

# Welcome Back to The Civic

**Updated 07.09.21**

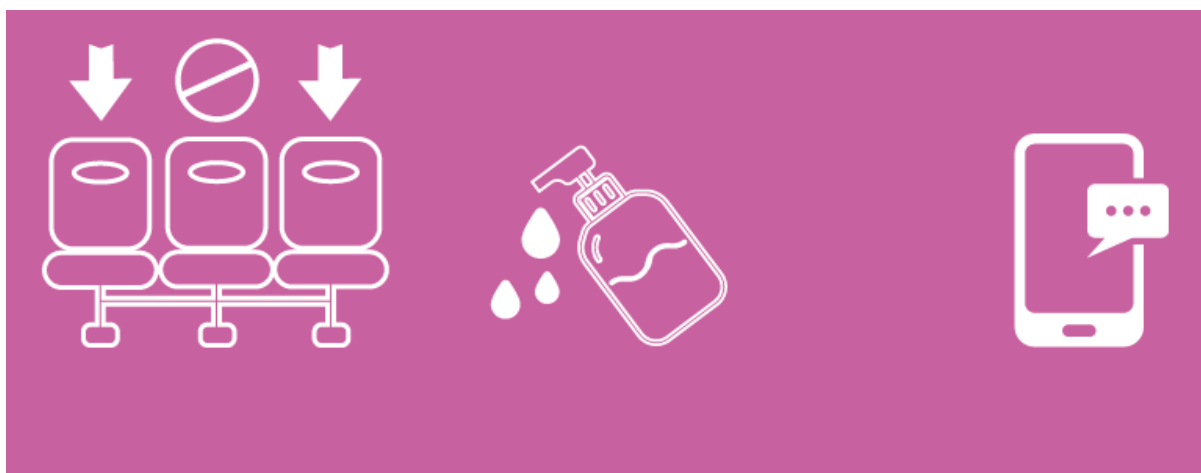


We look forward to welcoming you back to The Civic and appreciate your ongoing support.

In line with current government guidelines and restrictions, we are fully committed to making your visit safe and enjoyable.

We will be updating this page and adapting our protocols to include any new government guidelines that may be issued over the coming weeks.

## Attendance Policy: Customer Info



**Please note** that as per current COVID 19 guidelines we will only be able to welcome patrons over the age of 18 who are fully vaccinated or recovered from COVID-19 within the previous 6 months or minors under the age of 18 accompanied by an adult. Please bring photo ID and proof of vaccination with you.

As always your safety is of utmost importance to us and we are very much looking forward to welcoming you back to live theatre. If for some reason you do not wish to attend or

*cannot provide a vaccine certificate, which is now a requirement, a refund will be provided by contacting [boxoffice@civictheatre.ie](mailto:boxoffice@civictheatre.ie)*

***Thank you for your cooperation in helping us to keep The Civic as safe, welcoming and comfortable as possible for our audiences, staff and artists. Please help us by playing your role and adhering to the following policies.***

- **If you or any member of your party have had symptoms of COVID-19 in the 14 days prior to an event we would ask that you do not visit the venue** and instead contact Box Office by phone or email. Please see the HSE website for further information on COVID-19. Our box office team can arrange a refund of your ticket once notified 24hrs in advance of show time.
- We require that both our staff and the public wear facemasks in all public spaces. Please make sure you wear yours from before entering the building until after leaving the building. You can find the HSE's latest updates on face masks and coverings here.
- Don't forget your face covering – Face coverings are now mandatory and must be worn when entering, exiting and moving around in the theatre. We would strongly recommend you keep your mask/visor on throughout the performance unless eating or drinking, and please ensure you are wearing your face covering correctly.
- Do not arrive without a mask/visor as you may be refused entry. If you cannot wear a mask/visor, please contact us before booking.
- We are operating a paperless ticketing system, once you have made your booking you will receive an email with the option to download your e-ticket to your phone/tablet.
- Have your e-ticket or mobile device ready to scan upon entry. If you do not have an email address our team will have your booking details, you can give the name the booking was made under on entry to the auditorium.
- Please use contactless payments where possible to enable faster, touch-free transactions.
- Your full contact information will be required at booking to ensure full and thorough contact tracing is possible if needed later.
- Please arrive on time to enable safe entry for all audience members. No latecomers can be admitted once a performance has started.
- Practise good hand and respiratory hygiene – hand sanitisers are provided throughout the theatre, so please use this as often as required.
- Adhere to the queueing systems in place, following staff instructions when required.
- Be mindful of social distancing always.
- Please sit in the seats you have been allocated and do not change or move seats once you have been seated. Remain in your seats throughout the duration of the performance if possible.

# Safety Measures

## NEW MEASURES WE HAVE PUT IN PLACE FOR YOUR SAFETY AND CARE

**We have been working hard behind the scenes to ensure you have a relaxed, safe and enjoyable experience with us when you do return. The safety of our audiences, performers and staff is our utmost priority so we have put in place a number of new measures as part of our reopening plan, and we thank you in advance for your cooperation.**

- All full and part time staff have completed a Return to Work Induction and undertaken training in all new work practices and procedures related to Covid-19.
- Reserved seating for all event observing the most recent physical distancing guidelines with reduced capacity.
- There is an ongoing enhanced cleaning routine in the theatre, with increased regular and targeted cleaning practices in place to ensure a safe and clean environment.
- The auditorium and other public areas are fully ventilated where possible before and after all events. Anti-bacterial seat spraying following every performance.
- Hand sanitiser available upon entry to the building and at various locations in the lobby
- New layout and queueing system in our foyer to facilitate physical distancing
- Staggered arrival where appropriate
- Hand sanitiser stations are available throughout the theatre.
- There is a contact tracing protocol in place, as we are required to retain your contact details on booking to assist with contact tracing, should it be required in the future. We can assure you that your information will always be protected by GDPR protocols.
- We have introduced Print at Home and E-Tickets that along with touch free scanners will enable fully socially distanced ticket scanning and access control.
- We have made changes to our refund/ policy for all Covid-19 related issues. If you purchased tickets and cannot attend for reasons related to Covid-19, we will refund your order up to 24 hours before the event.
- All The Civic Team will be wearing face coverings.
- A managed entry and exit system is in place with front of house staff on hand at all times to guide you.
- Directional and Instructional signage are in place inside and outside the theatre. Our front of house team will guide you to your seats and to all facilities.
- Our front of house team will monitor safety guidelines using radio headsets to allow safe communication while practicing social distancing.
- Perspex barriers are installed to reduce close contact where possible.



## Customer Info

- Due to our reduced capacity, pre-booking is recommended for all events.
- Theatre staff will assist from a distance to help you to your seat(s) as soon as you arrive at the theatre.
- We have displayed written notices throughout the theatre along with verbal announcements within the auditorium to guide you during your visit.
- Contact information of the lead booker will be held for contact tracing. We are required to retain your contact details on booking to assist with contact tracing should it be required in future. Should you require toilet facilities during your visit, there will be a member of staff situated in the foyer to ensure that a limited number of people use the facilities at any one time.
- Once the event has ended, we ask our audience to respect physical distancing as we exit individuals from the front of the theatre first.
- Unfortunately, at this time we are unable to offer an evening bar service. We apologise for any inconvenience. The Betelnut Cafe is operating, please see their website for further details [www.betelnutcafe.ie](http://www.betelnutcafe.ie)
- You must keep your belongings with you; no belongings can be left at Box Office or at any location in the building.
- The lift is restricted to only those with mobility issues.

### Updated terms and conditions



- Management reserves the right to cancel or make any essential changes to performances at any stage.
- Every member of the audience must have a valid ticket with a clear and visible QR code.
- Once purchased, tickets and gift vouchers cannot be exchanged or refunded unless an event is cancelled by the venue. This does not affect your statutory rights. Please contact Box Office if you have any questions regarding this.
- **Refund and Exchange Policy:** Please note that if you purchased tickets and cannot attend for reasons related to Covid 19, we will refund your order up to 5pm the day before the event. We would appreciate as much notice as possible as we will likely be able to sell your tickets on to others eager for live entertainment.
- **Accessibility Seating:** If you or someone accompanying you have any accessibility needs, please make sure to contact the Box Office on 01 4627477 as soon as possible and we can advise on your seating option(s).
- We look forward to seeing you soon!

If you have any queries about our safety measures, advice for customers or updated terms and conditions please get in touch by calling (01) 4627477 or emailing [boxoffice@civictheatre.ie](mailto:boxoffice@civictheatre.ie)