbreak to prevent its spread.
- Booking groups can not be more than 30 people and made up of no more than two households (plus associated bubbles). Parties will be at least one metre apart, with seats left vacant to ensure distancing. Groups may sit together, but please respect others and maintain a healthy social distance.
- Please be patient whilst waiting to be seated and assist our ushers by taking your seats as soon as possible once they've been identified.
- Seats, armrests and handrails will be properly disinfected between every screening.
- The Elgiva's auditorium is a natural air system; the air is not recycled or air conditioned.

## Food/Sales Points

- Food servers will not be used during this time in order to reduce person-to-person contact.
- Team members have been trained in proper food-handling protocols in order to reduce person-to-person contact.
- There may be changes to the regular menu to ensure we are able to maintain the safest possible food-handling environment.
- Safe social distancing markings have been placed on the ground to ensure that guests are maintaining a healthy distance of at least one metre apart while waiting in lines.
- Customers are encouraged to purchase ice creams and interval drinks in advance when purchasing their tickets on the website or over the telephone to minimise the need for cash handling.
- Our bars will be open with a reduced range; please be aware the bar will be credit/debit card payments only at this time.