

### Covid-19 Protocols for Outdoor Performances: Audiences

As announcement by the UK Government, from 11 July 2020 event organisers including theatre producers are allowed to stage outdoor events with the general public present, subject to the science and with safety measures in place.

In line with the advice from the Public Health England, Department for Digital, Culture, Media & Sport, Guildford Borough Council and Events Industry Forum, we have put in place the protective measures below. This is to minimise the risk to staff, artists and audiences who work at and attend our outdoor events by reducing the risk of infection and transmission of the coronavirus (COVID-19).

## **IMPORTANT: Covid-19 protocols for staff and artists to minimise transmission of virus**

	<b>Audiences</b>
Travel	<p>Ideally audiences should walk, cycle or use a private vehicle. If unable to avoid public transport patrons must wear a mask, sanitise hands after touching surfaces and maintain good social distancing.</p> <p>Off-peak travel times will be taken into account with regards to scheduling.</p> <p>Guildford Borough Car Parks to be used by patrons.</p>
Attendance	<p>Audiences are not permitted to attend if they, or a member of their family bubble, have experienced symptoms or if they know they have come in contact with someone with virus symptoms. If in doubt, individual is to contact GSC team and stay at home.</p> <p>The event will be ticketed (via email confirmations) and only patrons with a valid ticket will be allowed to attend.</p> <p>Telephone numbers and full contact details will be taken at this stage for the purposes of NHS Test and Trace.</p> <p>Should there be any available empty seats, these may be sold 'on the door', using contactless payment and full contact details taken to aid NHS Test and Trace.</p> <p>Any members of the public without a valid ticket (electronic only, no physical will be issued) will be turned away and asked to leave.</p>

	<p>Audience details will be kept securely on file for 21 days to comply with NHS Test and Trace protocols.</p> <p>These measures will be communicated to audiences at the time of booking, and re-iterated on their booking confirmation.</p>
<p>Arrival – at performance site</p>	<p>Audiences instructed at time of booking not to arrive more than 10 minutes before their scheduled performance.</p> <p>If this happens, they will be asked to go away and come back.</p> <p>Designated Front of House area will be made clear to audiences at the time of booking.</p> <p>2m markers will be installed to help with queuing.</p> <p>Upon arrival patrons are asked to give their name and the Front of House (FOH) Manager will check this off their printed list.</p> <p>Further safety instructions will be given as necessary and a steward will show patrons to seating area.</p> <p>Front of House Manager to ask if patron or anyone in their household have symptoms. If so, that patron will be turned away. A record of responses will be kept for 21 days.</p> <p>FOH Manager and stewards will have face shields.</p> <p>Signage requesting that “GSC expects patrons will take responsibility for their own and others’ welfare and abide by social distancing” will be displayed during the event.</p>
<p>Seating</p>	<p>The event will be all-seated with no standing allowed.</p> <p>30 seats will be laid out in each venue; of these 24 seats will be allocated in pairs, with 6 single seats, thus providing flexibility for social distancing. A maximum of 25 seats will be occupied at any one time.</p> <p>Stewards to clean seats after each audience has left.</p> <p>Audiences cannot bring their own seating.</p> <p>Each venue to have its own seating set-up. Stewards informed of expected number for each performance to ensure all are present and no extras have been added.</p>

<p>Movement around venue</p>	<p>There will be one route across the three venues, with signage directing audiences.</p> <p>Where paths narrow or steps/staircases are occur, signs will request patrons to walk single-file and keep 2m apart.</p> <p>Children to be supervised by their parents/guardians/carers at all time.</p> <p>Upon arrival, after being checked in by Front of House, audiences will gather, socially distanced, to the right-hand side of the area adjacent to the entrance of Racks Close.</p> <p>The audience, leaving the seating area from the first performance (e.g. 6.20pm), will be guided by an actor from the performance space to the spiral staircase.</p> <p>Once the leaving audience have left their seats, a FOH Steward will marshall the next audience to walk to the seating via a separate route, so there is no overlap or two-way motion.</p> <p>A FOH Steward will meet them there to seat them.</p> <p>Audiences are instructed at the time of booking that if they arrive late for their scheduled performance they may be turned away, to ensure no 'roaming' patrons.</p> <p>The time for an audience to leave the seating space is less than 2 mins.</p> <p>As soon as the audience have left their seats that venue's FOH Steward will clean them ready for the next audience to arrive.</p>
<p>Social distancing</p>	<p>Signage made to remind audiences to retain 2m social distancing, outside of their family/bubble unit at all times.</p> <p>Stage action to take place at least 3m from audience.</p>
<p>Prevention of larger groups gathering</p>	<p>Entry to the seating will be by ticket only; with names checked off upon arrival.</p> <p>Venue stewards to be notified of each audience capacity to ensure the audience retain the same number.</p> <p>Areas will be roped or marked off from the general public and anyone entering the grounds during a performance will be told by a steward that there is a private</p>

	<p>performance happening and will be asked to leave the area.</p>
Tissues & their disposal	<p>Audiences to bring their own disposable tissues. Dispose of all used tissues in the public litter bins provided.</p>
Toilets	<p>This event is designed to be no more than 80 minutes in length, without an interval.</p> <p>Due to the promenade nature of the performance, and its duration time, it is anticipated that toilets will not need to be provided.</p> <p>The location of public toilets will be made aware at the time of booking, and upon arrival at the Box Office.</p>
Personal effects, food etc.	<p>Audiences advised in advance not do not bring anything they don't need to the performance site.</p> <p>There will no be provision made for picnics and the consumption of alcohol.</p> <p>Audiences will be told not to bring picnics to the site.</p> <p>Due to the promenade nature of this performance, dwell time will be kept to a minimum, thus precluding the opportunity for audiences to have picnics.</p> <p>There will be no sale of alcohol or other refreshments by GSC.</p>
Isolation for any patron displaying possible symptoms	<p>If, during the performance, any patron experiences symptoms of the virus (persistent cough and/or high temperature, loss of taste/smell) they will tell the venue steward immediately.</p> <p>They will leave the venue, and go straight home, requesting a COVID-19 test. Should that prove positive, they will commence 14 day isolation and follow all guidance from their GP/NHS.</p> <p>The must also inform GSC of this positive result.</p> <p>That particular audience will be contacted and required to isolate for 14 days.</p>
Cleaning	<p>Seating will be cleaned by stewards after every performance, using alcohol-based detergents and wearing appropriate PPE.</p>

First Aid	There will always be a first aider on site. Training on updated C19 First Aid information will be provided.
Safeguarding	A designated member of staff will be responsible for safeguarding onsite. Please reread our safeguarding policy. Refresh training on child protection and new issues arising from C19 will be provided.
End of performance procedures	Audiences to leave one family/bubble group at a time from the final venue, which will allow them to exit the site whilst maintain good social distance and avoid a bottle neck. Exit is via the service yard on to South Hill. (see map)  Steward to orchestrate audience exit.
Evacuation	Stewards will be made aware of evacuation procedure and muster point for each venue.  Stewards to have a list of audience names for each day's performance to ensure all are present.  See dedicated Evacuation Procedure.
Further questions and honing procedures	Please email Matt Pinches or Sarah Gobran, <a href="mailto:info@guildford-shakespeare-company.co.uk">info@guildford-shakespeare-company.co.uk</a> if you have any questions or changes you feel we can make.

Many thanks for your understanding and cooperation.

We will review our protocols document weekly, in line with up-to-date Public Health England, DCMS and Guildford Borough Council guidelines.

We will inform audiences, staff and artists of any changes.

**Matt Pinches (MP), Producer & GSC Co-Founder 31/07/2020**

Reviewed & updated 06.08.2020 (MP)