



We are delighted that audiences are beginning to return to theatres. We understand of course that people are nervous after the difficult times we've all been through; we hope that this document will help to reassure you that your welfare and comfort are at the heart of what we do, as theatres return to normality.

FAQs

How will my ticket work?

The majority of tickets will be e-ticket or print-at-home. This will allow you to enter the theatre more easily, minimise the amount of time you may have to queue and reduce contact with the front of house team.

Will I need to wear a face covering?

In line with government guidance on face covering indoors, we strongly recommend that you continue to wear face coverings out of respect for fellow audience members and our staff when coming into our theatres and especially when moving around the theatre. If you are exempt from wearing a face covering it would help our front of house staff and fellow audience members if you wear an exemption lanyard.

What should I bring?

Please keep your belongings to a minimum and with you at all times. Bringing a small bag – or no bag – helps keep the theatre free of clutter and helps people move easily around.

Will I be able to buy interval refreshments?

Patrons are recommended to pre-order interval drinks and ice creams to minimise contact with others; it will be possible to purchase drinks at the bar, where the bar staff will wear face coverings, but as far as possible we plan to operate with table service. The seating in the bar will be limited and we ask you to take your drink back to your seat (in one of the plastic glasses provided). Transactions will usually be cashless and paperless. A one-way system will be in place.

Will I need to have my temperature checked?

At present we don't envisage taking patrons' temperatures.

What are the social distancing rules?

Theatres are now able to open at full capacity, so if we have a large audience you will be sitting next to other people. We ask you to maintain

a safe social distance where possible when queuing to take your seats and moving around the theatre. You may need to pass someone to take your seat in a row – to minimise risk we recommend wearing your face covering while moving around the theatre.

There are certain seating areas, such as some of the balcony seats, that naturally constitute a socially distanced option. To book these seats, check the seating plan on our website.

What else are theatres doing?

We are carrying out an enhanced cleaning and disinfection regime. Some routes may have changed to minimise your contact with others; the staff at the theatre will guide you.

Please use the hand sanitiser stations when you enter and leave the theatre.

What happens if I have Covid and can't use my ticket?

We will allow tickets to be exchanged up to 24 hours prior to the performance, so if someone in your party is confirmed as Covid positive or has symptoms, there is no need to worry.

Thank you for playing your part and for continuing to support the Apollo Theatre.