

Audience Member Code of Conduct

Please be aware that this code is intended to keep us all as safe as we can be, and to reduce the risks wherever possible associated with Covid-19.

Compliance to this code is a way of showing respect for fellow audience members whilst on site at the Lowther Pavilion, any non-compliance could result in the jeopardising of public health which is a risk we cannot take, and therefore all mandatory items listed below must be adhered to for entry to the Theatre:

1. First and foremost audience members should carry out their own personal risk assessment prior to attending the event. Audience members should take into consideration your age, health status and clinical vulnerability, and that of any others attending within their party.
2. Please note that the current government guidance allows for up to six persons to meet from two households, therefore if you are booking for persons outside of two households you will need to place separate orders for those additional tickets.
3. Travel to and from the Lowther Pavilion must also be considered within your decision to attend the Theatre. Owing to social distancing, local public transport service providers might only be able to offer limited services with reduced capacities and reduced timetables so we ask that where you are looking to use public transport to attend the venue, you plan your use of public transport carefully and refer to the latest guidance from the public transport providers.
4. Tickets should be purchased in advance and Track and Trace details will be required to be left. All tickets will be available from www.lowtherpavilion.co.uk.
5. Audience hygiene
 - a. At all times and in all areas of Lowther Gardens and the Pavilion Theatre, please observe social distancing and avoid close contact with any others not in your social bubble.
 - b. We ask that all Audience members maintain good hand hygiene, please use the sanitiser stations provided around the venue and avoid touching your face or any unnecessary surfaces.

c. Please observe respiratory etiquette and always cover your mouth if needing to cough or sneeze.

6. Food and Drink

Please be advised that you are not permitted to bring your own food and drink to the venue

7. Upon arrival to the Lowther Pavilion

a) Audience Members will be permitted access to the Theatre 30 minutes prior to the published show start time, any queuing will take place in Lowther Gardens outside of the venue. Earlier arrival to the building will not be possible.

b) There are toilets in Lowther Gardens that Audience Members have access to, prior to entering the building.

c) At the point of entering the Lowther Pavilion we will supply all audience members with a face mask if they have not brought one with them. Audience members will be instructed to wear this mask whilst inside the venue. This is for the combined protection of staff and all audience members.

d) As you enter the building wearing your face mask, your contactless ticket will be scanned, and you will be taken by one of our Social Distance Champions directly to your allocated seat.

e) Please note that the foyer area within the Theatre will not be serving any food or beverages and we ask that you do not loiter in these spaces whilst inside the building.

f) When you arrive at your designated seat we ask that you remain in your seat whilst other member of the audience are being seated.

g) If an Audience member needs to utilise the toilet facilities during a show, they should try to wait until a suitable interval, follow the one direction markings and continue to wear their facemask.

h) To minimise face-to-face contact we insist that all Audience Members turn their backs if they need to pass other members of the audience.

i) Whilst in the Theatre, please follow signs and obey instructions from staff and public address announcements.

8. At the end of the performance, we will allow audience members to exit one row at a time and this will be done via the designated exit aisles. We ask that all audience members remain seated until we indicate to them that their aisle is ready to leave.

9. Any members of the audience with accessible tickets, including wheelchair spaces, are encouraged to notify the staff and will be escorted to the front of any queues to give more time for entry, and to be assisted if required.

10. Audience Members must not attend the venue if they are displaying Covid-19 symptoms and agree that if any member of their party was to develop Covid-19 symptoms in the interim, that they will not attend the Theatre. A list of Covid-19 symptoms is shown below:

Cough in the last 7 days

Unusual Shortness of Breath on activity for two or more consecutive days

New Shortness of Breath at rest

Fever/Feeling Hot/Sweating

Loss of Smell

Loss of Taste

Red Eyes or Sticky Eyes

Diarrhoea

New Runny Nose

New Blocked Nose

Sore Throat