

Covid precautions for live performances of *Oldilocks and the 3 Bears* at Norwich Puppet Theatre 19 - 27 Dec 2020



We will try as much as possible to maintain the magical atmosphere which our audiences are used to at the Theatre. The Theatre's capacity has been greatly reduced and there will be two rows between each family bubble. We will also be doing additional cleaning throughout the Theatre between performances and have plastic screens in place at our box office and shop. **To help our staff and other audience members, we ask that you familiarise yourself with the below precautionary procedures before you arrive at the Theatre.**



If you or anyone in your 'bubble' develops Coronavirus symptoms or have been asked to self-isolate you must not attend the theatre. Please email us at info@puppettheatre.co.uk if you are unable to attend for these reasons.



The venue will not be open until half an hour before the performance time. Please maintain social distancing outside the venue. We ask that audiences are seated 15 minutes before the performance time.



Your temperature will be checked upon entry to the venue.



Adults (unless exempt) must wear face masks during your time in the venue, except for as briefly as possible whilst eating or drinking. Our staff will also be wearing masks.



We will not be taking orders at the café bar. Please pre-order by phoning our box office, or we can take orders from you whilst you are in your auditorium seats.



The shop will remain open to purchase gifts, including finger and glove puppets. We ask that customers sanitise their hands before handling the puppets.



You will notice signage indicating a one way system, hand sanitising stations and social distancing requirements. Please follow our guidelines to ensure the safety of our colleagues and other audience members.



Toilets are available - customers are requested to be considerate and to follow social distancing, with one 'bubble' entering at a time.



Our cloakroom will not be open, but you will be able to take your belongings into the auditorium. We ask that you refrain from bringing large bags or luggage.



Audience members will be issued with e-tickets. These will need to be shown upon arrival at the theatre, either printed or on a mobile device.



We will use the telephone number on your customer account for Test and Trace. Please ensure these details are up to date, they will be processed in line with our privacy policy.



We will not be accepting cash payments. You will be able to pay by card and contactless card payments. Our card machines accept contactless card payments up to a value of £45.

If you have any questions, please email us at info@puppettheatre.co.uk or phone our Box Office on **01603 629921**, Mon-Fri 9.30am - 5pm. Please be aware that we currently have reduced office staff, so if we don't pick up the phone, just leave a message and we'll call you back.