

# Socially Distanced Robin Hood Covid-19 Secure Before and during your visit



## BEFORE YOUR VISIT



**Consider your travel options:** Avoid travelling on public transport at peak times, or walk, cycle or use own transport where possible to get the Theatre. There is now limited parking on Shakespeare St and Grey St. [Click here](#) for more information.



**Contactless ticket check:** Please have your ticket ready to scan to minimise delays entering the venue. Ensure you have charged your mobile phone before coming to the theatre as tickets cannot be retrieved at the venue. Please assemble everyone in your bubble before entering the building. Everyone wishing to enter the Theatre Royal must have a valid ticket.

## ARRIVING AT THE THEATRE



**Staff on duty:** Our staff on duty will be wearing face coverings throughout your visit. If they are exempt from wearing one (in accordance with government guidelines) they will be wearing an exemption badge.



**Wear your face covering:** At this point, if you are not already wearing your face covering staff will ask you to put it on before moving forward. Whilst in the theatre, you must wear a face covering throughout your visit, except when eating and drinking, unless you have confirmed you are exempt with venue staff.



**Timed entry:** In order to ensure social distancing we will be operating a timed entry system. Your allocated time will be printed on your emailed ticket – please ensure you are on time. Once you have entered the building please do not leave as you may not be readmitted.



**Sanitise your hands:** Once admission checks are complete you will be asked to sanitise your hands before moving further into the venue.



**Admission:** Latecomers may not be admitted, we reserve the right to refuse admission. Please be on time for your allocated entry.



**Test and Trace:** There will be NHS Test and Trace QR codes signs displayed around the theatre. Please download this app and be prepared to check in when you attend.



**Join the queue:** On arrival at the venue please join the queue, ensuring you maintain a safe distance from others. Staff will be on hand to assist you. Ensure your full group is present before joining the queue.

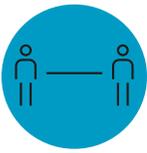


**No Bag or Coat Storage:** Please be aware there is no bag or coat storage. We strictly prohibit backpacks, holdalls, luggage, shopping bags and computer bags, and you will be refused entry with these items. Exceptions will be made for those with medical requirements and/or special needs.



**Security Checks on Doors:** You may be asked to take part in a contactless bag check. There is no cloakroom at the Theatre Royal and you will be required to keep all personal belongings with you at all times.

## DURING YOUR VISIT



**Social distancing:** During your visit please ensure you maintain 2m distance from others using the floor marking guides and signs to assist you.



**Designated routes:** When moving around the theatre, please follow the clearly marked routes and signs to avoid congestion and maintain safe distances.



**Food and drink:** The bars and kiosks at the theatre will not be open; goody bags with a selection of drinks and confectionary will be available to purchase in advance or at the theatre (subject to availability).



**Hand hygiene:** Please wash and sanitise your hands regularly using toilet facilities and the sanitiser stations provided.



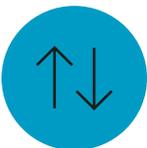
**Enhanced cleaning:** Domestic staff will be working throughout your visit to ensure frequent contact surfaces and toilet facilities are regularly sanitised.



**Staff Assistance:** Our staff will be on hand during your visit to provide guidance around the theatre. If you have any questions or feedback on your experience, don't hesitate to chat to one of them.



**Lifts:** Priority will be given to disabled people and those with reduced mobility. Please use the stairs if you can.

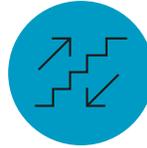


**Passing points:** If you need to pass other bubbles in your row in order to access seats or exit for the toilets please ensure you wear your face covering and move past quickly with your back to them.

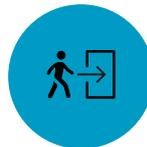


**Photo ID:** In order to comply with the Rule of 6 and Test and Trace, the lead booker will be required to present ID upon ticket checks (driving license, bank card). If the lead booker is not present, the bubble will not be admitted.

## AT THE END OF YOUR VISIT



**Follow directions:** When leaving the venue please follow staff direction and marked routes and signs to avoid congestion and maintain safe distances.



**Exit times:** To ensure social distancing throughout your visit, we will be directing customers to leave row by row and you may be asked to wait momentarily before leaving your seat.

## DISABLED AUDIENCE



**Supporting disabled people during COVID-19:** We recognise that for some disabled people these additional measures to access our Theatre safely during COVID-19 may be challenging. To help us facilitate your visit, please inform staff at the point of booking or request an Access Call Back by emailing [access@theatreroyal.co.uk](mailto:access@theatreroyal.co.uk). A member of the team will be in touch to discuss your visit.



**Not all disabilities are visible:** All visitors and audience members are kindly reminded that not all disabilities are visible. We are part of the Sunflower Scheme so for any customers exempt from wearing a face covering, please wear your lanyard. You can also download the [gov.uk](https://www.gov.uk) exemption card [here](#), please ensure you bring it with you to the theatre if you do not have a lanyard so we can best support your visit.