

## **St. Croix Festival Theatre COVID Safety Lobby/Ticketing Protocols**

### **Ticketing Protocol**

- All patrons, staff, volunteers, cast, and crew will be asked to remain masked during all time spent inside St. Croix Festival Theatre.
- Actors will be unmasked when onstage during a show.
- All COVID-19 Protocol resources will be made available to our patrons during all steps of ticket purchasing
- An agreement will be established and required before purchasing by patrons to adhere to our COVID-19 protocol
- A plastic barrier has been added to box office to protect box office worker

### **Lobby Protocol**

- Air purifiers will be run inside the building in spaces 1 hour prior to doors opening.
- The HVAC system will be running during the entire show (plan to dress warmly)
- “Masks Required” vinyl signs at entrances with additional reminders distributed throughout Festival spaces.
- Open both the main doors AND house doors 30 MIN before show start to allow for the maximum amount of space available.
- Door Person will help monitor the traffic flow into the building and prevent build up in front of Box Office desk.
- There will be a sign on the door stating “Doors open 30 minutes before showtime. Please wait for usher to show you in.”
- Volunteer spots will be limited to help reduce traffic flow/capacity during shows.
- Cafe Counter has been pushed back, and angled it, to allow more space in the lobby. We will potentially use the Cafe Counter as a second Box Office check in for larger crowds.
- Cafe will remain closed until further notice. “Emergency” Water available upon request.
- Upon entry into the house, you must remain seated until intermission. Sign on House entrance “Please Limit Re-Entry”
- Seating inside the lobby has been heavily reduced. Additional seating will be provided outside to encourage social distancing outside prior to show beginning.

### **Cleaning Protocols in the Rehearsal Space**

- A thorough cleaning protocol has been established and planned out to disinfect all high volume touch and usage areas pre-rehearsals, pre-shows, and pre-usage. For more information on our cleaning protocol, access the cleaning protocol list at [festivaltheatre.org](http://festivaltheatre.org)