

## **BIG THEATRE FOR SMALL SPACES SUMMER 2020**

### **COVID-19 SAFETY MEASURES - Audience Experience (Outdoor and indoor performances)**

Theatre on the Ridge recognizes that rehearsals and public performances are no longer inherently safe activities. As an organization, we care deeply about the health and welfare of our patrons, performers, staff, and volunteers. As such, additional precautions are being taken to reduce the spread of COVID-19.

Following the procedures outlined below does not guarantee an illness-free event; however, we aim to minimize the risk of infection as much as possible by adhering to these best practices.

#### **Ticket Purchases**

**All ticket purchases must be done online and by noon of the day of the performance. There will be no tickets sold at the door and no cash transactions permitted.**

#### **Arriving at the Venue**

Ticketholders will be given information about Theatre on the Ridge safety measures in advance before arriving at the venue. They will also be asked to fill out a digital declaration of fitness, which will be available to download online in advance or may be completed on site the day of the performance. It is preferable that the declaration of fitness be completed in advance and presented on arriving at the venue. **Those experiencing any symptoms of COVID-19 will not be permitted to enter the venue, indoors or outdoors.** Additionally, a waiver acknowledging the risk of attending an indoor public event must be signed with every ticket purchase if circumstances warrant.

**Theatre on the Ridge reserves the right to not admit any patron who appears to be unwell to any performance. Refunds are available, if requested, up to 4 hours prior to the performance, but will not be provided at the door.**

*Staff will be on hand to carefully monitor lobby capacity and traffic flow as required, both outside and inside the venue.*

It is recommended that ticketholders do not arrive at the venue earlier than 20 minutes prior to start time.

Upon arrival at the venue, ticketholders will be expected to line up outside. Signage (i.e. stickers placed 6 feet apart) will encourage physical distancing and reinforce what is

expected of ticketholders once they are inside the venue. These signs may include a reminder to fill out a fitness declaration, information on our cleaning practices, warnings about potential washroom lineups, and encouragement to find and remain in your seat as quickly as possible.

Staff members stationed at the door will ask ticketholders if they have completed their fitness declaration, or be present to help them do so prior to entering the venue.

Theatre on the Ridge and venue staff interacting with members of the public will wear face masks not only to reduce health risks, but also to serve as a visual reminder to the audience to take precautions. Hand sanitizer will be available for all Front of House staff.

**In accordance with current Region of Durham regulations, ticketholders will be required to wear a mask while inside the venue at all times, but not outside as long as physical distancing is maintained.**

### **In the Lobby Area**

Ticketholders will enter through one door and exit through another. If a patron needs to leave the lobby or outdoor performance space before or during the performance, the patron must re-enter through the main door.

Once inside the lobby area, ticketholders will be asked to use the provided hand sanitizer before proceeding to the washroom, theatre. The doors to the venue and lobby will not be opened until the performance space is also open.

A small number of distanced seats will be available in the lobby area to accommodate guests with mobility issues.

Stickers will also be placed on the ground inside to reinforce physical distancing. A “socialization station” of 3 dots, all 6 feet apart, will help remind patrons that while Theatre on the Ridge and the venue encourage a warm and friendly atmosphere, patrons must socialize at a distance.

### **Concession Service**

There will be no intermission or concession service for these performances. Patrons are invited to bring their own non-alcoholic beverages if they wish.

### **Washrooms**

**The performance is scheduled to run 60 – 70 minutes. Patrons are encouraged to plan their time accordingly to the best of their ability.**

**The venue has one washroom available to the public and, should a patron require the washroom, a Theatre on the Ridge attendant will be on site to manage washroom lineups, physical distancing and between use sanitization.**

If the lobby is open for longer than a half hour, **washrooms will be disinfected every half hour and immediately after the performance begins.**

Instructions on personal sanitization procedures will also be available in the washroom, with additional reminders available from the attendant if necessary.

Updated July 20, 2020

## **In the Theatre**

The seating layout in the theatre indoors will reflect a 6-foot distance between audience members. Where available, **seating will be allowed for groups of up to 4 patrons, provided they are from the same social “bubble.”** Every seating group will have open aisle access.

Unused seats will be covered, and access to them will be limited.

**The front row of the audience will be placed a minimum of 8 feet from the stage indoors & 12 feet from the stage outdoors.** Performers will be wearing face shields if performing inside.

**While the audience is entering and exiting the theatre, doors will be left open to reduce the number of common touch surfaces.** Doors should only be opened or closed by Theatre on the Ridge staff. Traffic flow will be managed through designated entrances and exits. In the event of an emergency, the audience can exit through all doors.

In between performances, all hard surfaces on seats in the theatre will be wiped down and disinfected.

**If an audience member requires the use of the washroom during the show, the patron may not be readmitted if the usher is unable to determine a safe way to do so without compromising the spacing of other guests.**

The use of fog, haze, smoke and otherwise are currently prohibited in all performances, as these theatrical effects can induce coughing. **If a patron is excessively coughing or sneezing during a performance, they may be asked to leave** by a Theatre on the Ridge staff member.

## **Illness of Artists and Crew & Potential Cancellation of Performances**

Theatre on the Ridge recognizes that the importance of artists not coming to work when sick may conflict with the idea that “the show must go on.” However, **performers and crew will not be expected or allowed to work if they are experiencing any cold- or flu-like symptoms, such as coughing, fever, or sneezing.** Efforts will be taken to ensure that all cast and crew feel comfortable coming forward if they are feeling unwell. **Theatre on the Ridge accepts that cancelling or postponing a performance/rehearsal due to illness is a necessary and appropriate course of action.**

**Should Theatre on the Ridge be required to cancel a performance due to cast/crew illness, full refunds will be made to ticketholders affected.**