

# NEW VIC

WELCOMING BACK OUR  
AUDIENCES AND VISITORS



# WELCOME BACK WE'VE MISSED YOU!

At the New Vic, we believe in the power of theatre to change lives and we're so looking forward to being able to share live theatre with you once again.

To ensure we are able to do this in the safest way possible, we have introduced some new safety measures to help reduce the risks associated with Covid-19, and to enable you to have the best possible experience at the theatre during your visit.

Our team are still the same friendly faces that you know, but across the next few pages, you'll find details of what we have put in place for your visit to keep our audiences, visitors and staff safe.

We're looking forward to welcoming you back through our doors.





## BOOKING TICKETS

Please book your tickets in advance.

You can **book online** at [newvictheatre.org.uk](https://newvictheatre.org.uk)

Or by calling our Box Office on **01782 717962**

For email enquiries, please email [tickets@newvictheatre.org.uk](mailto:tickets@newvictheatre.org.uk).

We will respond as quickly as possible and will endeavour to reply within two working days. Thank you in advance for your patience.

## TRACK AND TRACE

In line with government guidance, we require all customers to record their details for Test and Trace purposes.

Audience members are asked to record their entry to the New Vic by scanning the Test & Trace QR code via the NHS Covid-19 App. Alternatively if customers are unable to scan in, our team will be recording the name and phone number of all audience members on arrival at the theatre to ensure we have your up-to-date details in the event we need to provide contact details for NHS Track & Trace. The details you give on entry will not be used for any other reason.

As you sign in, a member of our team will issue a paper wristband to you, which will indicate to our other team members that you have already completed the process. We kindly ask all customers to display this somewhere on your person, or have it to hand as you enter the auditorium to show our staff on the doors.

We are legally required to take this information as part of the Test and Trace process. We cannot permit entry to any visitor who doesn't leave their contact details.



## ETICKETS

On completion of your purchase, be it online or via our Box Office Team, we will send you an e-ticket via email.

You can print this off at home to bring with you or simply show the e-ticket, featuring aisle number, row and seat number, to a member of our team on your phone as you make your way into the auditorium on arrival.

We have introduced e-tickets as a way to minimise contact points during your visit. Please help us keep you safe by providing us with an up-to-date email address for your customer account.

For customers who are not able to receive an e-ticket, you will still be able to collect tickets from our Box Office Team on arrival.





## BOOK WITH CONFIDENCE FLEXIBLE TICKETING

In the event of a performance cancellation due to Covid-19, we will offer you the choice to:

- Exchange your ticket to another performance (if available) of the same or an alternative production
- Receive a credit note to be used for a future production at the New Vic
- Receive a full refund
- Donate to the theatre

If you are unable to attend because you are displaying Covid-19 symptoms, we can offer you a credit note valid for 12 months.

If you are unable to attend for any other reason, please speak to a member of our Box Office Team who will endeavour to help. We are unable to offer a refund, but a credit may be offered; this will be assessed on a case-by-case basis (dependent on the circumstances).



## SEATING

In accordance with Government guidelines we are operating a reduced capacity for our performances. Within our auditorium, seats have been set-up in a socially-distanced way, with two metres between each set of seats.

Groups of up to a maximum of six are able to book tickets together for performances. If your party is larger than six, please contact our Box Office Team on 01782 717962 or email [tickets@newvictheatre.org.uk](mailto:tickets@newvictheatre.org.uk) who will be able to assist you with your booking.

If booking online, we politely ask that you only choose a group of seats that matches your party size; for example, if you require two seats please do not choose two from a group of four seats. If you have any queries, please call our Box Office Team who will be on hand to help you.



Maintain social distancing





# BEFORE YOUR VISIT

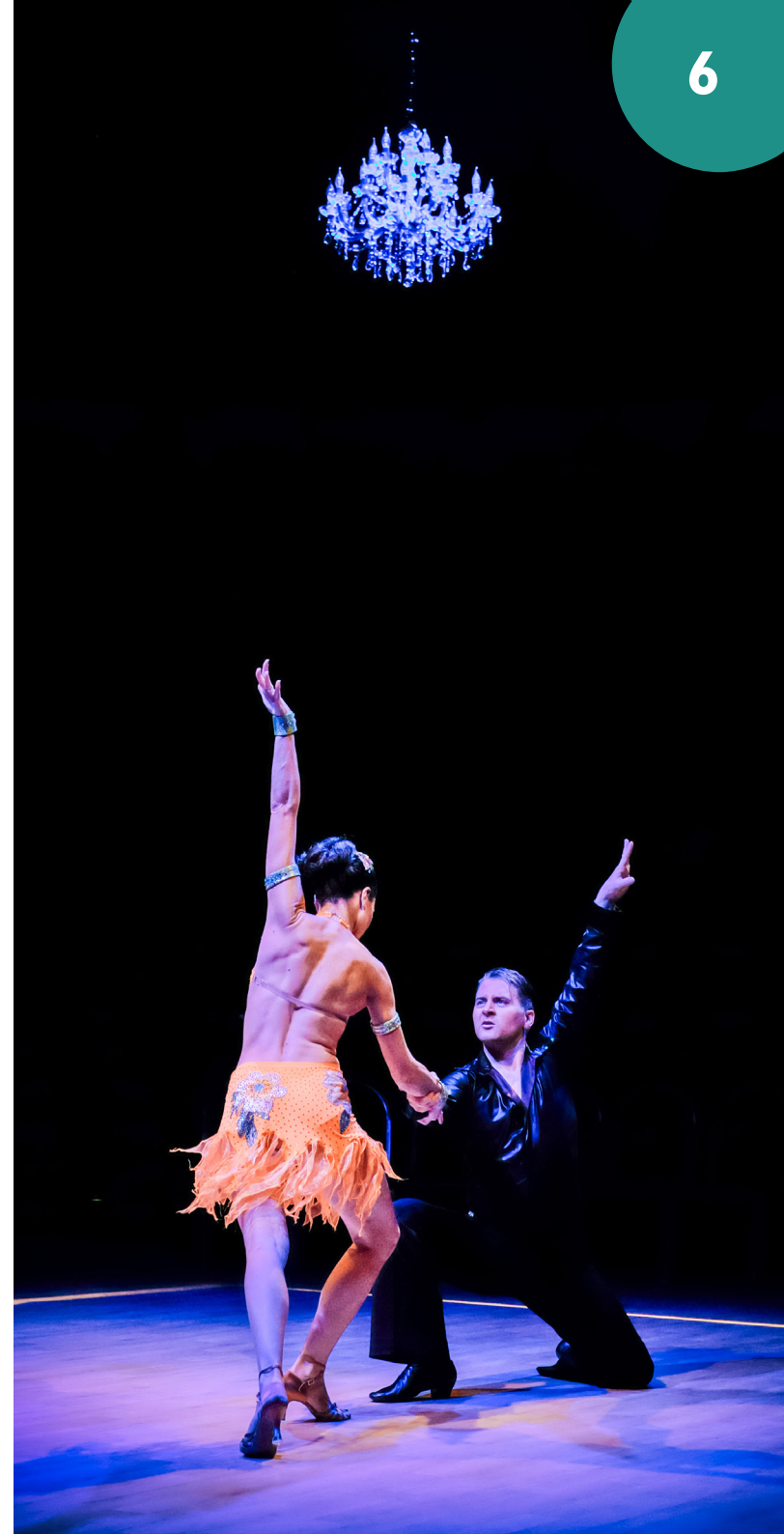
## OUR RESTAURANT AND BAR

If you'd like to join us for a pre-show meal, or a quick drink in the bar before the performance, book a table in advance on our website [here](#), alternatively call the restaurant on **01782 717954** ext **325** or in person at the theatre.

If you'd like to stay for a drink after the performance, you can also book a table for your party post-show. The bar and building will close at 11pm. Pre-book your post-show table with a member of our team in advance by calling our restaurant, or let one of our team know on the evening of the performance - and if we have space available, we'll reserve you a table.

Tables are available from 5.00pm for evening performances (with 6.45pm the latest slot available before the show) and we can accommodate up to 75 people in our restaurant and bar area.

Please note: we will only be able to admit customers who haven't booked into the restaurant and bar areas if tables are available. Pre-booking is strongly advised to ensure you don't miss out!



## NEWS UPDATES

Keep an eye on our website and social media pages for all our news and updates. We'll keep these places up-to-date and in the event there are any changes to performances, or guidelines, we'll post them here.

We will also send you a pre-show email with the latest information about your event, so keep an eye on your inbox in the days leading up to your visit.



@NewVicTheatre



@NewVicTheatreStaffordshire



@new\_vic\_theatre





# PERFORMANCE DAY

## BEFORE YOU ARRIVE

We politely request that you do not attend the New Vic should you start displaying any COVID-19 symptoms:

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

A full list of symptoms can be found on the NHS website [here](#).

**Please arrive for 7.00pm or later: the auditorium will open at 7.00pm** Unless you are joining us for pre-show food or drinks, please arrive no earlier than 7.00pm. You'll be directed straight into the auditorium to take your seats, and our team will be on hand to manage entrance points and maintain social distancing.

Please be aware, we will not be able to allow customers to wait in our foyer spaces unless you have pre-booked a table in our restaurant.

We're taking all payments at the theatre by contactless and card payments. This is to help us minimise contact touch points for customers and staff.

The car park will also be taking payments via card (£1.50 charge for parking from 6.00pm)



## BOX OFFICE CLOSING TIME

Our Box Office Team will be available for any ticket queries and pick-ups, but unfortunately, we will not be open for future bookings from 6.30pm on the evening of a performance.

If you wish to book for a future performance, our Box Office will reopen for bookings at 10.00am the following day (excl. Sundays), or you can access our website 24hours a day,

7 days a week at [www.newvictheatre.org.uk](http://www.newvictheatre.org.uk)

## DON'T FORGET TO BRING A FACE COVERING

Please bring and wear a face covering at all times whilst in the New Vic, including when seated in our auditorium during the performance.

You may of course, remove your face covering to enjoy food and drinks when sat in our restaurant or if you have drinks in your seat, but at all other times, please wear your face covering.

Our team will ask all customers to wear a face covering but we support anyone who is exempt from wearing one due to a mental, physical or hidden disability. We are proud supporters of the Sunflower Lanyard Scheme and lanyards are available at the theatre or exemption cards are available to download from [www.gov.uk](http://www.gov.uk), if you'd like a discreet way to show us you are exempt.

Please note that a face shield is not an acceptable form of face covering unless worn by someone with an exemption.

Young people under the age of 11 are not required to wear a face covering.

Our staff will be wearing face coverings at all times as they assist you around the building. There are also protective screens in place at our Box Office counter.





# PERFORMANCE DAY

## ON ARRIVAL

Once you've arrived at the New Vic, you will see new signage with key information, instructions and guidance posted up around the theatre. The way you access your seats may have changed and our Front of House Team will be on hand to answer any questions you may have.

**You'll find our team located outside the New Vic prior to the performance – look out for the Gazebos in the car park.**

Check your e-ticket for details of which door you are due to enter by and keep an eye out for signage directing you to the entry point you need on the night. If you're eating in our restaurant pre-show, listen out for announcements to let you know when we have opened the auditorium doors – we'll let you know when you can access your seat.



## SOCIAL DISTANCING

Signage will be in place throughout the theatre, where queues may form and we ask all visitors to respect the social distancing measures in place at all times.

We've implemented a one-way system at the theatre and in the auditorium to help with the flow of audience members around the building. There'll be signage in place throughout to direct you where you need to go.

## TOILETS

Our toilets on both levels will be open, limited to three customers at a time. Please adhere to social distancing when using them.

You're welcome to use the toilets on the first floor during the performance. Exit to the toilets up the aisle steps, away from the stage.

## LIFTS

The lift will be available for customers to use to access the first floor.

Please only use the lift with members of the same household bubble, sanitising your hands on both entry and exit.

## AUDITORIUM SEATING

On entrance into the auditorium, you'll notice that we've reduced our capacity and only certain seats are allocated to customers. This is so we can maintain a social-distance of two metres – we ask that you only sit in the seats that you have booked, all unavailable seats will have a cross on them.





## FANCY A DRINK IN YOUR SEAT?

If you'd like to enjoy a drink for the performance you will need to download the App - **TEVORDER**.

Once you have the App, you can order from the auditorium before the show begins by scanning the QR code that you find on your seat. Through this you'll be able to order and pay for your drinks: they will then be delivered direct to your seat by one of our friendly team before the performance begins.

You can download the **TEVORDER** App before you arrive or the QR code will direct you to it once you scan it in the auditorium.



## AT THE END OF THE PERFORMANCE

Our Front of House Team will manage your exit from the auditorium. At the end of the show, please stay seated until one of our team direct you to the exits.

## CLEANING AND HYGIENE

**For everyone's safety, we have introduced many additional hygiene measures at the New Vic.**

We have hand sanitiser stations situated around the building for use. Staff will be wearing face coverings, and clear protective screens are in place at our Box Office counter.

Our auditorium has been deep cleaned, and will be thoroughly cleaned between performances.

Our toilets will also be cleaned regularly, including during the performance.

We will ensure that we are regularly cleaning frequent touch points to uphold the highest levels of cleanliness, and we politely ask all customers visiting the New Vic to wash their hands regularly, for at least 20 seconds, and to make use of our hand sanitising stations around the building.

For more details on the measures we have put in place at the New Vic, our Public and Building Risk Assessments can be found on our website [here](#).





# THANK YOU

The measures we have put in place adhere to UK Theatre's *See It Safely* and VisitBritain's *Good To Go* industry standard schemes for theatre and tourism venues.

We can't wait to welcome you back through our doors and look forward to seeing you soon!

