

WHAT WE'RE DOING TO KEEP YOU SAFE

Keeping our visitors and staff safe is our highest priority. We have introduced a range of health and safety measures, including:

- **Physically-distanced theatre seating** – reduced theatre capacity, following social distancing guidelines.
- **Defined Spaces/Zones** – we have introduced three defined zones to allow us to keep groups of patrons separated to from each other.
- **Enhanced daily cleaning regimes** – including regular sanitisation of high touch points.
- **Handwashing facilities and sanitiser provided** throughout the building.
- **eTickets** – for display on mobile phones to reduce contact and queuing at Box Office.
- **Flexible ticket exchanges** – we have introduced a more flexible exchange policy to allow you to exchange tickets if you are feeling unwell.
- **Cashless payments only**
- **Cloakroom is closed** – large bags and equipment will not be permitted in the theatre.
- **Ticket holder contact tracing** – all bookings require contact information from patrons before confirmation. Please look to our [Privacy Policy](#) for more information.
- **QR codes** – all patrons must scan our Government QR codes before entry or sign our manual check in sheet.
- **Staff training** – all theatre ushers have completed additional COVID-19 safety training.

We continue to follow the Government health guidelines and will update our procedures as necessary.

WHAT YOU CAN DO TO HELP

- **Please don't visit if you feel unwell**, have experienced any symptoms associated the COVID-19 in the past 14 days (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose or loss of sense of smell and/or taste) are awaiting the results of a COVID-19 test, have been in contact with any known or suspected cases of COVID-19 in the past 14 days, or have returned from overseas in the past 14 days.
We have updated our [ticket exchange and returns policy](#) – please refer to this if you feel unwell. Err on the side of caution and contact us to arrange an alternative attendance date.
- **Keep to your zone at all times** by observing our barriers and staff instructions.
- **We encourage you to wear a mask** whilst visiting our venue, including during the performance. Please bring your own mask, or you can purchase one on entry if required.
- **Practice good hand hygiene** by cleaning your hands thoroughly with soap and water in the bathrooms and using the hand sanitising stations throughout the venue.
- **Practice social distancing** while in our venue. Queue where indicated and follow staff instructions.
- **Download your eTicket** and have it ready on your mobile phone for scanning as you enter the theatre.
- **Ensure your contact information is up to date.** If you made the booking, collect the contact information of your guests and have their permission to share it if required.
- **Observe lift limits** and allow less-mobile visitors to use elevators first.
- **Cashless payments only.** Bring a credit or debit card for any on-site purchases.
- **Don't bring large bags or items** as the cloakroom is closed. Store tall umbrellas in the tubs provided (at your own risk) and put short umbrellas in your bag.
- **Download the COVID-19 app ahead of your arrival.**

Visitors who do not comply with these conditions will not be admitted or will be asked to leave the venue to ensure the safety of all visitors and staff.

We look forward to welcoming you to the theatre and greatly appreciate your support and cooperation.