

Customer and visitor Safety information



Keeping all our visitors and staff COVID Safe

Civic Theatre is a registered COVID Safe venue. We have enhanced health and hygiene measures in place to put the health and safety of all visitors and staff at the forefront of what we do.

Rules of entry

- **Proof of vaccination status or valid written medical exemption for customers aged 16+ will be required at entry. Children under the age of 16 are welcome to attend and do not require vaccination, however must be accompanied by a vaccinated adult at all times.**
- Please stay in your ticketed seat unless you are purchasing food & beverages or merchandise, or using the restrooms. After doing any of the above please move back to your allocated seat as soon as possible.
- Masks are mandatory at all times indoors for ages 12+ unless eating, drinking or medical exemption provided.
- Capacity is 100% capacity across all our ticketed venues. Please note, customers may be seated directly next to other attendees in the auditorium.
- **Please do not attend if you feel unwell, are experiencing any symptoms of COVID and/or have been in contact with a confirmed case or are awaiting COVID test results.**
- **Be prepared to complete your mandatory COVID Safe Check-In using the Service NSW App.**
- **Prior to attending your performance, please check the latest Case Alert Updates on the NSW Health website and follow instructions as stipulated by Health NSW and the current NSW Public Health Orders.**

We are keeping you safe

- Our venues and events are operating under COVID Safety measures in accordance with NSW Health guidelines and the Public Health Order (PHO).
- Hand sanitiser and hand washing facilities are provided throughout the building.
- Front of House staff have completed COVID Safety training and a marshal may be onsite when large audiences are expected.
- There is signage throughout the building indicating capacity limits and social distancing.
- Cashless payments are preferred. There are safety screens at the ticketing, cafe and merchandise counters.
- We are performing additional cleaning before, during and after events including frequent sanitisation of high use surfaces.
- Avoid crowding in bathrooms and when queuing and exiting.
- We recommend one person per group should order at the bar.

Further Information

We continue to closely monitor and adhere to the regulations and advice provided by the Australian Government Department of Health and in accordance with NSW Government guidelines. Our COVID Safe plans will continue to evolve as the health advice changes.

If you have any questions, get in touch with our Ticket Office team at **02 4929 1977** or ask our Front of House staff or COVID marshal when attending.

COVID-19 Safety Plans

Please see our full COVID-19 Safety plan online at civictheatrenewcastle.com.au/visit/covid-safe-ticketing-terms-conditions.

Please listen to the requests of our staff, they are working to keep us all safe.

Thank you for keeping our community safe.

4929 1977
civictheatrenewcastle.com.au

The logo for Civic Theatre, featuring a stylized white graphic of a building or sound waves on a black background, followed by the text 'Civic Theatre' in white.

**Civic
Theatre**