

## **Audience services** before, during, and after the show

### *Before the show*

- Any ticket holder experiencing symptoms associated with COVID-19 the day of the performance should not attend. Tickets may be transferred to another patron, a credit can be provided for a future performance or be a full refund can be provided (for the cost of your ticket less the ticket processing fee)
- Wearing masks inside the RCA building is required.
- RCA shall stagger entry starting 30 minutes before show time (e.g. 10 people at a time in five-minute intervals.) Patrons should only proceed to the theatre entrance on their assigned time.
- Patrons should follow the markings assigned for line-ups in the box office and the theatre entrance.
- All ticket holders (or the organizers for non-ticketed events) shall provide the names and contact details associated with the ticket/seat upon purchase and entry to the theatre. If the guests have changed from the original names provided, patrons are asked to provide contact tracing information to RCA at entry.
- Clients will use the main doors and proceed directly to the theatre entrance upstairs during their assigned time. If patrons arrive early, they are asked to wait in the designated waiting area. Patrons without printed or saved e-tickets can pick up their tickets in advance or proceed to the assigned box office station.
- If the bar is open, patrons may line up to purchase beverages following a safe physical distance.
- Using the main floor washrooms before the show is highly recommended. Otherwise, patrons who need to use washrooms during the show are asked to exit through the bottom doors then proceed upstairs for entrance. Upstairs washrooms will be open for theatre audience members when community programming is ongoing in the Atrium.

### *Scanning tickets*

- Two volunteers will be at the theatre door to scan tickets or have the patrons put their tickets in a drop box.

### *Seating/During the show*

- Bubbles (groups of 6) MUST be pre-booked at least two days before the show (subject to availability). RCA reserves the right to move patron seating to ensure distancing or refuse entry if safe distancing cannot be followed.
- A maximum of two groups can book in a row/section.
- Audience members shall have their masks on while the show is ongoing until they exit the theatre. Audience members shall not engage in singing activities while inside the theatre.

### *After the show*

- At the end of a performance, an RCA staff member will provide instructions to patrons on safely exiting the venue. Ticket holders will use the bottom doors for exit starting from seats closest to the stage. Exit the building to Cawston Avenue.