

THEATRE GUIDELINES AND POLICIES

Theatre Covid 19 guidelines

As we welcome our patrons back to the Theatre there will be some changes you will notice. These changes are put into place to ensure a safe and entertaining experience for all in attendance.

- **Self-screening prior to the show:** You may be reminded before the show to self-screen and check for symptoms. “Know-Before-You-Go” symptom checks <https://www.alberta.ca/covid-19-testing-in-alberta.aspx> are a great way to keep everyone safe. Please do not to attend if you are exhibiting symptoms or have tested positive for Covid 19 within the last 10 days. Please give your tickets to a friend, colleague or neighbour. Refunds are not customary practice. See Ticket policy below.
- Wear a mask (required in all public facilities, including the Cultural Arts Theatre).
- In the Theatre Lobby, check for directional signage

Limitations on Capacities: The Cultural Arts Theatre will adhere to Alberta Health Service guidelines and instructions set forth by the Chief Medical Officer of Health. The Cultural Arts theatre will ensure attendees, including artists, staff and patrons, remain within the current capacity limits at any point in time with physical distancing between cohorts. Public access will be restricted to include only those attending the event.

- **Cleaning** and custodial services have been enhanced for all high touch points in the venue.
- **Contact tracing:** At any time you may be asked to provide information about patrons attending events for Alberta Health Services contact tracing purposes.
- **Intermissions** or program breaks may vary depending on the event. Physical distancing must be maintained any time people need to leave their seat.

Theatre Policies

- All patrons require a ticket regardless of age.
- Babes-in-Arms ([see below](#)) are only permitted at Family Series performances. Children ages 5 and up are permitted to attend Performance Series season presentations.
- Please reduce interruption to performers and patrons by arriving on time. Late-comers and those who exit the theatre during the performance – please do so quietly and in between songs/scenes.

- No flash photography in the theatre. Cell phones must be silenced in the theatre.
- No food or outside beverages permitted in the theatre.
- For the comfort of all patrons, please refrain from wearing strong scents.

Ticket Policy

- Tickets are non-refundable. To ensure your ticket is used and you are unable to attend a performance, please give your ticket to a friend.
- Exchanges are not available in the event of poor weather conditions unless the performance is cancelled. When a cancelled show is re-booked, your original ticket will be valid for that performance.

Babes-in-Arms

- Babes-in-Arms are defined as children under two years of age.
- All patrons require a ticket regardless of age.
- Babes-in-Arms are only permitted at Family Series performances. Babes-in-Arms are not permitted at Westlock CATS Performance series presentations.
- Infant car seats are not permitted in the theatre unless a paid ticket has been purchased for the child's seat and it is a Family Series performance. In the event there are no seats available to accommodate the car seat, it must be left secured in your vehicle. For safety reasons, car seats must not be left on the floor in the theatre.
- For the comfort and enjoyment of the audience, a patron may be asked to remove their child from the theatre if the child is creating a disturbance.

*All policies are subject to change without notice.