

Audience Member Code of Conduct

Please be aware that this code is intended to keep us all as safe as we can be, and to reduce the risks wherever possible associated with Covid-19.

Compliance to this code is a way of showing respect for fellow audience members whilst on site at the Lowther Pavilion, any non-compliance could result in the jeopardising of public health, which is a risk we cannot take, and therefore all mandatory items listed below must be adhered to for entry to the Theatre:

- 1.** First and foremost audience members should carry out their own personal risk assessment prior to attending the event. Audience members should take into consideration your age, health status and clinical vulnerability, and that of any others attending within their party.
- 2.** Travel to and from the Lowther Pavilion must also be considered within your decision to attend the Theatre. Owing to social distancing, local public transport service providers might only be able to offer limited services with reduced capacities and reduced timetables so we ask that where you are looking to use public transport to attend the venue, you plan your use of public transport carefully and refer to the latest guidance from the public transport providers.
- 3.** We recommend that tickets should be purchased in advance. Track and Trace details will be required to be left. All tickets will be available from www.lowtherpavilion.co.uk.
- 4.** Audience hygiene
 - a. We ask that all Audience members maintain good hand hygiene, please use the sanitiser stations provided around the venue and avoid touching your face or any unnecessary surfaces.
 - b. Please observe respiratory etiquette and always cover your mouth if needing to cough or sneeze.
- 5.** Food and Drink - Please be advised that you are not permitted to bring your own food and drink to the venue, however, our bar and snack area will be open 45 minutes before the scheduled start time of your performance.
- 6.** Upon arrival to the Lowther Pavilion
 - a. Audience Members will be permitted access to the Theatre 45 minutes prior to the published show start time, any queuing will take place in Lowther Gardens outside of the venue. Earlier arrival to the building will not be possible.
 - b. There are toilets in Lowther Gardens that Audience Members have access to, prior to entering the building.
 - c. We respectfully request that all patrons wear masks when circulating around the Lowther Pavilion. We can supply Audience Members a face mask if they have not brought one and wish to wear one. This is for the continued protection of staff and all audience members.

- d. As you enter the building wearing your face mask, your contactless ticket will be scanned, and you will be directed to your allocated seat. Where seating allows we will offer a facility for socially distanced seating.
- e. We ask that you do not loiter in these spaces whilst inside the building.
- f. If an Audience member needs to utilise the toilet facilities during a show, they should try to wait until a suitable interval, follow the one direction markings and continue to wear their facemask.
- g. Whilst in the Theatre, please follow signs and obey instructions from staff and public address announcements.
- h. Any members of the audience with accessible tickets, including wheelchair spaces, are encouraged to notify the staff and will be escorted to the front of any queues to give more time for entry, and to be assisted if required.
- i. Audience Members must not attend the venue if they are displaying Covid-19 symptoms and agree that if any member of their party was to develop Covid-19 symptoms in the interim, that they will not attend the Theatre. A list of Covid-19 symptoms is shown below:
 - Cough in the last 7 days
 - Unusual Shortness of Breath on activity for two or more consecutive days
 - New Shortness of Breath at rest
 - Fever/Feeling Hot/Sweating
 - Loss of Smell
 - Loss of Taste
 - Red Eyes or Sticky Eyes
 - Diarrhoea
 - New Runny Nose
 - New Blocked Nose
 - Sore Throat

7. We will continue to take the following precautions every day to keep our team and audience as safe as we possibly can:

- a. Enhanced cleaning.
- b. Hand-sanitiser stations.
- c. Wearing of face coverings strongly encouraged, especially while moving around inside the venue.
- d. Building monitored to avoid overcrowding.
- e. Contactless ticketing, security and temperature checks.
- f. Restricted stage-door activities post-show.
- g. The 'Book with Confidence, Exchange with Ease' pledge allowing exchanges up to 24 hours before a performance.
- h. Audiences recommended to bring minimal possessions.
- a. Enhanced ventilation for all shows.
- b. Where seating numbers allow, we will offer the facility for socially distanced seating.
- c. Toilets will be monitored on a regular basis.
- d. All staff and volunteers masked at all times.
- a. Regular testing of staff.
- b. Theatre pass doors to remain open during shows.

- c. Fire exits on the bar side to also remain open.
- d. All staff and visitors to pass through thermal Camera on arrival at building.
- e. Increased security between front and backstage areas to not allow passage especially with any groups that may have unvaccinated members

Information updated: 06/11/2021