

hapax theatre

Protocols for Patrons & Visiting Members of the Public

(Last Update: March 14, 2022)

- > Purchasing a ticket and entering the theatre building is a declaration of health and an acknowledgement of the risks associated with attending an indoor event.
- > Proof of vaccination with matching government-issued photo ID will be required in accordance with current mandates from the Province of BC. For privacy reasons, hapax theatre will not record or save vaccination status information from members of the public – patrons will be asked to show proof of vaccination each time they attend.
- > All staff, volunteers, and artists are required to be fully vaccinated.
- > Patrons will be given information on the hapax theatre's health and safety protocols for attendance 48 hours before the performance they are attending
- > Any patron who feels unwell, or has a sick family member at home, will be allowed to exchange their ticket for another ticket to a later performance or a future theatre credit, provided they contact the Box Office in advance of their scheduled performance. Ticket exchange/credit will not be offered retroactively.
- > Any patron who arrives at the theatre displaying symptoms of illness (such as fever, cough, or sneezing) will not be allowed to attend, and their tickets for that performance will be forfeit.
- > Hand sanitizer will be available at all entrances, in washrooms and public-use areas. All staff, volunteers, and members of the public are encouraged to use hand sanitizer upon entering the building.
- > All staff, volunteers, and members of the public are required to wear face masks that cover the nose and throat while visiting the theatre, including while seated during performances. Disposable masks will be available to anyone who arrives without one.
- > Seating capacity in the auditorium will not exceed current provincial health recommendations; capacity may be further reduced to a number of seats that hapax theatre determines based on consideration for audience and artist safety.
- > Line ups for box office and for seating in performance spaces will not be subject to mandatory spacing, but patrons are requested to be aware of and give others space while queuing.
- > Physical programmes will not be offered. Links to programme information will be provided on the hapax theatre website and by email.

- > Any patron who is observed excessively coughing or sneezing before or during the performance may be asked to leave.
- > Any patron who refuses to follow hapax theatre's health & safety protocols, or who behaves in a rude or abusive manner toward other patrons, or hapax theatre staff and volunteers, will be asked to leave.
- > hapax theatre will provide contact information from patrons to the BCCDC or local Health Authority if requested for the purposes of contact tracing relating to an exposure to Covid-19. In all other circumstances, this information will be kept confidential.
- > hapax theatre will not use fog, haze, or simulated smoking effects onstage, recognizing that these effects can prompt coughing.
- > hapax theatre staff and volunteers will not enter the building if displaying any Covid-19 symptoms, or if not in good health. If a staff member or volunteer is ill, the hapax theatre will ensure that alternate staff or volunteers are present at the performance, sufficient to oversee the health and safety of all patrons.
- > All hapax theatre staff and volunteers will be trained on these protocols, as well as on the traffic flow maps of the building, and on providing enhanced customer service.
- > Staff will clean and sanitize auditorium, washrooms, and public common areas frequently and before patrons are allowed into those spaces.

This information, as well as details about Health & Safety Protocols, is also available as a PDF. For more information, contact the theatre ([info@hapaxtheatre.com](mailto:info@hapaxtheatre.com)) or visit [hapaxtheatre.com/updates](http://hapaxtheatre.com/updates)