

The following information may be updated at any time in accordance with the latest government and industry guidance. Please ensure you check this page ahead of your visit for any updates.

BOOKING TICKETS

Tickets must be booked in advance. You will then be issued with an eTicket which you must bring with you. It is important that you keep your Anvil Arts account details up to date in case we need to contact you.

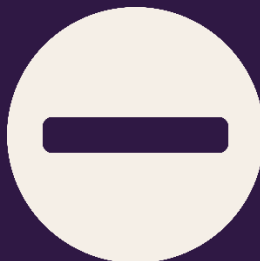
No cash will be taken at the counter.

You will only be permitted to book a maximum of 6 tickets so that you can be seated in groups of 6 or less in accordance with the government's rule of 6 (or 2 households).

WHAT WE ARE DOING TO KEEP YOU AND OUR VENUES SAFE

In line with the latest government guidance, we have put numerous measures in place across our venues to ensure that we remain Covid-19 secure. Please take the time to understand these measures before attending our venues to ensure the safety and wellbeing of everyone.

To oversee the safety of our staff and customers, trained Covid Compliance Officers and Covid Marshalls will be present for all public performances and can be identified by coloured armbands. We have also increased the number of staff working per performance to ensure enhanced cleaning and compliance service.



Please stay at home if you or someone in your household or support bubble has tested positive for Covid-19 or are displaying any Covid-19 symptoms.

Symptoms include:

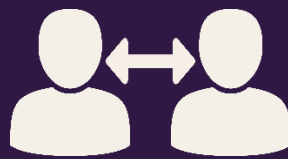
- A high temperature
- A new continuous cough
- A loss or change to your sense of smell or taste

Please contact NHS for further guidance.

If you are unable to attend a performance you have already booked, you can contact our Box Office at box.office@anvilarts.org.uk who will be able to let you know the options available.



Every customer attending will be asked to scan the NHS Track & Trace QR code on entry to our venues. If you do not have access to the NHS mobile app, you will be asked to provide written contact details for Track & Trace. Track & Trace Forms are available on the website. Details will be destroyed after 21 days in accordance with GDPR.



All customers should keep a distance of 2 metres when either queuing or moving around the venue. We ask that you limit your movement around the venue as much as possible by remaining seated in the auditorium.



Please remember to bring your face covering.

Everyone must wear a suitable face covering at all times within our venues, including during the performance, unless you are either exempt or under the age of 11. If you are exempt, we recommend identifying yourself as such to inform staff and other customers around you.

Please only remove your face covering whilst eating or drinking at your seat in the auditorium.



We have hand sanitiser stations positioned at the entrances to all our venues and auditoria. Please use hand sanitiser on entry.



To assist social distancing in our venues, we ask that you always keep to the left when moving around the buildings.



Auditorium

We have reduced the number of seats in our auditoria to allow for socially distanced performances, and placed seat covers over those not being used. Occupied seats allow for a 1+ metre distance between customers with the additional mitigation of wearing a face covering.

Toilets

We have also displayed the maximum occupancy to areas such as toilets. Please kindly wait outside the toilet areas if this number has been exceeded ensuring you remain 2 metres from others. A member of the Front of House team may provide you with further instruction for your safety.

Some of our toilet facilities have been closed off to aid in social distancing. However please help us to remain Covid-19 secure by always washing your hands.

Lifts

Lifts should only be occupied by one person unless anyone accompanying them is from the same household or support bubble.

Hand sanitiser has been positioned outside all lift entrances for you to use as you enter and again after you exit.



We have an enhanced cleaning regime within our venues to ensure all touch point areas are sanitised regularly, including door handles and handrails.

Items such as booster seats and hearing enhancement headsets are also sanitised and available for use.

Our auditoria seating undergoes regular antiviral fogging.



Our auditoria are fitted with ventilation units designed to draw in fresh air from outside, and extract accumulated expelled air from inside. Fresh air will be circulated in these areas from 2 hours before, during and after performances.

Windows to the foyer areas will also be opened to ensure fresh air circulation.

ARRIVING

Please keep your belongings to a minimum as we are unable to offer our cloakroom facilities.

In line with the government roadmap, we will not be able to offer any drinks service before 21 June. If you are attending our venues before this date, we recommend that you bring along your own soft drink refreshments in plastic bottles or cans. Please note that we are unable to permit any glass or alcohol to be brought into our venues.

Please ensure all your party is present before making your way to the venue entrance. When you arrive at our venues, you should be prepared to queue outside observing social distancing. Our

venues will open one hour before the performance start time. You will be met by the Front of House team where every person will be asked to provide their Track & Trace details.

Please be aware that failure to comply with the required safety measures may result in refusal of entry for the safety of our staff and customers.



You will then be asked to present your e-ticket either printed or shown on your mobile device for scanning by our Front of House team and be immediately directed into your seats in the auditorium where we ask that you remain until the end of the performance.



After 21 June, we anticipate that you may order from a limited range of drinks from our bar area which has been fitted with protective screens. Again, please can only one person visit the bar area and remember to remain socially distanced at all times. Please use a contactless payment method.

INTERVAL

Please be aware that some performances may have no interval or a shorter interval.

During an interval, please remain seated in the auditorium unless you need to visit the toilet facilities or collect a drink order. It is important that you always remain socially distanced, therefore we will allow for extra time for people to use our facilities where possible. Please listen for any foyer announcements.

LEAVING

Please remain in your seat at the end of the performance until our Front of House team invite you to leave.

You will be directed to leave row by row using designated exits. Please ensure that you dispose of your rubbish and take all of your belongings home with you.