

The safety and wellbeing of our customers is always a top priority for us. As such, we're continuing to ensure that all government measures are adhered to and that our guests feel comfortable and confident when visiting our theatre over the coming weeks. We're also accredited with the UK theatre's 'See it Safely' scheme, as well as Visit England's 'We're Good to Go' industry standard, which we hope will reassure you that we're observing all best practices within the sector and government guidance. We can't wait to welcome you to the theatre and help make your Christmas a magical one.

Ahead of your visit to the Key Theatre, we would like to let you know a few important details.

### **Covid Safety Update – 10<sup>th</sup> December 2021**

#### **Face masks**

In line with government guidance, it will now be mandatory to wear a face mask whilst you are visiting the theatre from Friday 10<sup>th</sup> December. If you are exempt from wearing a face covering it would help our front of house staff and fellow audience members if you wear an exemption lanyard.

We remain committed to ensuring a safe and enjoyable visit for all. Our staff will continue to wear face coverings at all times to protect themselves and our guests, and we ask for your support in ensuring everyone is able to enjoy their visit safely.

If you do not have a face mask, then please speak to our friendly staff members and they will be able to provide you with one.

The only exception to wearing a facemask is when consuming food and drink – you may remove your face mask whilst you are in the bar and seated in the auditorium consuming refreshments, but we ask that you put your mask back on once you have finished eating and drinking.

#### **Covid Passports**

From 15<sup>th</sup> December, certain venues and events will be required by law to check that all visitors aged over 18 years or over are fully vaccinated or have proof of a negative test in the last 48 hours.

Having reviewed the guidance, the Key Theatre will be exempt from this requirement as the venue holds significantly less than 500 attendees and does not meet any of the conditions outlined.

Further clarification about exemptions can be found below:

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

#### **What else is the theatre doing?**

In addition we also have the following measures in place:

- Enhanced cleaning
- Our staff will continue to wear face coverings while carrying out their duties throughout the building
- One way systems in place and signage throughout the building
- Increased signage throughout the building to reinforce compliance
- Increased public spaces to minimise congestion – including separate seating areas
- We will continue to encourage customers to check in using the NHS Covid-19 app – the QR code is displayed by the entrance to the theatre
- Increased hand sanitisers available in all areas
- Increased ventilation in all areas

What else can you do?

Before you attend an event at The Key Theatre, we would encourage you to complete a lateral flow test. Please do not visit if you test positive or are displaying symptoms.

Should you have any questions or queries regarding the above then please do not hesitate to contact our friendly box office staff by calling 01733 207239 or at [keytheatre@cityculturepeterborough.org.uk](mailto:keytheatre@cityculturepeterborough.org.uk)

We thank you for your support and we hope you have an enjoyable visit with us.