

Keeping you safe at the NHO Winter Weekend



The safety of everyone visiting Nevill Holt Opera is of paramount importance to us. We are carefully following guidance from government and other official bodies, and are grateful to you for closely following these guidelines.

While booking: Please only book in your household or bubble, as you will be seated with your booking group. For example, if you are a household of four then you can book four tickets. However, if you are two couples we ask that you make two separate bookings so that we can ensure you are properly distanced from one another in the theatre. If you have already made your booking and would like to divide up your group, please just let us know by emailing admin@nevillholtopera.co.uk.

Please note that you will be given a specified seating time depending on the part of the theatre in which you have booked. You can check this on the email confirmation which you were sent after your booking.

- Front of stalls and balcony slips: Please be at the theatre **20 minutes** before your event start time
- Middle of stalls and Front of balcony: Please be at the theatre **15 minutes** before your event start time
- Rear of stalls and Rear of balcony: Please be at the theatre **10 minutes** before your event start time

In order to keep you safe:

- **We are significantly reducing our capacity** to ensure that social distancing of at least 1m can take place at all times. None of our Winter Weekend events have an interval, and once you are seated we ask you to stay in your seat until the performance has finished. At the end of the performance, our stewards will invite you to leave row-by-row to avoid congestion and pinch points.
- **You will be seated in your household/bubble.** Please book in your household/bubble, as we will be seating you together and socially distanced from all other groups. For this reason, you are not able to book in groups of more than six. This is in line with official government guidance.
- **We will be operating a guestlist upon entry to the estate, and all tickets must be pre-booked.** We won't be sending out physical tickets or asking you to show us tickets on your phone, in order to ensure that social distancing can be easily maintained. We will have your details on a guestlist for you to check-in when you arrive.

- **Please arrive at your designated seating time.** We are giving each audience member at time at which to arrive and be seated before the performance to avoid queues or pinch points in the theatre. These are set depending on where in the theatre you are seated, and further details of this will be included in your booking confirmation.
- **Please leave the theatre carefully once the performance has finished.** At the end of the performance, our stewards will invite you to leave row-by-row to avoid congestion and pinch points. This is so that we can thoroughly clean the theatre between events. We will have a heated marquee in which you can relax and enjoy a drink between events, as well as a bookable festive tea in the chapel.
- **We are leaving an hour in between each performance** in order to thoroughly clean the theatre before the audience for the next performance arrive.
- **Masks must be worn at all times in our indoor spaces.** If you are medically exempt, please let us know in advance so that we can provide you with a badge that will alert other patrons of this. Thank you.
- **If you or anyone in your household has had any COVID-19 symptoms in the last 14 days, please stay at home.** This is for everyone's safety, and we will of course refund your tickets.
- **We will take your temperature when you arrive on-site,** using a simple hand-held device that we'll point towards your forehead, without touching the skin, to gain an instant reading. In the event of a high temperature reading 38C or above, you will be asked to remain outside for 10 minutes and then be screened again. If your temperature remains high you will be asked to leave the site immediately and call 111 for further NHS advice.
- **Additional ventilation will be in place to ensure regular circulation of fresh air.** The ventilator will bring in fresh air from outside, and air from within the theatre will leave via our system of vents. This is one of the key measures recommended to reduce the risk of indoor events. Unfortunately, this means that our theatre might be a little colder than usual so we recommend that you bring a coat with you just in case.
- **Toilets will be available outside the theatre.** In order to avoid lots of people queuing together at the theatre entrance, additional toilet facilities will be available next to the festival marquee on the main lawn.
- **Hand sanitiser will be available throughout the site.** There will be plenty of hand sanitiser for you to use during your visit, as well as plenty of signs reminding everyone to maintain a safe distance from one another. Thank you very much for your cooperation with this.

Please be aware that the contagious nature of covid-19 means that, although Nevill Holt Opera has put in place preventative measures to reduce its spread, the risk of becoming exposed to and/or infected by the virus is still present. Nevill Holt Opera cannot guarantee that you will not be exposed to covid-19, and cannot accept any liability relating to this.

If you have any further questions, please email admin@nevilleholtopera.co.uk and we would be delighted to help.

We look forward very much to welcoming you to Nevill Holt Opera.