

# HYGIENE CONCEPT

## Ladies and gentlemen, our audience,

We are delighted to be able to start performing for you again!

We are complying strictly with conditions imposed on us 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

Stay at home instead and protect other members of the audience and people working in the theatre. This also applies if you have been ordered into quarantine or have been named as a contact person. If you cannot use a ticket you have purchased because of this then please contact us 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.

## COVERING YOUR NOSE AND MOUTH

By law, masks covering your nose and mouth must be worn in all areas of the theatre, including toilets. Please bring one with you. Masks may only be removed once you are in your seat and the performance begins.

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 May 7 2020. So we need your name, address and date of birth 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 is destroyed 30 days after the performance in question.

## **THE EVENING BOX OFFICE**

The evening box office opens one hour before the performance begins and only tickets for the performance in question are on sale.

## **GETTING TO YOUR SEATS**

Our staff will be wearing masks or visors.

We have devised a system to make it possible for members of the audience to keep enough distance from one another while going to their seats and leaving them.

The building opens one hour, entry to the auditorium is possible 30 minutes 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 matter given to you for your personal use home with you.

## **CAPACITY AND YOUR SEATS**

We are currently allowed to admit 390 audience members into the auditorium at one time.

Keeping your distance rules mean that people may only be seated in every second row and there must be two empty seats between audience members, or couples.

Audience members who are allowed to be together in public spaces in accordance with the State of Hessen's »Corona Contact and Operating Restrictions Ordinance of 7 May 2020« (groups of up to 10 people or people from 2 households), might be able to sit together after being granted permission by front of house staff. No automatic right exists to be able to sit together.

## **CLOAKROOM**

Cloakrooms are at your disposal again. To minimise contact please put smaller items (hats, scarves, etc) into the pockets or sleeves of your coats/jackets.

## **CATERING**

We are allowed to offer catering again, albeit in a limited form, and only in the Wolkenfoyer (1st floor). If the weather is good a bar will be open outside.

## **TOILETS**

Masks must be worn and numbers of people allowed into the toilets at once are limited.

**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.**