



Customer Safeguarding Policy: Covid-19
Updated: 17/08/2021

Enjoying the show safely, together.

IMPORTANT: What to bring with you when you attend a film, show or event.

We need to make sure you, our staff and the rest of the audience are safe. Currently, upon arrival, as well as your e-Tickets, all members of your party over the age of 18 **must demonstrate their COVID-19 status** to gain entry in **ONE** of the following ways:

Status Evidence	Please present your status by providing <u>ONE</u> of the following:	Delivery
Full Vaccination / 2- doses	Covid Pass via NHS app or NHS website	Immediate
	Letter via NHS website or call 119	14-days
or Negative PCR/ LF test within the 48 hours prior to attendance	Covid pass via NHS app or NHS website	Immediate
	NHS Self Report Tool confirmation email and / or text message	Within 2-hours
or Natural Immunity	Covid pass via NHS app or NHS website	Immediate
	Letter via NHS website or call 119	14-days

Attendees under the age of 18 must provide verbal confirmation that they have not tested positive nor are currently suffering from symptoms of COVID-19; from their parent, guardian or the individual themselves if they are aged 16 or 17.

Please note that failure to provide your details may result in you being refused entry without a refund. If you are clinically exempt from providing your COVID-19 Status, please provide a copy of your exemption certificate upon entry.

In the event that you test positive for Covid in the 24-hours before a performance and cannot attend, you will be offered a credit towards a future performance of the same value.

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). We have enhanced cleaning, handwashing and hygiene procedures in place, in line with government guidance.



- 4). Our main auditorium has a powerful 3-level filtration, air conditioning system in operation at all times to clean the air.
- 5). We will continue to use safeguarding screens at our box office and bar areas.
- 6). We have developed our online booking and e-ticketing systems.
- 7). We will be introducing e-ticket scanning.
- 8). We have introduced a bar pre-order service on our website when you book your tickets.
- 9). Our staff and volunteers have been Covid-19 trained.
- 10). Hand sanitiser stations will be situated throughout the building.
- 11). Covid-19 policy information will also be emailed to all customers with a confirmation of their ticket.
- 12): All staff and volunteers have been asked to confirm they have either received two vaccinations or taken a negative lateral flow test before entering the building.

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). Wear a face covering in all public areas of the building.
 - If you are attending a performance in the main auditorium, you must wear your mask in public areas but you are allowed to remove it to eat and drink in the bar area and during the performance.
 - If you are attending a meeting, you must wear your mask in public areas, but you may remove it once you are in your meeting room and for the duration of your meeting.
- 3). 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.