

The safety and wellbeing of our staff and customers are our top priority, and we have measures in place as part of our Operational Procedure to protect anyone on our site as we begin to welcome audience members back into our Theatre building.

We are working within guidance and legislation as set out by the **Scottish Government for the Theatre and Events sectors in Scotland**, as well as industry standards being set out by the **Federation of Scottish Theatre (FST), ABTT and UK Theatre**.

E-TICKETS will be sent to you in advance of your arrival. You can either show your e-ticket on your mobile device or print it off and your ticket will be scanned upon your arrival.

SANITISER stations will be located at arrival points and at key areas across the campus. Please sanitise your hands upon entry and as required during your visit.

CLEANING is carried out on a regular basis throughout the day. Our staff will sanitise touch points and toilet facilities. The auditorium seating will be fully sanitised between performances.

FACE COVERINGS for audiences and visitors are recommended for all indoor settings in accordance with current Scottish Government guidance. We advise that face coverings should be worn by all audience members whilst seated in the auditorium or moving around our building.

EVENTS STAFF will be on hand to help you during your visit and will be wearing face masks. Please contact them should you need assistance.

REFRESHMENTS will be available from our café and bar when you visit. Please note that due to ongoing work as part of our Vision 2021 project the offerings may be reduced compared to previous visits.

CARD ONLY PAYMENT transactions can be made for all purchases when you visit.

Our **BOOK WITH CONFIDENCE** pledge ensures that if you are unable to attend a performance for any reason related to COVID-19, we will refund the cost of your ticket to the lead booker. Refunds must be requested at least 24 hours in advance of a performance.

If you, or anyone in your household or support bubble is feeling unwell or has displayed any symptoms of Covid-19 in the 10 days prior to your visit, please stay at home and follow government guidelines. Our box office team will happily assist you in changing your visit.

Simply contact our Box Office staff on boxoffice@pitlochryfestivaltheatre.com

We look forward to seeing you back in the theatre!