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:
  o A fever
  o A new and persistent cough
  o 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.