

# INTERNAL PROTOCOL

## ON WELCOMING THE PUBLIC & PERFORMANCES

*Version of 01/06/2021 – All these measures are subject to change in step with the development of the pandemic and in accordance with government guidelines.*

## **1. Times of the shows and programming**

- The times of the shows in the different auditoriums (Kapel, Mezzo, Studio) have been set at specific times in order to avoid the audience of the different shows crossing each other.
- The audience is led from one auditorium to another in a one-way system.
- Each auditorium opens 20 minutes before the start of the performance to ensure a smooth arrival and circulation of the audience.

## **2. Ticket sales**

- Online and telephone bookings: it is strongly recommended that bookings (and payments) are made online and by telephone.
- Purchase on the door: in case of payment at the ticket desk, preference is given to payment by bank card.
- Either way, the data of all spectators are collected and stored in accordance with the GDPR. These data can, therefore, be transmitted in case of a request for contact tracing by the authorities.
- The ticket desk is equipped with a sheet of Perspex. Reception staff and ticket sales staff wear face masks. Disinfectant alcohol gel is made available to the public and reception staff (two different bottles).
- In order to avoid paper carriers as much as possible (tickets & programmes), we opt for wristbands and a programme that is available through a QR code.

## **3. Communication**

- The public is informed of the measures to be taken in the context of les Briggittines' welcoming protocol via our various means of communication:
  - By telephone when making a reservation
  - On our website and our social media, as well as at our ticket desk
  - By e-mail before each performance: we send an e-mail to everyone who has made a reservation, which contains the following information:
    - recommended time of arrival
    - the time when the auditoriums open
    - the measures imposed in the building
    - the measures imposed for entering and leaving the auditorium and during the performance
    - the hospitality measures for the bar
  - Posters and signs in the building referring to the measures in force: wearing a face mask, disinfecting hands, social distancing, one-way system
- The protocol for welcoming the public is communicated on the website and can also be obtained at the reception desk.

## **4. Welcoming the public**

- On arrival, spectators are informed of the measures in force by means of signs and by the reception staff who repeat the measures in force at Les Briggittines. The team of reception staff has been expanded so that the flow of visitors can be managed more smoothly.
- Entry and exit are via the double main entrance: separate lanes have been created for those entering and those leaving, in order to avoid the two groups of spectators mingling. The direction of circulation is indicated by arrows on the floor.
- The lane for incoming spectators first leads to the ticket desk. Markings are placed on the floor in order to ensure that the distance of 1.5 m can be respected while waiting. The ticket desk is equipped with a sheet of Perspex.
- Once they have passed the ticket counter, the spectators are directed to the desired areas by means of sign:
  - The toilets at -1
  - The hall (waiting area) on the ground floor
  - The bar (when open) on the ground floor
  - The Kapel on the ground floor
  - The Mezzo on the 2nd floor
  - The Studio on the 4th floor
  - The exit
- The route to the different places is indicated by arrows. In this way, we want to avoid spectators crossing each other and mingling.
- Waiting for the performance to start: the doors open 20 minutes before the performance starts.
  - For spectators arriving early, a waiting area is set up in the main hall, with seating. There will be a staff member on hand to show the spectators the right way and to make sure that the distance and face mask rules are properly observed.
  - If spectators arrive when the doors are already open, they are requested to proceed to the auditorium immediately and find their seats while awaiting the start of the show.
- Disinfectant alcohol gel is made available to the spectators at various strategic locations: at the entrance, at the ticket desk, at the doors of the auditorium and in the toilets. At each pump, there is a reminder for the spectators to disinfect their hands.
- Wearing a face mask is compulsory throughout the building, as soon as you enter, and throughout the entire performance. This obligation applies to both staff and visitors.
- Each visitor is handed a disposable surgical mask upon entering the building, so that everyone has a new and clean mask to wear.
- When this measure is imposed, the temperature of visitors is measured on entering the building.

## **5. Entering the auditorium and during the performance**

- The reception staff are briefed on the measures of this protocol. The staff are required to wear face masks at all times, respect the necessary distance from the audience and also among colleagues. Disinfectant alcohol gel is made available to staff in several strategic places.
- The auditorium is accessible to the public 20 minutes before the start of the performance.
- Entering the auditorium is done according to a specific protocol:
  - the reception staff check the tickets and spray disinfectant alcohol on the hands of each spectator.
  - The spectators can then enter the auditorium. A member of the reception staff divides the spectators between the left and right- hand side of the seats, in order to facilitate circulation.
  - Two ushers, one on the left and the other on the right of the seats, welcome the spectator bubbles and assign them their seats (numbered rows and seats).
  - A distance of 1.5 m between each bubble is respected (on each side), a staggered placement is provided between the rows. The seating plan is prepared in advance by the ticketing staff, based on the reservations. The seats are divided according to the number of spectator bubbles. The rows and seats where people are not allowed to sit are clearly marked.
  - After the show, the ushers organise the spectators' exit by having them leave one row at a time, starting with the row closest to the exit.
  - Spectators are asked to leave the auditorium promptly and not to hang around in the building.
- After each performance, the auditoriums and reception areas are completely disinfected. Particular attention is paid to contact surfaces (handrails, door handles, etc.).
- The Mezzo and Studio halls are ventilated mechanically before, during and after each performance. The Kapel is ventilated manually by opening the two outer doors before and after the show.

## **6. Toilets**

- Only a limited number of spectators may enter the toilets at the same time.
- Wearing a face mask is also compulsory here.
- Men's toilets: only one out of two urinals is in use in order to guarantee distance.
- In addition to soap, disinfectant alcohol gel is available in the toilets. Disinfectant wipes are also provided to clean the surfaces.
- The toilets are disinfected and cleaned before the arrival of the public and again during the performance.
- All information on hygiene measures are displayed in the toilets.

## **7. Bar/restaurant**

- The bar strictly applies all measures relating to the hospitality industry.