

## Covid Customer Charter

**In order to keep you and our team safe during your visit we will commit to the following:**

- Adhere to Government guidance on Covid-security.
- Ensure sufficient hand sanitizer stations and hand washing facilities are available to staff and customers.
- Observe 2 metre social distancing between staff and customers and to wear relevant PPE where this is not possible.
- Reduce café capacity to give customers sufficient space.
- Implement new Covid specific hygiene measures throughout our public areas.
- Implement cashless operations – taking payments by card only

### **In return we ask that you:**

- Do not enter the building if you feel unwell or have any of the following Covid-19 symptoms:
  - A fever
  - A new and persistent cough
  - A loss of, or change to sense of smell or taste.
- Report to a member of staff if you feel unwell during your visit.
- Follow the provisions put in place regarding hand hygiene and one-way systems.
- Wear a face covering whilst in the building with the exception of customers using the café.
- Make your ticket, café or shop purchase by card, preferably contactless.

**We hope you have a safe and enjoyable visit to the  
New Vic Theatre.**