

THEATRE GUIDELINES AND POLICIES

Theatre Covid-19 Safety Protocol Policy

An Important Notice from the Westlock Cultural Arts Theatre Society – CATS Performance Series

Dear Subscriber,

With the recent trend in confirmed cases and hospitalizations, the Westlock Cultural Arts Theatre Series has adopted the following COVID-19 health and safety policy. (Restriction Exemption Program)

We believe that this is essential to provide a safe environment for our patrons, performers / musicians, and staff, as well as to help reduce the spread of COVID-19 in our community. This policy applies to patrons, staff and performers/musicians.

Effective November 1, 2021

In order to attend the 2021-2022 CATS Performance Series, patrons will be required to provide:

- **Proof of full vaccination against COVID-19 received more than two weeks prior to performance date**
- **or proof of privately purchased negative COVID-19 test results within 72 hours of performance date.**
- **Photo identification**
- **Masks are required at all times within the premises/theatre**

Effective November 15, 2021

QR Code verification only will be accepted. Albertans can provide their immunization records from www.albertavaccine.ca. QR Code can be on your phone or as a document which can be printed for you locally at MTech Printing and Signs, the Library and Registries just to name a few. Other Provincial, Territorial, or Federal equivalents will also be accepted. Please note that we require valid identification as well. **Your personal health records will not be scanned, saved, or shared.** Children under 12 must be accompanied by a fully vaccinated adult and are required to wear a mask.

We ask that if you are experiencing any COVID-19 symptoms, do not come to the Westlock Cultural Arts Theatre. Please try to ensure that your tickets are used by giving them to a friend as refunds for individual tickets will not be provided.

We will be monitoring the COVID-19 situation in the local area and province closely, and will update our protocols as needed. **Please refer to your performance's event page for show-specific information and continue to check back regularly prior to visiting the Westlock Cultural Arts Theatre.**

Please note:

- **Cleaning** and custodial services have been enhanced for all high touch points in the venue.
- **Intermissions** or program breaks may vary depending on the event.

Thank you,

The Westlock Cultural Arts Theatre Series Team

Theatre Attendance 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.
 - Exemption: Refund offer deadline is October 31, 2021. For those ticket holders who are not able to follow policy health and safety requirements, we invite you to contact us at westlockcatstheatre@gmail.com to arrange for a full subscription refund.
- 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.