



## OUR COVID-19 GUIDELINES

The Bridport Electric Palace places the utmost importance on the safety and wellbeing of our customers, our staff, our stewards and our performers.

Based on the latest UK Government guidance, we are implementing these health and safety measures to reduce the risks associated with COVID-19.

Some of the measures set out below will be clearly visible to you. Others require consideration from customers to help ensure that everyone has a safe and enjoyable time.

### BEFORE YOU ARRIVE



- You must bring your own suitable face covering to enter the venue
- Ideally, tickets should be purchased in advance. Tickets will be available on the door up to 1 hour before the start of each event.
- **BOOK ONLINE (open 24/7) :**  
Bridport Electric Palace website : [www.electricpalace.org.uk](http://www.electricpalace.org.uk)  
You will receive your tickets by email as an e-ticket.
- **IN PERSON or BY 'PHONE : from Bridport Tourist Information Centre**  
**TICKET BOOKING LINE : 01308 424 901** Mon-Fri, 9am-5pm. Sat, 10am-3pm.  
**IN PERSON :** Mon-Sat (10am-3pm)  
You can receive your tickets(s) as *either*  
a) an e-ticket, sent to you by email (no charge) *or*  
b) a printed ticket, sent by post. There is a small charge for this option.
- Socially distanced seating will not be in place except for one show - Bridport Youth Dance on Fri 24 September 2021.
- Our bars will be open from the stated 'doors' time for each event.
- Your contact details (*name, phone number, event name & event date*) will be taken from your EP account information or by Bridport TIC for phone/in person bookings. This is a requirement of the UK Government for NHS Test & Trace.
- Before leaving home, please check our website and social media pages for the latest information and any changes to opening /performance times

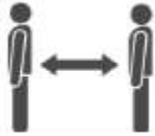


- You should not visit our venue if you are displaying any of the symptoms associated with COVID-19
- As part of the entry procedures for each event we will be carrying out temperature checks on all customers



- To reduce contact with our staff, please be ready to make on-site payments using a contactless bank card (up to the £45 limit)
- We are unable to accept cash payments when our Box Office is open for 'door' sales.

## ON ARRIVAL



- Customers must maintain a minimum of 2m social distancing as they queue to enter the building
- Customers must wear a face covering when queuing, entering the venue and taking their seats
- Any person who cannot wear a face covering (for medical or other reasons) must explain this when they arrive at the venue
- We will have contactless checking of tickets, using a barcode scanner on arrival. It is essential that you bring your tickets with you – without a ticket, entry will not be permitted
- Customers buying 'door' tickets will be directed to a specific place to queue on arrival.

## INSIDE THE VENUE



- All customers must maintain social distancing and wear a face covering when inside the venue:
  - when queuing, entering the venue and taking their seats
  - if they leave their seats for any reason (to use the foyers and toilets)
  - when leaving the venue after the performance
- Customers should wash/sanitise their hands frequently, using the facilities provided

- Customers will notice new information signage informing them of key covid-19 messages and instructions
- Please be patient and respectful of other customers and our staff when queuing inside or outside the venue
- When leaving the venue, after the event, please continue to follow social distancing guidelines and allow extra time to leave the venue safely

### VENTILATION

- The Electric Palace will follow HM Gov guidance about increasing ventilation inside the venue.
- Windows will be open and our extraction system will be on as customers arrive.
- The extraction system will be on during the performance and until all customers have left the venue.



- Our staff & stewards will be wearing a visor / face covering at our contactless ticket check points
- Our bar staff will be wearing face coverings



#### The latest UK Government guidance

- Meet outside, or **open windows and doors for indoor visitors**
- **If you think you have symptoms stay at home and take a PCR test**
- **Wear face coverings in crowded places** and on public transport
- **Wash your hands with soap regularly, and for at least 20 seconds**
- **Face coverings are expected and recommended in indoor spaces where you come into contact with people you do not normally meet.**  
**source :** <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

#### SOURCES OF INFORMATION (as at 9.8.21)

##### **HM Gov website**

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

##### **Working safely during coronavirus (covid-19) - Events**

<https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions>