

# HYGIENE CONCEPT

## Ladies and gentlemen, our audience,

We are delighted to be able to perform for you again!

In order to do so we must stick rigidly to conditions laid out by the authorities. **Protection and hygiene measures** are in place for every event to try and prevent the spread of the corona virus. We therefore ask you to note the following points:

### DO NOT COME TO THE THEATRE IF YOU FEEL UNWELL

You will only be allowed in if you can prove that your **2nd vaccine** jab was 14 days ago or that you have **recovered from corona**. Otherwise you will need to have a **corona test** (no self-test) on the day and bring the result with you.

Stay at home if you feel unwell, put in quarantine or named as a contact person to protect other members of the audience and people working in the theatre. If you cannot use a ticket you have purchased please let us know by telephone or email.

### STICK TO HYGIENE REGULATIONS AT ALL TIMES

Please be careful and think of others if you sneeze or cough, keep your distance from other people (minimum 1½ metres), and don't forget to wash your hands! There are disinfection dispensers by the doors into the theatre and in the washrooms.

All contact surfaces including handrails, taps and door handles are cleaned and disinfected thoroughly and often during the day.

### WEARING MASKS

A **medical or FFP2 mask (without ventilator)** must be worn at all times in the theatre, including wash rooms – please bring one with you. Filter systems direct 100% fresh air into the audience areas. Please wear the mask during the performances.

You will find appropriate signs throughout the building.

**Your visit to the theatre will be different. The most important changes are listed here:**

## **BUYING TICKETS**

### **MEANS OF IDENTIFICATION & PERSONAL INFORMATION**

We are obliged by law to keep a list of people entering the building to ensure that a chain of infection can be traced if necessary, as prescribed by the Corona Contact and Operating Restrictions Ordinance of June 22 2021. So we need your name, address and date of telephonenumber when you purchase a ticket. People buying tickets for several people must have this information on the people using the other tickets to hand. All people going to a performance must have means of identification with them, and present it when buying tickets at the evening box office. All data will be destroyed 30 days after the performance in question.

## **THE EVENING BOX OFFICE**

The evening box office opens one hour before the performance begins dealing only with tickets for that performance.

## **BEING ALLOWED ENTRY TO THE BUILDING**

Bring **originals documents proving vaccination** or that you **have recovered from corona** or the **result of a corona test made within the last 24 hours (not a self test)** with you along with some means of identification which has your

photo on it. Please get to the theatre in good time.

**You will not be allowed into the house, and tickets cannot be refunded,** if you have forgotten one of the corona documents mentioned above or have no means of identification with photo with you.

We have devised a system to make if possible for members of the audience to keep enough distance from one another while going to their seats and leaving them. The house will open one hour, and the auditorium 45 mins, before performances begin. You will be asked to take your places relatively quickly to avoid queues building up. Staff will open and close all doors to and from the auditorium to minimise hand contact.

You are free to take all printed information home with you.

## **CAPACITY AND YOUR SEATS**

At the moment a maximum of 470 people are allowed into the auditorium at once, far fewer in the Bockenheimer Depot. No automatic right exists to be able to sit together.

## **CLOAKROOMS**

Cloakrooms are open again. Please put smaller items (hats, gloves, scarves) into pockets or sleeves of your coat/jacket to minimise contact.

## **CATERING**

Limited catering is on offer again, but only in the Wolken foyer if there is an interval (1st floor, please order your drinks before the performance begins). A bar will be open outside if the weather is good.

## **TOILETS**

Masks must be worn at all times in the sanitary facilities. Please keep 1½ metres from one another.

**We want you to feel as happy and safe as possible while you are in the theatre. Our staff are there to ensure that the above listed protection and hygiene measures are upheld. Alterations by the authorities to current regulations will be adhered to, and action taken, immediately.**