

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 proof of NHS negative lateral flow test on arrival, face coverings, and installing multiple hand sanitiser stations in our buildings. Please encourage all members of your party to wash or sanitise your hands regularly, including entry to the building.

Will there be social distancing guidelines?

While social distancing is no longer enforced in our theatres, please continue to be aware of those around you, especially in busier areas and when queueing.

How often are your venues 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 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 soon as possible. If you then test positive, please report your result to the NHS and follow their instructions. Anyone you may have been in close contact with will be advised on what to do next.

Will I be contacted if someone has COVID-19 at the venue?

If one of your fellow audience members tests positive for Coronavirus following a performance, you may receive an email or text from the NHS, 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?

For the comfort and reassurance of all our visitors, we kindly request that all audience members take a COVID lateral flow test within 24 hours of their visit to the venue and submit your result to the NHS. Children under the age of 11 will be exempt. Please bring your negative test result via email or text to the venue with you as we may ask to see it on arrival. Please do not bring your LFT test cartridge as we cannot accept this as proof of a negative result.

All visitors have the option to check in to our venues upon arrival using the QR code displayed at our entrances. You may also 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.

Can I just show my proof of vaccination status to enter the venue?

Unfortunately, vaccinated people can still catch and transfer COVID, so your NHS COVID-PASS (or international equivalent) is not a guarantee. We will only accept NHS text or email proof of a COVID lateral flow test received within 24 hours of your visit.

Will I have to wear a mask?

Face coverings must be worn throughout your visit to the building, including during performances. You can remove your face-covering when eating and drinking. If you are medically exempt, please advise a staff member upon arrival and bring the relevant medical identification or wear your hidden disabilities lanyard.

Members of staff will wear face coverings and may also wear a visor 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 of personal items needed, as space is limited in our 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 water bottle, which you can refill if required. Also, you will not be allowed to bring outside food or drink (including alcohol) into the venue.

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. You will receive a pre-show email detailing how to collect your tickets for events.

Will seats be socially distanced?

Audience members are no longer required to social distance whilst seated and continue to follow the most recent regulations set by the UK Government performing arts guidelines.

Can I bring a group of people?

Yes, there is no longer a limit on the number of persons who may attend in a group, but all members of party must book a ticket.

Will I be able to sit with my friends?

Yes, if you book as a group, you will be seated together.

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

If you believe you have experienced symptoms of COVID-19 within ten days before your visit, please stay at home and contact 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, our Box Office team will contact you regarding further information, refunds or rescheduling.

Our RADA staff will be on hand if you have any questions or want clarification on anything outlined throughout your visit. If you have any feedback, please let our Duty Managers know or email us CovidSafe@rada.ac.uk

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