

## FAQS for audiences at live events

We are looking forward to welcoming you to RADA. It has been necessary to update our COVID safe measures for all our productions. Please take time to read this information prior to your visit. Thank you.

The RADA Box Office  
[Boxoffice@rada.ac.uk](mailto:Boxoffice@rada.ac.uk)

### Your safety

#### **Will I be asked to show any proof of testing or vaccination?**

Audiences may be asked to show one of the following:

- a domestic CovidPass; or
- proof of vaccination (two doses minimum), or
- NHS proof of a negative lateral flow test within 48-hours to enter our buildings.

Please do not bring your LFT test cartridge or a photo of the cartridge, as we cannot accept this as proof of a negative result. Children under the age of 11 will be exempt. To avoid being turned away, visitors who cannot show any of the above may be asked to do an on-site test, but please be aware that this may not always be possible due to limited test kit supplies.

We encourage all audiences to wear face coverings, but this is not compulsory.

Hand sanitiser stations are available, and we encourage visitors to wash or sanitise their hands regularly.

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.

#### **Will there be social distancing guidelines?**

We no longer enforce social distancing in our theatres. However, we ask you to be mindful of those around you, especially in busier areas and when queueing during your visit.

#### **How often are your venues and toilets cleaned?**

Our theatres are professionally cleaned both before, after and after performances.

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

Please alert [CovidSafe@rada.ac.uk](mailto:CovidSafe@rada.ac.uk) and consult the NHS guidance on whether or not you need to self-isolate and follow their instructions.

### Your Visit

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

We encourage all audiences to wear face coverings, but this is not compulsory. If you are medically exempt, please bring the relevant medical identification or wear your hidden disabilities lanyard. 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?**

You will receive a pre-show email detailing how to collect your tickets for events. Invited guests, staff and students may be asked to check-in at the Box Office.

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

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

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

Please contact [boxoffice@rada.ac.uk](mailto:boxoffice@rada.ac.uk) and we will do our best to accommodate you.

### **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 [CovidSafe@rada.ac.uk](mailto:CovidSafe@rada.ac.uk)

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