

## **Gatsby's Mansion is COVID19-Secure**

Our audience have always been free to choose where they stand and move throughout the performance, naturally enabling social distancing.

We have implemented the following measures to enable maximum security for our audience while they enjoy our production:

- A masquerade ball - masks mandatory for all audience
- Reduced audience - significantly reduced capacity to allow for physical space
- No quibble exchange policy - an 'Until Curtain Up' exchange policy
- Temperature checks - in accordance with guidelines due to be published
- Ticketless box office - no contact entry to the venue
- Changes to the show - adapted choreography and scenes as required
- Sterilisation and cleaning - according to government guidance on being Covid-secure
- Working with our Unions - To ensure the highest achievable standards of safety for our cast and crew
- Audience routing - Actors guiding audiences through the experience at a respectful distance
- Continuous review - All measures will remain under continuous review

**A masquerade ball** - Masks mandatory for all audience.

Gatsby's party is now a masquerade, meaning that your spectacular outfit must be enhanced with a mask of your choice. Masks with elaborate 1920s designs will also be available to buy at the venue so you can really dress to impress. Wearing a face covering during the show is compulsory until further notice.

**Reduced audience** - our capacity has been significantly reduced to enable plenty of space between each individual or household attending.

Our audience capacity is reduced to allow for substantial physical distancing.

**No quibble exchange policy** - an "until curtain up" exchange policy.

Creating an environment that is safe and secure for our audience is our paramount concern and, at Gatsby, this begins with your ticketing experience.

We are adopting an 'until curtain up' exchange policy. If you book now and cannot attend the performance for any reason, simply let us know in advance of the show start time and we will provide you with an exchange, or credit if preferred.

**Temperature checks on door** - TBA following Government Guidelines.

One of the first and most reliable signs of the virus is an increased temperature. Our door temperature checks will ensure that anyone whose temperature is too high does not enter the building and will have their tickets exchanged for a later date free of charge. Although the guidelines for these are yet to be outlined specifically for the UK's hospitality sector, it is proving effective in other countries that have adopted this system.

**Ticketless box office**

We already operate a paper free box office and cash free venue, so you will not need to exchange any items with staff.

**Sterilisation** - The venue and bar are cleaned to the highest standards and service staff adhere to government guidance on being Covid-Secure

We have instigated a rigorous cleaning rota for the venue for front of house and back of house. Hand sanitiser is widely available so you can do your bit, and constant bathroom cleaning cycle so we are doing our bit too. We have one cubicle for every 10 audience members and access to the bathroom is possible at any time during the show, to reduce interval queuing.

**Changes to the show** - adapted choreography, scenes and dances

Some elements of the production content have been altered to avoid any activity that would now be considered higher risk and we are introducing some new content in its place to protect our cast, crew and audience.

**Cycling to the venue** - Local cycle parks

Below are the locations for local bike parking, TFL parking stations and local transport links. Stay safe, plan ahead and take sensible measures whilst traveling to the show.

**Vulnerable and at-risk audience members** - Please do not attend the live production

A good rule of thumb is that if you have been advised to stay at home, please do not attend this production. The above measures are in place to try our best to make The Great Gatsby as safe as going to the supermarket. As with every activity, it is not without risk. If you are vulnerable, please do not attend the production. We believe in accessibility and have always worked hard to make the shows accessible; to continue to do so, we will be looking to create

online content and virtual ways to enjoy the immersive production of The Great Gatsby, which we will begin to work on when the production resumes so that you will be able to enjoy the show from the comfort of your home. Check our social media for updates.

**Dinner** - we have discontinued the pre-show dinner as it would not have been compatible with our new Covid-Secure measures

We are looking into cocktail making and whisky tasting masterclasses to eventually replace our pre-show dining experience. We will continue to work on how to do this safely and responsibly in accordance with guidelines as and when these are issued. We will contact ticket holders before their performance with an update if this becomes available.

**Audience routing** - our actors are trained to keep groups of audience following the story whilst remaining at a safe distance.

### **Looking after our audience**

We are taking all the above action to ensure that art and entertainment can still be accessed responsibly, so that our audiences are cared for and our artists and crew can get back to work. We will review all these measures and more to make sure that we are ahead of any government guidelines and so you can enjoy your experience with us.

### **Looking after our actors and crew**

As one of the first productions able to responsibly return to UK stages we are in consultation with Equity, our actors' union, and are committed to a constant review and consultation throughout the rehearsal and production period. Ensuring the actors risks are mitigated as far as possible and their careers are protected is important to us.

### **- Continuous review -**

As with every sector, all Covid-Secure policies are under continuous review. These measures are not exhaustive and any additional measures recommended will be adopted as appropriate.