

# MOUNTVIEW

## COVID-19 Audience FAQs

The health and safety of our audience, company and staff are our top priority and our health and safety measures have been evaluated in line with Government advice.

Please see our list of FAQs below. If your question or concern is still unanswered, please call or email the Box Office team: 020 8881 2201/ [boxoffice@mountview.org.uk](mailto:boxoffice@mountview.org.uk)

### **Is social distancing in place in Mountview's theatres?**

Seating in the Backstage Theatre and The Mack is at full capacity. We ask audience members to be mindful of fellow audience members and respect each other's space while taking their seats and moving around the building.

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

We ask that audience members continue to wear face coverings inside the building, including the auditorium and foyer, unless an exemption applies. Our front of house and box office staff will continue to wear face coverings.

### **Do I need to show proof of vaccination or a negative LFD test to attend a Mountview show?**

We recommend that all visitors to carry out an LFD test in advance and ask that if you have any symptoms of COVID-19 you do not attend. We will be happy to exchange or refund your tickets if you test positive or display symptoms – please contact [boxoffice@mountview.org.uk](mailto:boxoffice@mountview.org.uk)

At this time, we won't be asking for proof of vaccination on entry.

### **Will you share my contact details with NHS Track & Trace?**

We will not share your contact details with NHS Track & Trace. Our Trace and Trace QR code will be displayed on posters at the entrance door and around the foyer for you to check-in using the NHS app.

### **Will I be able to buy tickets with cash?**

Payment for tickets and other merchandise can only be made by card.

### **What do I do if I need to isolate?**

If you cannot attend the performance due to having to isolate, please contact us at [boxoffice@mountview.org.uk](mailto:boxoffice@mountview.org.uk) before the performance start time and we will return your tickets for a refund.

### **What do I do if I'm showing COVID-19 symptoms?**

It is important that you do not attend the theatre if you:

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- believe you may be infected with COVID-19
- have experienced symptoms in the last 14 days
- have been in close proximity to anyone who has experienced symptoms in the last 14 days
- have arrived in England in the last 14 days from a country where UK quarantine restrictions apply
- have been instructed to self-isolate

If you cannot attend the performance due to developing symptoms, please contact us at [boxoffice@mountview.org.uk](mailto:boxoffice@mountview.org.uk) before the performance start time and we will return your tickets for a refund