



TEATRU MANOEL

Guidelines when attending a performance

Before you visit

1. Book your ticket/s online and either print them or, preferably, download them onto your mobile phone to present to the usher when you arrive at the Theatre.
 2. You must stay at home if you develop COVID-19 symptoms or have had direct contact with a positively-diagnosed individual in the 14 days prior to the event.
 3. You are encouraged to avoid public transport when travelling to the event. If using public transport please wear a face covering en route.
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Enhanced cleaning

Rest assured the theatre is professionally cleaned on a continual basis. Common contact surfaces and toilet facilities are regularly sanitised by our on-site cleaning team.

When you arrive

During your visit you are to wear a face covering at all times.

1. Join the queue

On arrival at the theatre please join the queue, ensuring you maintain a safe distance from others.

You will only be allowed to enter the venue with a valid pre-booked ticket for yourself and your group. Each ticket purchaser consents to providing contact details upon booking and be responsible for contacting anyone in their household / support bubble if required after the event.

Please check your ticket for the start time. Doors are open 30 minutes before the start of the performance.

2. Temperature check

You will have your temperature screened on arrival at the venue. If we assess (at our sole discretion) that your temperature is 37.2c or above, you, and those who were to be in your household/support bubble, will not be allowed to enter the venue and the face value of your tickets will be refunded within 7 days to the card you used for booking the tickets.

3. Ticket check

Please ensure you have your tickets ready to be checked by the usher.

4. Sanitise station

Once your temperature and tickets have been checked you will be asked to sanitise your hands before moving forward.

Once inside the Theatre

1. Keep your distance

During your visit please ensure you maintain a safe distance of 2 metres from others at all times.

2. Find your seat immediately

Please proceed directly to your seat and ensure you are seated in the correct seat. You cannot change seats at any time. Avoid walking around the auditorium unnecessarily. Food and drink is not permitted in the auditorium.

3. Use of toilets

Toilets will be available before and after the event. Please maintain a distance of 2 metres when queuing.

Please wash your hands before and after using toilet facilities and sanitise your hands regularly using the products provided.

4. Face covering

You must keep your face covering on throughout the performance.

When you are leaving

1. Exiting

At the end of the show you are to exit in an orderly, distanced fashion from the same door you entered and as instructed by the ushers.

Our team are here to help

Our staff will be on hand during your visit to provide guidance around the theatre. If you have any questions or feedback on your experience, don't hesitate to chat to one of them.
