

COVIDSafe Frequently Asked Questions

Attending an Event

Please also refer to our [COVID-19 Terms and Conditions](#).

Q. How will you manage patron safety?

A. We take the health and wellbeing of our audiences, staff and performers very seriously. We have a **COVID Safe Plan** to keep everybody safe during these uncertain times.

- We will be undertaking a full premises clean prior to and after each event and will maintain an increased cleaning program throughout the performance in line with NSW Health guidelines.
- Patrons agree to adhere to the venues **Conditions of Entry**
- Patrons must not attend if they are experiencing any COVID-19 symptoms or have been within a hotspot or have returned from overseas in the 14 days leading up to the event
- Patrons who are experiencing any COVID-19 symptoms, or who have come into contact with anyone who is symptomatic or is a confirmed case, will not be able to attend the event.
- Increased flexibility to our Refund Policy to encourage patrons experiencing COVID-19 symptoms not to attend the theatre.
- Patrons agree to abide by all current social distancing and health protocols and adhere to all COVID Safe signage located throughout the venue.
- Patrons agree to follow the instructions of Venue staff at all times.
- Patrons acknowledge that while the Venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the Venue at their own risk without recourse to claim against the Venue regarding health outcomes.

Q. When will tickets be on sale?

A. Tickets are available via the **Glasshouse website** or at the **Glasshouse Box Office** as soon as shows are released for sale. Allocated seating arrangements are in place so patrons are able to select their preferred seat position in the auditorium. However, under current social distancing guidelines directed by NSW Health, the Glasshouse reserves the right to move patrons to another position, based on the size of the group, time of booking and venue configuration.

Q. How will I be able to buy tickets?

A. So that we can comply with our **COVID Safe Plan**, we are encouraging everybody to book online via our **website** or over the phone on 02 6581 8888 between 9am and 4pm Monday to Friday or 9am and 2pm Saturday and Sunday. Our Box Office will also be open during these hours if you are unable to book online or over the phone. PDF print at home or smart phone tickets are preferred.

Q. Can I purchase tickets on the day/night of the performance?

A. Yes, the Glasshouse Box Office will be open one hour prior to the performance.

Q. Why do you need to collect my contact details?

A. We are collecting audience members' contact details as part of our COVID Safe Plan under the direction of NSW Health Guidelines.

The Venue will not share contact information with any third party other than the relevant health authority, and will not use the information for promotional purposes.

In addition to the ticket purchasers contact details, individual patrons have to register their personal details for direct contract tracing purposes on the day of the performance through the Contract Tracing QR codes located in the foyer, or via the Box Office.

Q. Can I get a refund if I am unwell?

A. Patrons must not attend the theatre if they are experiencing any COVID-19 symptoms or have been within a hotspot or have returned from overseas in the 14 days leading up to the event. Patrons who are experiencing COVID-19 symptoms or have been identified as a close contact of a confirmed case, should not attend the event. If you are unwell and are experiencing symptoms of COVID-19, you will be eligible for a ticket exchange or refund.

To be entitled to a ticket exchange or refund, patrons must advise the venue, in writing, of their circumstances and intention not to attend prior to 10am on the day of the performance. Any patrons displaying Covid-19 symptoms who present to the venue with intentions to attend the event will be asked to leave and will not receive a refund.



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