



**Customer Safeguarding Policy: Covid-19
Updated: 07/12/2020**

We have carried out the following to keep our customers and staff safe -

- 1). We have complied with the government's guidance on managing the risk of Covid-19.
- 2). We have carried out a Covid-19 risk assessment and shared the results with people who work here. Our risk assessment is available on the Covid-19 section of our website.
- 3). All customers and staff will have their temperature taken on entrance to the building, by a non-contact infra-red body thermometer.
- 4). We have enhanced cleaning, handwashing and hygiene procedures in place, in line with government guidance. In addition to this:
 - Meeting room surfaces, doors and other pinch points will be thoroughly cleaned down after each use.
 - Main auditorium seating, surfaces, doors and pinch points will be thoroughly cleaned down after each use and performance.
 - Lobby and shared spaces will be cleaned down at regular times during the day and recorded on our cleaning rota.
 - Toilets will be cleaned after each performance and in the morning each day, as well as regular surface cleans during the day.
 - Toilets will only be open to Flavel customers and will be limited to 3 ladies and 2 gents at one time.
- 5). Our main auditorium has a powerful 3-level filtration, air conditioning system in operation at all times to clean the air.
- 6). We have installed safeguarding screens at our box office and bar areas to protect customer and staff.
- 7). We have introduced e-ticket scanning to protect customers and staff.
- 8). We have developed our online booking system and implemented a safe auditorium booking facility, which allows you to choose your favourite seats with an additional meter of safe space allocated automatically by the system either side of your seat booking/s.
- 9). We have safeguarding directional signage throughout all areas of the building.
- 10). We have a floor directional system in place throughout the building for all customers. The main entrance is the main access and exit route.
- 11). We have introduced a bar pre-order service on our website when you book your tickets. The sale of alcohol is not allowed.



Hygiene



Safety
Screens



Contactless
Payment

- 12). We are participating in customer data collection for track and trace purposes.
- 13). Our staff and volunteers have been Covid-19 trained.
- 14). Hand sanitiser stations throughout the building.
- 15). Covid-19 safeguarding information throughout the building, in our lobby and window and as a safeguarding infomercial before all main auditorium performances.
- 16). Covid-19 policy information will also be emailed to all customers with a confirmation of their ticket.

Before entering the Flavel building please can customers ensure they -

- 1). Read The Flavel's Covid-19 safeguarding policy before attending a performance, which will be included within your confirmation email. This information is also available on the Covid-19 section of our website.
- 2). Do not enter the building if you are feeling unwell or have a temperature, or if you have been in contact with someone who has been isolating for 2-weeks or less after returning from overseas travel.

On entering the Flavel building please can customers ensure they -

- 1). Use hand sanitiser on entering the building.
- 2). Happy to have temperature taken by a non-contact means.
- 3). Wear a face covering in all public areas of the building.
 - If you are attending the cinema or a performance in the main auditorium, you must wear your mask, although you are allowed to remove it to drink or eat, placing it on again afterwards.
 - If you are attending a meeting, you must wear your mask in public areas, but you may remove it once you have sat at your meeting seat and for the duration of your meeting.
- 4). Follow the distancing and directional flow markers and listen to the advice of the stewards and staff who will be trained to look after you during your visit.
- 5). Comply with the safeguarding behavioural information throughout the building.
- 6). Your personal data will be collected when booking your ticket. If needed this will be submitted for track and trace purposes. We comply with all GDPR safeguarding guidelines.