

# Your guide to a safe and enjoyable theatre experience

## Before you visit



1

### Consider your booking

In line with current Tier 2 guidelines for London, please let us know as soon as possible whether you need to separate your booking into household bubbles, or refund ticket(s). Contact your point of purchase to discuss your booking.



2

### Take your temperature

Take your temperature before travelling. If your temperature reading is higher than 38°C or you have a new continuous cough you should stay home.



3

### Consider travel options

Consider your travel options and use a car, motorcycle, bicycle or walk to the theatre where possible, in accordance with the current UK Government guidance.



4

### Pack your face covering

During your visit we are asking you to wear a face covering at all times, except when eating and drinking.



5

### Ticket check

Please check your ticket for your entry time, we are staggering entrance times to minimise queueing.

## When you arrive



1

### Join the queue

On arrival at the venue please join the queue, ensuring you maintain a safe distance from others (guided by floor markings). Staff will be on hand to assist you.



2

### Security check

At the entrance doors our security team will carry out a contactless bag check. We are asking you to bring minimal belongings as we won't be able to offer a cloakroom service at this time.



3

### Sanitise station

Once your bags have been checked you will be asked to sanitise your hands before moving forward.



4

### Wear your face covering

At this point staff will ask you to put on your face covering before moving forward.



5

### Temperature check

We'll carry out temperature checks using our thermal imaging camera. Only one person can be assessed at any one time, so please wait to be called forward.



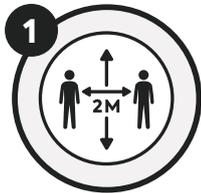
6

### Ticket check

Once you have passed the temperature check, your ticket will then be scanned to gain entry. To minimise congestion within the theatre, you will be allocated seating times.

# Your guide to a safe and enjoyable theatre experience

## During your visit



### 1 Keeping your distance

During your visit please ensure you maintain a safe distance from others using the floor marking guides for reference.



### 2 Follow the routes

When moving around the theatre, please follow the clearly marked one-way routes to help maintain safe distancing. We've installed easy to follow floor markings and signage to assist you.



### 3 Wear your face covering

Whilst in the theatre, you must wear a face covering throughout your visit, except when eating and drinking.



### 4 Contactless payments and collections

We've installed protective screens and introduced payment technology to allow for contactless purchases at our bars and retail outlets. Look out for designated pick up points where you can collect online orders. We are unable to accept cash payments at this time.



### 5 In-seat service

To minimise queuing and physical contact we are offering in-seat ordering and delivery service.



### 6 Wash your hands

Please wash your hands before and after using toilet facilities and sanitise your hands regularly using the products provided.



### 7 Enhanced cleaning

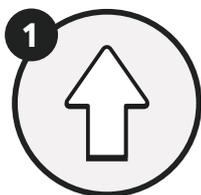
Rest assured, as always, the theatre is professionally cleaned on a continual basis. Common contact surfaces and toilet facilities are regularly sanitised by our on-site cleaning team.



### 8 Our team are here to help

Our staff will be on hand during your visit to provide guidance around the theatre. If you have any questions or feedback on your experience, don't hesitate to chat to one of them.

## When you are leaving



### 1 Follow directions

At the end of the performance please follow staff directions. You will be asked to exit via specific doors.