



We are really looking to welcoming everyone back to the Princes Hall, to see a show or attend an event.

Our simple guide to returning to the Princes Hall is to help make sure that everyone has a safe and enjoyable time. If you have any additional questions then please visit our website www.princeshall.com or call the Box Office on **01252 329155**

BEFORE YOUR VISIT...



Feeling unwell?

If you or a member of your party has tested positive, is feeling unwell, or has any symptoms of coronavirus, then please do not come to the Princes Hall. Contact the Box Office who will be happy to discuss options.



Check your tickets

For customers attending rescheduled events, your original tickets will still be valid (only the date will have changed). However, if you would like new tickets then please contact the Box Office.



Take a test

Before your visit you may want to consider taking an NHS lateral flow test and only attending if the result is negative.



Keep up to date

We will send you a pre-show email before your show visit to ensure you have all the information you need.



Plan your journey

Consider your travel options in line with Government guidance, and plan for getting safely to the Princes Hall. Details about the best places to park are available on our website.



Remember your face covering

We'll be strongly encouraging customers, staff and other visitors to wear a mask or face covering.

WHEN YOU ARRIVE...



Check in on your app

The NHS QR code will be available at all entrance doors for you to scan using the NHS Tracking app.



Join the queue

For certain shows there will be staggered arrival times to reduce crowding, which will be confirmed on your ticket and confirmation email.



Ticket scanning

Your tickets will be scanned by our stewards, please have them ready and make sure the barcode is clearly readable for contactless entry. If you have opted for e-tickets then you can show them on your phone or print them out.



Follow any guidance

Please follow any additional guidance you are given when you arrive at the Princes Hall.

DURING YOUR VISIT...



Sanitiser Stations

Hand sanitiser will be available at all entrances and throughout the building for staff, performers and customers to regularly use.



Face Masks and Coverings

We'll be strongly encouraging customers, staff and other visitors to wear a mask or face covering.



Be aware of those around you

Always try to keep a safe and comfortable distance between you and others where possible.



Contactless payments

Where possible we are encouraging contactless payments at the Princes Hall.



One-way systems

Throughout the venue there may be one-way systems to follow. Please follow all directions and be aware of those around you.



Here to help

Our team will be on hand throughout your visit to provide guidance and help around the theatre. If you have any questions, please don't hesitate to talk to someone.

ADDITIONAL HEALTH AND SAFETY INFORMATION...



Theatre ventilation

Air filtration units have been installed throughout the building that use HEPA filters to clean the air.



Auditorium Seating

All upcoming shows are being sold at normal capacities (without social distancing), in line with current government guidance.



Enhanced Cleaning

We are maintaining the highest possible cleaning standards within our building, in particular disinfecting contact surfaces and wiping touch points at regular intervals.



Our team

All staff are being supplied with PPE as needed and training has been undertaken so that all staff are aware of their responsibilities.

THIS GUIDANCE WAS PUBLISHED IN AUGUST 2021
PLEASE CHECK FOR ANY UPDATED INFORMATION BEFORE YOUR VISIT

BOOK YOUR TICKETS WITH CONFIDENCE...



If we need to reschedule or cancel a show, as soon as the decision is made, we will contact ticket holders by email, telephone or post, to confirm the new details and offer the choice of an exchange, credit or refund.



Unable to attend?

If you are due to attend a show, and you or a member of your party develops symptoms or tests positive for coronavirus, there is no need to worry. We will be ensuring maximum flexibility by allowing tickets to be exchanged up to 24 hours prior to the performance you are due to attend. (Please note, if you swap to a more expensive seating band or performance the difference will be charged to you). Our normal booking terms and conditions will apply at all other times.