

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.
- Encourage customers and staff to wear face coverings (unless exempt) other than when eating or drinking.
- Manage capacity to avoid over-crowding.
- Continue to implement additional Covid specific hygiene measures throughout our public areas.

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.
- Respect that others may appreciate a level of social distancing is still observed.
- To make any purchase by card, preferably contactless.

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