



**Embracing the new normal
Planning for safety
Hoping for fun**

Visiting the theatre – your questions answered

Your safety is paramount.

The theatre staff are working hard to ensure that now The Elgiva is open, you can visit to a happy and fun environment, but, most importantly, a *safe* environment.

We all know that Chesham is a very close community and the effects of lockdown have been deeply felt; now everyone has a chance to embrace the art and culture we all have been missing so desperately, but we are mindful that we must still be cautious.

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.

HANDWASHING: All theatre team members will properly and frequently wash their hands. 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: Although social distancing measures have been lifted, we would request customers are mindful of space, considerate of each other and the follow one way system..

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: As per Government guidelines, we request that face coverings or masks be worn while moving around the theatre; these can be removed when you are seated in the bar, café or auditorium.

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.

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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. You can also pre-order drinks and ice creams to reduce contact upon arrival.
- To reduce contact, please opt for 'print at home' tickets; you can print these or simply show the ticket on your smartphone or tablet to the usher at the auditorium entrance.
- To comply with the Governmental guidelines regarding 'Test 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.
- 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

- Please be aware the bar will be credit/debit card payments only at this time.
- Please pre-order drinks for the interval, either at time of booking tickets, or on arrival at the theatre to reduce congestion in the foyer and to help adhere to social distancing.
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- Drinks / snacks and ice creams can be purchased from the bar / kiosk before the show and be pre-ordered for the interval.
- Interval drinks will be ready on allocated tables in the foyer for collection to take back to your seat. We would ask you to use the minimum number of people in your party to collect the drinks (to help with social distancing in the foyer).

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