

Customer Safeguarding Policy: Covid-19
Updated: 29/11/21

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). Our main auditorium has a powerful 3-level filtration, air conditioning system in operation at all times to clean the air.
- 4). We have installed safeguarding screens at our box office and bar areas to protect customer and staff.
- 5). We have developed our online booking system.
- 6). We have installed safeguarding directional signage throughout all areas of the building.
- 7). We are participating in customer data collection for track and trace purposes.
- 8). Our staff and volunteers have been Covid-19 trained.
- 9). Hand sanitiser stations throughout the building.
- 10). Covid-19 safeguarding information is displayed in our window.
- 11). Covid-19 policy information is emailed to customers with a confirmation of their ticket.

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:
Full Vaccination / 2 or 3 doses	Covid Vaccination Card, or the NHS App, or a letter from your NHS partner
Negative PCR/ LF test within 24 hours	NHS Self Report App or email / text message or negative LF test display
Natural Immunity	NHS app or NHS Letter

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-19 in the 24-hours before a performance and cannot attend, you will be offered a full refund.

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). Prepare your Covid-19 status method to show on entry if you are attending a film screening or event in the main auditorium.
- 3). 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). Show your preferred Covid-19 status method.
- 3). Wear a face covering in all public areas of the building.
 - If you are attending a film or a performance in the main auditorium, please wear your mask whilst moving around the building, but you are welcome to remove it in the bar area and for the duration of the performance.
 - If you are attending a meeting or private hire event, please wear your mask whilst moving around the building, but you may remove it once you are in your meeting room. Please also request a copy of your meeting organisers Covid-19 policy.
- 4). 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.