



November 2021

COVID-19 Audience Policy

We would like to reassure you that every measure has been taken to ensure that your experience at our events is as safe and comfortable as possible. This document is designed to give you details about your safety at our events (including information about face coverings).

If you have any questions about our arrangements, you can contact us through our Secretary:

[*secretary@operasoutheast.org.uk*](mailto:secretary@operasoutheast.org.uk)

Your Safety

Our number one priority is the health and well-being of our audience, staff, volunteers, players, and soloists. We are following the official government guidance on working safely during Coronavirus to make sure that we are COVID-secure.

Most importantly, we ask that you stay at home if you have had any symptoms or illness such as a cough, sore throat, or fever (or if you have been in contact with someone with these symptoms) in the past 14 days.

To keep all those attending safe, we have undertaken a detailed risk assessment covering all aspects of the activities of OSE, compiled in accordance with Government regulations and following guidelines prepared by NODA. Subsequent to this:

We have introduced the following measures:

- Reduced audience numbers
- Clear signage and one-way systems where appropriate
- Hand sanitiser stations
- Regular and thorough cleaning of venues
- Providing personal protective equipment to our staff and volunteers

We will continue to review and manage any risks and we will respond to any changes in the guidance, keeping our staff and volunteers carefully instructed and up to date.

We ask that you:

- Wear a face covering inside the venue*
- Use our hand sanitiser stations when you enter and exit the venue
- Show your ticket to staff members rather than passing it to them. If possible, please show your ticket on a mobile device
- Maintain a respective distance from other audience members and staff
- Follow any one-way signs
- Wash your hands for 20 seconds after you use the facilities at a venue, and use hand sanitiser when necessary
- Show patience and observe sensible social distancing whenever queuing is required

*Although no longer obligatory, we strongly encourage the wearing of masks in confined areas, especially when walking around inside the building

Thank you so much for your support of OSE. We look forward to welcoming you to our concerts and performances.