

Covid precautions for live performances of *Sleeping Beauty: A Pocket Sized Puppet Panto* at Norwich Puppet Theatre 29 Dec 2020 - 3 Jan 2021



We will try as much as possible to maintain the magical atmosphere which our audiences are used to at the Theatre. This performance will take place in the Octagon Studio, with one family bubble in the audience at once. We will 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.



Audience members will not be allowed into the venue until 15 minutes before their performance start time. There will be 30 minutes between performances to reduce the chance of contact between bubbles and to allow us to clean the space.



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.



Our cloakroom will not be open, but you will be able to take your belongings into the Octagon Studio.



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.