

# COVID-SAFE TICKETING GUIDE



## **Unwell**

If you are unwell please do not attend the venue. Contact the Box Office for a refund.



## **Masks**

It is compulsory to wear a mask unless there is a valid medical reason therefore proof of exemption must be presented on request to ensure a seamless process. We do not want to offend any of our patrons by refusing them entry into our venue due to not wearing a mask.



## **Buy together, to be seated together**

Seating will be allocated when tickets are purchased in a group. Patrons in the same household are able to sit together. If your booking is not in the same household distancing regulations must apply. You cannot sit where you like or move seats.



## **Booking details**

At time of the booking you will be required to supply your full name and contact details. If in a group the primary booking patron will need to supply the other names and potentially numbers in the other members of the group if requested. It is the responsibility of the primary booking patron to contact any other members in their party should they be advised of any outbreak. Please note you cannot change seating. This is to assist contact tracing if required.



## **Maintaining social distancing**

Keep 1.5 metres distance away from each other - observe the floor decals. This includes attending the café, bar or queuing for the facilities.



## **Scan In for Contact Tracking**

On entering the Venue, you will be required to Scan in. Simply hold your phone over the QR code and follow the prompts for contact tracing information. Please note this information is destroyed after 28 days. If unable to scan in please notify Box Office personnel or Front of House Manager.



## **Contactless payment**

The preferred payment is via card payment.



## **Have your ticket Ready**

Have your ticket ready on your phone or paper copy prior to being greeted by our Ushers.



## **Seating Allocation**

There is no general admission seating. Your seating has been allocated to you by the venue based on the size of the group, time of booking and venue configuration. You MUST stay in your allotted seating, do not move seats.



## **Phones**

Please turn all phones to silent or vibrate. This will enable any notifications via the COVID-Safe app. We encourage all patrons to download the COVID-Safe App.



## **Follow instructions from Venue staff**

This will ensure we are able to bring further shows to our venue in the future. Sit back and enjoy - Stay Safe

## Additional COVID-Safe Terms and Conditions

The safety of you, our valued audience, staff and performers is paramount.  
Due to COVID-19, additional Terms and Conditions now apply to all bookings

*Please read the following terms and conditions, which are in addition to the regular Terms and Conditions, prior to purchasing tickets.*

### Purchasing Tickets

- To purchase tickets, you must supply the following information.
  - Contact details, which along with seating details will be kept by Riverlinks Venues for 28 days from the date of the performance.
  - Patrons agree that all contact information will be available to the public health authorities upon request.
  - Riverlinks Venues will ensure contact details will not be supplied to any third party other than the relevant health authorities unless the patron has agreed via the data protection questions, and will not use this information for promotion purposes.
  - If booking in a group then the above information is to be collected by the primary person making the booking and if required must be made available to Riverlinks Venues. It is the responsibility of the person making the booking to notify all members of their party if they are contacted by a health authority or a representative regarding a suspected or confirmed case of COVID-19.
  - Seating will be allocated by the Venue based on the size of the group, time of booking and venue configuration, to allow compliance with current physical distancing requirements. You cannot sit where you like or move seats.

### At the Event

- Patrons are required to scan in via QR code on arrival to venue. If unable to scan in please notify the Box Office or Front of House Manager. The patron is responsible for having their ticket/s available on their phone or hard copies, with the QR Code visible for scanning purposes.
- Patrons must not attend a performance if:
  - They are feeling unwell.
  - Required to self-isolate due to contacting COVID-19.
  - Have been asked by the Department of Health and Human Services to self-isolate for 14 days due to having been in close contact with someone diagnosed with COVID-19.
  - Are awaiting test results for COVID-19.
  - Returning from travel and are required to self-isolate for 14 days.
- Refunds will be available to any customer who has developed any COVID-19 symptoms after the purchase of tickets, or who have been in contact with anyone who is symptomatic or a confirmed case.
- Should a performance be postponed, tickets will be transferred to the new date. Riverlinks Box Office will contact all tickets holders to advise of any change. A refund will be offered to patrons not able to attend the rescheduled performance date.
- Patrons must agree to - physical distancing protocols and keeping 1.5m apart. You cannot sit where you like or move seats.
- It is compulsory to wear a mask unless there is a valid medical reason therefore proof of exemption must be presented on request to ensure a seamless process. We do not want to offend any of our patrons by refusing them entry into our venue due to not wearing a mask.
- Patrons must agree to follow Venue staff instructions at all times.
- Patrons who do not comply with Venue Staff instruction **will** be asked to leave immediately without refund or further recourse.
- Patrons acknowledge that while the Venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the Venue at their own risk.