

# Welcome Back to The Civic

Updated 09/12/2020

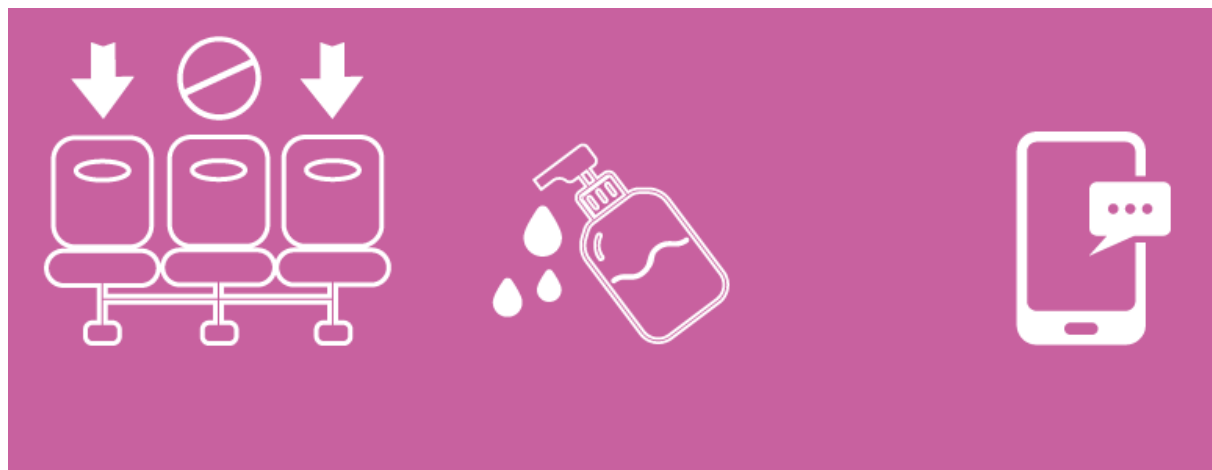


We look forward to welcoming you back to The Civic and appreciate your ongoing support.

In line with current government guidelines and restrictions, we are fully committed to making your visit safe and enjoyable.

We will be updating this page and adapting our protocols to include any new government guidelines that may be issued over the coming weeks.

## Safety measures



- Reserved seating for all event observing the most recent physical distancing guidelines
- Hand sanitiser available upon entry to the building and at various locations in the lobby
- Increased cleaning schedule in the venue
- Anti-bacterial seat spraying following every performance
- Paperless ticketing
- New layout and queueing system in our foyer to facilitate physical distancing
- Staggered arrival where appropriate
- Safety screen at Box Office



## Customer Info

- **The use of face coverings is mandatory in all areas of The Civic - foyer, toilets. Face coverings can be removed in the auditoria to allow eating or drinking.**
- **If you or any member of your party have had symptoms of COVID-19 in the 14 days prior to an event we would ask that you do not visit the venue** and instead contact Box Office by phone or email. Please see the [HSE website](#) for further information on COVID-19.
- We require that both our staff and the public wear facemasks in all public spaces. Please make sure you wear yours from before entering the building until after leaving the building. You can find the HSE's latest updates on face masks and coverings [here](#).
- With our new seating plan we have ensured there are 2 metres between all parties throughout the auditorium. You will notice that some seats will be marked with a sign to ensure these seats remain empty.
- We have clearly marked a physically distant queuing system both inside and outside the theatre.
- We are operating a paperless ticketing system, once you have made your booking you will receive an email with the option to download your e-ticket to your phone/tablet. You can then present this on entry to the auditorium. If you do not have an email address our team will have your booking details, you can give the name the booking was made under on entry to the auditorium.
- Please avail of phone booking if possible so we may allocate suitable seats for your party-size. Alternatively you may email [boxoffice@civictheatre.ie](mailto:boxoffice@civictheatre.ie)
- Due to our reduced capacity, pre-booking is recommended for all events.

- If there isn't availability for your group size, please contact Box Office who will advise on your options. Please note that no more than six individuals from up to three households may sit together.
- Contact information of the lead booker will be held for contact tracing. We are required to retain your contact details on booking to assist with contact tracing should it be required in future.
- Theatre staff will assist from a distance to help you to your seat(s) as soon as you arrive at the theatre.
- We have displayed written notices throughout the theatre along with verbal announcements within the auditorium to guide you during your visit.
- Should you require toilet facilities during your visit, there will be a member of staff situated in the foyer to ensure that a limited number of people use the facilities at any one time.
- To maintain adequate social distancing measures, latecomers or those who leave during a performance may not be readmitted to the auditorium. **Please give yourself plenty of time to arrive at the venue.**
- Once the event has ended, we ask our audience to respect physical distancing as we exit individuals from the front of the theatre first.
- Unfortunately, at this time we are unable to offer a Bar service. We apologise for any inconvenience.
- You must keep your belongings with you; no belongings can be left at Box Office or at any location in the building.
- The lift is available for use for any patrons with accessibility issues only.
- Management reserves the right to cancel or make any essential changes to performances at any stage.
- Once purchased, tickets and gift vouchers cannot be exchanged or refunded unless an event is cancelled by the venue. This does not affect your statutory rights. Please contact Box Office if you have any questions regarding this.
- Refund and Exchange Policy: Please note that if you purchased tickets and cannot attend for reasons related to Covid 19, we will refund your order up to 5pm the day before the event. We would appreciate as much notice as possible as we will likely be able to sell your tickets on to others eager for live entertainment.

- Accessibility Seating: If you or someone accompanying you have any accessibility needs, please make sure to contact the Box Office on 01 4627477 as soon as possible and we can advise on your seating option(s).
- We look forward to seeing you soon!

If you have any queries about our safety measures, advice for customers or updated terms and conditions please get in touch by calling (01) 4627477 or emailing [boxoffice@civictheatre.ie](mailto:boxoffice@civictheatre.ie)