

# 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?**

Mountview require all audience members aged 11+ to wear a face covering inside the building, including the auditorium and foyer, unless an exemption applies.

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

Mountview require all audience members aged 18+ must show documentation of a negative Lateral Flow or PCR test – including those who are fully vaccinated.

The test must have been completed within 48hrs of the performance, and all audience members will need to show an [NHS email or text message](#) to prove their negative result.

Audience members will not be admitted to the auditorium if they are unable to show a negative lateral flow test result when asked.

If you have any symptoms of COVID-19, we ask that 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 will not be asking for proof of vaccination on entry.

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

Our Trace and Trace QR code is displayed on posters at the entrance door and around the foyer. Please check in using the NHS app when you arrive. We may share your contact details if requested by NHS Track & Trace.

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

We can only take payment for tickets and other merchandise by card or contactless payment.

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## **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 am showing COVID-19 symptoms?**

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

- 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