

## Attending a public event at RADA FAQs

### Your safety

#### What safety measures have you put in place?

We have put several safety measures in place including: reducing the number of people we allow in the building at any one time, face coverings, temperature scanning, and installing multiple hand sanitiser stations in our buildings. Please ensure you and all members of your party wash or sanitise your hands regularly, including on entry to the building.

#### Will there be social distancing guidelines?

We ask you to maintain social distancing of 1+ metre while at your seat inside the theatre, and 2 metres in all other spaces including entering and exiting the theatres. Please follow the floor signs when queuing to come into the building.

In the case of an emergency evacuation, please use the nearest exit regardless of the one-way system; our staff will direct you.

#### How often is your venue and toilets cleaned?

Our theatres are professionally cleaned both before and after performances. Common contact surfaces and toilet facilities are also regularly sanitised by our on-site cleaning team.

#### How is the air circulated in the venue?

RADA uses a combination of filtered air conditioning and open windows/doors in all occupied spaces. CO2 levels are actively monitored to ensure appropriate ventilation is in place.

#### Who should I contact if I show symptoms after attending the venue?

If you start to develop symptoms of Coronavirus, you should self-isolate and [get tested](#) as quickly as possible. If you then test positive, NHS Test and Trace will ask you where you have been recently and who you have seen. They will then get in touch with anyone you may have been in close contact with to advise them on what to do next.

#### Will I be contacted if someone has Coronavirus at the venue?

If one of your fellow audience members tests positive for Coronavirus following a performance, you may receive a call from NHS Test and Trace, asking you to get tested or self-isolate. We ask that you follow any advice they may give you.

### Your visit

#### What can I expect on arrival?

When you arrive at the theatre, each member of your group will need to 'check in' with their contact details, to adhere to current government guidelines.

Please ensure you scan the QR code with your NHS Covid-19 App to check in on arrival. If you don't have the app, you must provide your contact details to box office for tracing purposes.

You will be asked if you or anyone in your household have experienced Covid-19 symptoms in the last ten days and to confirm you have not been advised to self-isolate.

Our staff will be conducting temperature checks on arrival. If your temperature is too high, you may be asked to leave the building.

#### Will I have to wear a mask?

Yes, we ask that all audience members wear a mask at all times, except, as briefly as possible, to eat or drink. We ask anyone who is medically exempt from wearing a face-covering for health reasons to either carry the relevant medical identification or to wear a hidden disabilities lanyard.

Members of staff will also have face coverings and may also wear a visor; this is to limit contact as much as possible. If you are D/deaf and lipread, please let us know at the time of booking or notify a member of our Box Office on your arrival.

## **Will the cloakroom be open?**

Our cloakroom is currently closed, so we ask that you only bring the minimum amount of personal items needed as space is limited in the theatres.

## **Will I be able to order food and drinks at the venue?**

Our bar/café will not be open so we advise you to bring your own bottle of water, which you can refill if required. You will not be allowed to bring outside food or drink (including alcohol) into the venue.

## **Why have I been allocated a timeslot to enter the venue?**

You will receive an email shortly before the performance date with any updated information, and a time slot in which to arrive at the venue, this is to keep maximum distance between audience members as they arrive. You will only be permitted into the venue during your allotted time slot as emailed to you, and if you arrive early you may have to wait outside.

## **What happens if I miss my timeslot? Will I still be able to enter the venue?**

We ask that you do your best to arrive at your allocated timeslot, to help us keep maximum distance between audience members. However, if you do miss your slot, it will be up to the discretion of our staff whether or not they can let you in.

## **Will latecomers be admitted?**

We advise coming prepared as it could be raining. It will not be possible to admit latecomers.

## **Leaving the building**

At the end of the performance, please follow staff directions. You will be asked to leave via specific doors.

## **Your booking**

### **Can I collect my ticket at the Box Office?**

Invited guests, staff and students are currently asked to sign in at the Box Office. We will update you on collection for ticketed events in the near future.

## **Will seats be socially distanced?**

Audience members will be seated individually, spaced to the social distancing regulations set by the UK government performing arts guidance. You are not permitted to move or exchange seats. If you have special requirements that mean you need to sit together with someone in your party, please inform the box office at the time of booking.

## **Can I bring a group of people?**

You must only book tickets for a group within the same household or support bubble, which must be no more than six people.

## **Will I be able to sit with my friends?**

All seats will be single and socially distanced in compliance with regulations set by the UK government performing arts guidelines.

## **Can I get a refund if I have symptoms/asked to isolate?**

If you believe you have experienced symptoms of Covid-19 within 10 days prior to your visit, please stay at home and contact [boxoffice@rada.ac.uk](mailto:boxoffice@rada.ac.uk) to rearrange or refund your tickets.

## **I had a booking for a performance that was postponed/cancelled. Where can I get the latest updates?**

If we have to cancel, postpone or reschedule a performance, you will be contacted by our Box Office team regarding further information, refunds or rescheduling.

If you have any questions or would like clarification on anything outlined, you can download our most recent outline of key protocols [here](#), otherwise our RADA staff will be on hand throughout your visit. If you have any feedback, please let our Duty Managers know or email us [CovidSafe@rada.ac.uk](mailto:CovidSafe@rada.ac.uk).

Enjoy your visit to RADA and we look forward to seeing you.