

The Pavilion Theatre is a registered COVID Safe venue.
Your health and safety are our priority.

To avoid the spread of COVID-19

- Practise physical distancing.
- Avoid close contact with other people.
- Wash your hands frequently with soap and water for 20 seconds.
- Use hand sanitiser (including before and after eating).
- Sneeze or cough into elbow.
- Do not attend if you are experiencing any symptoms of COVID and/or have been in contact with a confirmed case.
- Remain in your allocated seat for the performance.
- Allow plenty of time to get to your seat – theatre will be open 30 minutes before the show.
- Use the print at home function for your tickets, or show them on your phone. **We will not be providing printed tickets unless in special circumstances, and in those cases we will minimise ticket handling for safety**

These are our safety guidelines

- Capacity restrictions are currently in place and our venue is operating at a reduced capacity. The auditorium, foyer and bathrooms have capacity limits that are clearly signposted.
- There is COVID-safety Marshall on duty for each performance to oversee patron safety.
- Theatres will be open 30 minutes before the show to allow time for patrons to be seated as they arrive.
- Patrons will have temperatures checked, be offered masks and sanitizer, and will be made aware of our COVID-safe terms and conditions on entry.
- Theatre layouts have been adapted to allow space between seats for safe physical distancing. Fewer tickets will be allocated for each performance. Household groups may be seated together with spacing between each group.
- Seating will be sold as General Admission then allocated on arrival at the venue with distancing between groups and individuals to maintain safety protocols.
- Online sales or phone sales only. We are unable to accommodate walk up ticket sales at this time
- The auditorium doors will open early to allow audience members to head directly to their seat to avoid overcrowding the foyers.
- Our floors will be marked to manage queuing and movement throughout.
- Hand sanitiser will be available throughout the venue.
- Posters with health & safety guidelines will be displayed in the venue.

- In addition to existing high standards of cleanliness and hygiene protocols, Castle Hill Players has introduced routine measures of frequent cleaning before and after events. This will include the frequent cleaning of high touch surfaces such as door handles, handrails, toilets and any other surface identified as being touched by people.
- Events will not have an interval, to minimise patron congestion in shared spaces and facilities.
- Our front of house staff will be wearing masks and we encourage patrons to wear masks but do not require it.
- Group bookings should only be from the same household group. While groups and individuals are allocated seats with physical distancing measures, groups from the same household will be excluded from this.
- All events will be ticketed. Patron contact details will be collected at time of purchase for contact tracing purposes. If you are booking tickets for a household group, you will be the main source of contact. Please also ensure that you take note of who you attend the performance with and confirm that you have means to contact them if asked. As always, all information is held in accordance with relevant privacy law requirements.
- The theatre bar and kitchen will be closed at this time
- Self-serve water cooler will be unavailable to minimise touch points.

PLEASE NOTE:

It is the responsibility of every individual to help stop the spread of COVID-19.

If you have experienced cold or flu like symptoms in the last 14 days, have a temperature and/ or been in contact with a confirmed case of COVID-19, it is our right to refuse you entry into our venue. The health and safety of our patrons and staff is extremely important to us. Please contact us before your event if any of the above applies to you.

Castle Hill Players recommends that all patrons download the COVIDSafe app

We continue to closely monitor and adhere to the regulations and advice provided by the Australian Government Department of Health and in accordance with NSW Government guidelines. The Pavilion's COVID Safe plans are subject to change as the health advice changes.