



Welcome back!

Your safety and wellbeing is vital to us as we plan to reopen the doors to your theatre. To ensure you feel safe, secure, and comfortable, we've been working hard to introduce a wide range of new measures across your theatre.

Please read this short guide to understand what we are doing to keep you safe, and what we ask you to do to help us achieve this.

Booking your tickets



All tickets must be booked in advance!

We are encouraging everyone to book their tickets on-line or by emailing tickets@headgatetheatre.co.uk

Our box office will not be open to personal callers until further notice.

If you have a query regarding a credit from a previous production, then please email, or call 01206 366000. If lines are busy or we are not in the building, please leave a short clear message with your name and contact number, and we will get back to you.

When booking your tickets, you will notice that we have made some changes to our seating plans to maintain social distancing (reducing the number of seats to approximately 35). We will always try our best to accommodate groups together where possible.

Before you leave home – do you feel well??



If you

- have a high temperature,
- have a new continuous cough,
- have experienced a change or loss in your sense of taste of smell ,
- have been in contact with a source of the virus within the last 14 days,

PLEASE STAY AT HOME. DO NOT VISIT THE THEATRE.

Call the Box Office to let us know about your change in circumstances. Until July 2021 we will offer a refund on tickets cancelled due to Covid, and on all tickets where an event is cancelled due to changes in government guidance

Please bring a mask with you.



You should let us know if you – or anyone in your party – is exempt prior to attending the theatre. This will avoid any difficult situations arising with our volunteer front of house staff.

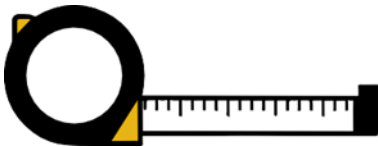
We ask that you wear a face covering at all times during your visit, except for when you are eating or drinking or unless you have advised us that you are exempt.

You do not need to print your ticket



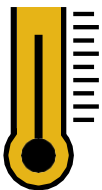
We will have a full list of all people attending which will be checked on arrival, so you do not need to print your ticket.

On arrival at the theatre



You will be met by one of our Welcome Volunteers, and directed to join the relevant queue. We will be using different entrances to the different parts of the building.

Please maintain social distance when in the queue.



Before entering the building we will check your temperature using a non-contact device. If your temperature exceeds 37.8C we will ask you to wait outside for 10 minutes before re-checking your temperature. Unfortunately we will be unable to let you enter the auditorium if your temperature does not drop below 37.8C. You will be advised how your booking will be managed or refunded.



When you enter the building you will be asked to sanitise your hands. There are sanitisers near every entrance, and in all toilet areas.

Our cloakroom will be closed



Please limit the amount bags you bring to the theatre. You will need to keep coats and bags with you at all times.

Pre-order your drinks and ice cream



Our bar will be closed while social distancing measures are in place. You will be contacted to pre-order drinks and ice creams, which must be paid for in advance.

There will be no interval in socially distanced performances.

Access to toilets



We ask that you remain in your seat unless you need to use the toilets. This will allow us to keep space clear in the corridors to allow people to enter the auditorium safely.

All toilet areas are for single use only. There is limited queuing space, so please take guidance from our front of house volunteers.

At the end of the performance there will be no access to toilets in the auditorium corridor. Anyone needing a toilet should exit the building and go to the main foyer.

Enhanced cleaning



We have implemented an increased cleaning programme. Contact surfaces such as handles and toilets are cleaned regularly throughout the day using antiviral cleaning products.

If you have any concerns, then please do let us know.

We are going cashless



Where possible we will be encouraging our patrons to book online now and in the future. Booking fees will apply to all bookings. We are also introducing a cashless bar.

If this move presents you with practical difficulties, then please talk to us in confidence.