



OUR COVID-19 GUIDELINES

The Bridport Electric Palace places the utmost importance on the safety and wellbeing of our customers, our staff, our stewards and our performers.

Based on UK Government guidelines and advice, we have introduced new health and safety measures to reduce the risks associated with COVID-19.

Some of the measures set out below will be clearly visible to you. Others require consideration from customers to help ensure that everyone has a safe and enjoyable time.

BEFORE YOU ARRIVE



- You must bring your own suitable face covering to enter either venue
- All tickets must be purchased in advance. Tickets will not be available on the door
- You can buy tickets for events at both venues from Bridport Tourist Information Centre
TICKET BOOKING LINE : 01308 424 901 Mon-Sat (10am-3pm)
IN PERSON : Mon-Sat (10am-3pm)
You can receive your tickets(s) as *either*
a) an e-ticket, sent to you by email (no charge) *or*
b) a printed ticket, sent by post. There is a small charge for this option.

BOOK ONLINE (open 24/7) :

Events at Bridport Electric Palace : www.electricpalace.org.uk

- All ticket will be sold from a socially distanced seating plan
- All drinks and snacks to be consumed in the venue and/or during the performance, must be booked in advance <https://www.electricpalace.org.uk/preorder-your-drinks-here/> or bought from Coffee XTC who will be at the front of the venue ahead of certain events.
- Our bars will not be open
- Your contact details (*name, phone number, event name & event date*) will be taken from your EP account information or by Bridport TIC for phone/in person bookings. This is a requirement of the UK Government for NHS Test & Trace.
- Before leaving home, please check the venue website and social media pages for the latest information and any changes to opening /performance times

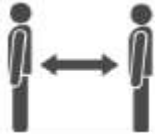


- You should not visit our venues if you are displaying any of the symptoms associated with COVID-19
- As part of the new entry procedures for each venue we will be carrying out temperature checks on all customers



- To reduce contact with our staff, please be ready to make on-site payments using a contactless bank card (up to the £45 limit)
- Unfortunately, we are unable to accept any cash payments

ON ARRIVAL



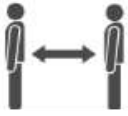
- Customers must maintain a minimum of 2m social distancing as they queue to enter the building
- Customers must wear a face covering when queuing, entering the venue and taking their seats
- Any person who cannot wear a face covering (for medical or other reasons) must explain this when they arrive at the venue
- We will have contactless checking of tickets, using a barcode scanner upon arrival. It is essential that you bring your tickets with you – without a ticket, entry will not be permitted
- No tickets will be available on the door

INSIDE THE VENUE



- All customers must maintain social distancing and wear a face covering when inside the venue:
 - when queuing, entering the venue and taking their seats
 - if they leave their seats for any reason (to use the foyers and toilets)
 - when leaving the venue after the performance
 - Customers should wash/sanitise their hands frequently, using the facilities provided
 - Our stewards will guide customers to their seats. Customers should remain seated there until the performance starts
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- Please be patient and respectful of other customers and our staff when queuing inside or outside the venue
 - When leaving the venue, after the event, please continue to follow social distancing guidelines and allow extra time to leave the venue safely

SOCIAL DISTANCING



- Please respect 2metre social distancing when queuing
- Clear signage/markers have been installed in our entrances, foyer areas, auditorium, and toilets to help customers keep a safe distance from one another
- Our stewards will monitor queues & indoor spaces to ensure that social distancing is being maintained



- Our staff will be wearing visors and face coverings at our contactless ticket check points



- Following UK Government guidance, our seating plans set to allow for 1m+ social distancing. Please respect social distancing guidance at all times
- UK Government guidance recommends that face coverings are worn at this distance
- Any person who cannot wear a face covering must tell our stewards as soon as they arrive. For the safety of other customers, anyone without a face covering will be sat 2m+ away from other customers. This will mean they cannot sit in their booked seat and will be asked to sit in the circle.
- Please be patient and mindful of social distancing when taking or leaving your seat. This will mean that moving around the venue will take longer than usual
- We have revised some of our standard ways of working in order to reduce the proximity of our staff and stewards to our customers
- We hope you enjoy the show

SOURCES OF INFORMATION (as at 10.9.20)

Face coverings must be worn in a theatre / cinema

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Theatres can reopen from 1 August 2020

<https://www.gov.uk/government/news/audiences-back-in-theatres-from-1-august>

Maintaining records of staff, customers and visitors to support NHS Test and Trace

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Working safely during coronavirus (covid-19) - Performing Arts

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts#arts-3-1>

Reopen your business safely during coronavirus

<https://www.gov.uk/coronavirus-business-reopening>