



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. For information about available refunds/credit, please contact the box office at info@rotarycentreforthearts.com.
- As of March 10, 2022, wearing masks inside the RCA building is now optional, but patrons are welcome to wear their masks should they so choose. We ask that all patrons respect others' choices in this regard. On occasion, some rental promoters may choose to make it mandatory for patrons to wear masks during their performances. Any such requirement, however, will be made clear at the time of purchase.
- Patrons should follow the markings assigned for line-ups in the box office and the theatre entrance.
- Clients will use the main doors and proceed directly to the theatre entrance upstairs. 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.
- As of April 8, 2022, patrons will not be required to provide proof of vaccination to attend performances in the Mary Irwin 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. They shall exit the building towards Cawston Avenue.