

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

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 encourage audience members aged 11+ to wear a face covering inside the building, including the auditorium and foyer.

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

We do not require audience members to show proof of vaccination or proof of a negative LFD test when attending a Mountview show. We ask that you do not attend if you feel unwell or have any symptoms of COVID-19. We will be happy to issue account credit to use for a future event if you are unable to attend – please contact boxoffice@mountview.org.uk.

Mountview reserve the right to review and update any COVID audience-safety requirements.

Will I be able to buy tickets with cash?

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

What do I do if I need to isolate?

While you're no longer legally required to self-isolate if you have COVID-19, you should try to stay at home and away from others to avoid passing on the virus. If you cannot attend the performance due to feeling unwell or having symptoms of COVID-19, please contact us at boxoffice@mountview.org.uk before the performance start time and we will return your tickets for account credit to use for a future event.

What do I do if I am showing COVID-19 symptoms?

MOUNTVIEW

It is important that you do not attend the theatre if you believe you may be infected with COVID19, or are [experiencing symptoms](#). If you cannot attend the performance due to developing symptoms, please contact us at boxoffice@mountview.org.uk before the performance start time and we will return your tickets for account credit to use for a future event.