



Our new system

Start time

You will see two times on your ticket. One is the show start time, the other is your arrival slot. We have introduced staggered arrivals to help reduce queue size. Please make sure you are seated for 5 minutes before the event start time. On arrival please sanitise your hands and check in.

Food and drink

If you have pre-ordered arrival drinks they will be ready to collect in the upstairs foyer. Otherwise drinks and snacks can be ordered from your seats and brought to you. Please pay by card.

Seating arrangements

Once your ticket is scanned you will be assigned a 'cloud' to suit the size of your group and ensure social distancing measures are met.

Masks

Please wear face coverings during your time at the arts centre, normal exemptions (for example when eating and drinking, for children under 11 and those with medical conditions) apply.

Toilets

We have introduced a one-way system to try and maintain as much social distancing as possible in our corridors. Staff will be on hand to assist and guide you.

Lift

So that we can control and monitor hygiene levels the lift will be reserved for those with mobility issues only. If you need to use the lift our staff will be there to help.

Leaving

Please leave the arts centre through the first-floor exit.

Enforcing the guidelines

We expect all customers to follow these event guidelines and those set out by the government.

Our staff will offer advice and guidance as long as it is safe to do so.