



Everyone at Loughborough Town Hall is delighted to be welcoming our wonderful audiences back to our many shows and events. After such an interval, it has been truly lovely to have our theatre buzzing with energy once again.

We understand many people may be anxious about returning to a full auditorium for the first time since the pandemic began. Throughout our preparations for reopening, ensuring the safety of our audiences, staff and performers has been at the heart of our work.

We want to reassure you that we will continue to apply our safety measures throughout this season and beyond as required.

We are following all government guidelines and we will update this page if things change. We would recommend checking this guidance again before you visit for the latest information.

If you have any additional questions, please don't hesitate to contact us via our Box Office on 01509 231914 or via email at [box.office@charnwood.gov.uk](mailto:box.office@charnwood.gov.uk)



Loughborough Town Hall is proud to be involved in the **SEE IT SAFELY** scheme, run by The Society of London Theatre (SOLT) & UK Theatre.

This campaign was launched as a new scheme, to support venues as they navigate the challenges of re-opening, and to give audiences the confidence that venues are consistent in their approach and implementation of the latest guidelines.

In order to display the See it Safely mark, venues have to sign up to a code of conduct to demonstrate that safety forms the foundation for their reopening plans and are verified accordingly.

**This guidance was updated on 19<sup>th</sup> November 2021.**

## AUDIENCE SAFETY MEASURES

- **Will I be required to wear a face covering?**

The Government is recommending the continued wearing of face coverings in busy indoor spaces. Therefore, we would **strongly recommend the wearing of a face covering** while moving through the venue and in the auditorium (except when eating or drinking).

We are operating in a Covid-safe manner and would ask customers to remain considerate of fellow audience members.

Our staff will continue to wear face coverings throughout the venue.

- **What additional cleaning measures have we put in place?**

We are ensuring that all high-contact surfaces are frequently cleaned and sanitised throughout the venue, with our auditorium thoroughly cleaned after each performance. We also have hand sanitiser stations positioned throughout the venue for audiences to use.

- **What ventilation do you have installed?**

Loughborough Town Hall's ventilation system in our auditorium pumps fresh air into the space and ensures that no air is re-circulated from inside the venue.

We will also look to open windows and doors where possible to increase the flow of fresh air.

- **Do I need to check-in to the NHS Covid-19 app?**

Audiences will be able to check-in via QR codes placed within the foyer and entrance using the NHS COVID 19 app when you arrive, and we strongly encourage you to do so.

- **Will you be requesting COVID certification to enter the venue?**

At this time, we will not be requiring audiences to present their COVID Pass/certification as a condition of entry. We will continue to monitor Government guidance on this matter and will respond should this become a mandatory requirement.

If this was to change, we would ensure this is communicated to all ticket bookers and in good time ahead of any performance dates.

- **Will we need to social distance throughout the venue to avoid crowds?**

Out of courtesy to others, we ask that you continue to leave as much space as you reasonable can between yourself and others. This is to ensure a minimal number of crowded areas as possible. Our staff will be on hand and may ask you to take a different route around the building compared to what you may have been used to in the past.

- **What should I do if I start to show symptoms after visit Loughborough Town Hall?**

If you or a member of your party begin to present symptoms of COVID-19 after your visit, you should get tested and self-isolate as soon as possible. Please contact our Box Office by emailing [box.office@charnwood.gov.uk](mailto:box.office@charnwood.gov.uk) and telling us when you developed symptoms and the show you attended.

If you receive a positive test result, NHS Test and Trace will be in contact with you to discuss where you have been to recently and people you may have encountered. They will then follow this up and advise on next steps.

## PLANNING YOUR VISIT

- **What should I do if I show symptoms or am required to self-isolate?**

We ask that anyone who is presenting symptoms of COVID-19, or who have been instructed to self-isolate, to not visit Loughborough Town Hall for your planned performance.

Please contact our Box Office by phone or email **by 5pm the day before the performance** where we will be happy to transfer your tickets to another date/performance (subject to availability) or exchange for a credit voucher. We may ask for you proof of either an email or text communication from NHS Test and Trace to be sent to us.

- **What time should I arrive?**

Our doors will open 1 hour before your performance and we advise giving extra time for your arrival. This will ensure plenty of time for you to make your way into the auditorium and pick up a refreshment if you so wish.

We would advise arriving no later than 15 minutes before the show.

- **What if I forget exactly what the measures are after booking my tickets?**

We understand that the gap between purchasing tickets and attending the show can often be weeks or months apart. Therefore, for anyone who has an email registered to our Box Office system, we will email our most updated measures to you a couple of days before your show date. Physical copies of our measures will also be available from our Box Office and can be requested accordingly.

We also recommend that you visit our website for most up to date guidance available.

## BOOKING TICKETS

- **How can I book and receive my tickets for this season?**

Our Box Office has now fully reopened and is available for in-person and telephone bookings from Monday-Saturday, 9am – 3pm (excluding Bank Holidays).

Tickets for performances can be purchased 24/7 online via [www.loughboroughtownhall.co.uk](http://www.loughboroughtownhall.co.uk)

Tickets can now be sent by post or to have ready to collect from the Box Office. However, to reduce contact we encourage audiences to opt for Print at Home tickets where possible.

- **I am keen to purchase a ticket, but I'm worried about the risk of a future lockdown. Will I lose my money if this occurs?**

Should any national or local Government measures be put in place preventing a performance from being undertaken, we can guarantee that you will not lose the value of any of the tickets purchased for the affected performances.

If we can no longer present a show, audiences will be offered a transfer to a re-scheduled date at no charge, a credit voucher for the full value of the booking, or a refund (minus booking fees).

- **Will you be offering a bar service?**

We will be running a bar service before the show and during the interval. We have installed plastic screens as an additional protection measure for all, and will be initiating a queueing system through our Sock Gallery to ensure space is available. We will also be providing more service points to reduce queues where possible.

We kindly ask where possible that contactless or card payment methods are used for payment.

- **Will you still be offering hearing loops for those who require them?**

Yes we will. Please speak to a member of our Box Office team who will be able to assist. We will ensure all units are sanitised after use also.