

# Theatre Scarborough

## COVID reopening guide

### - PATRONS -

*Last updated October 28, 2021*

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## 1. Purchasing Tickets

### Summary

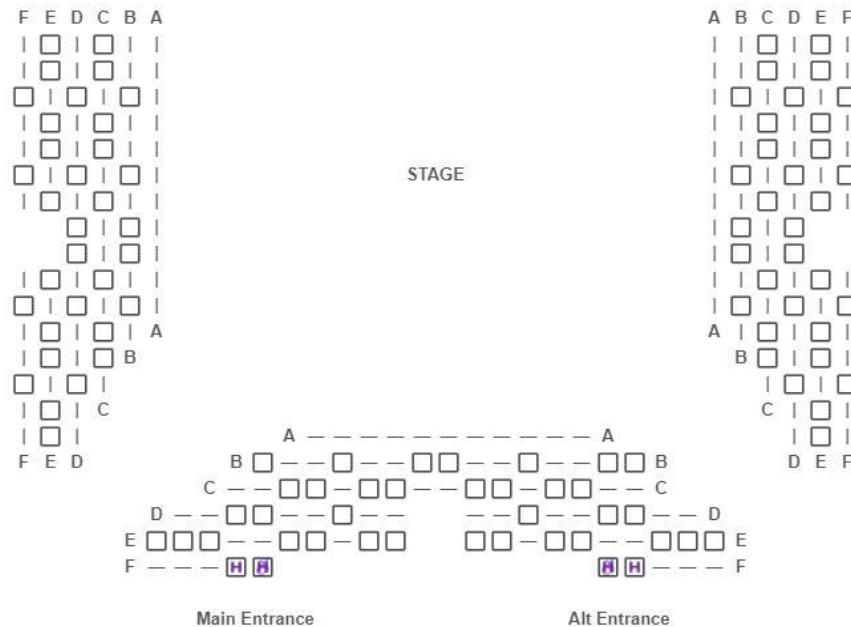
- Tickets must be purchased in advance. Tickets will not be sold at the door.
- All patrons, volunteers, cast, and crew must be fully vaccinated and must provide proof of vaccination and photo ID in order to enter the building.

Tickets should be purchased in advance either online or by calling the box office.

Online ticket sales will end two hours before the performance however tickets can still be purchased after that time by calling the box office. Tickets purchased over the phone will be held at the check-in table for pick up.

### Select seats

Legend:  Available  Available Wheelchair  Taken  Taken Wheelchair  Held



**Only the seats represented by squares are available for purchase.** This is to support any and all current provincially or municipally imposed requirements for reduced capacity and physical distancing.

If purchasing a single ticket, please try to select one of the single seats before breaking up a pair of seats. Once a single ticket in a pair is purchased, our physical distancing ticket system will automatically remove the second seat from the seats available.

## 2. Arriving at Scarborough Village Theatre

### Summary

- Please arrive 15-30 minutes prior to show time to allow time for parking and COVID check-in.
- We are required to use the southwest entrance, not the usual entrance near the hockey rink.
- Refreshments will not be sold at Scarborough Village Theatre. Consider bringing water in your own resealable container.
- All individuals (except actors on stage) must wear a mask at all times while inside the building. If you forget your mask, one will be provided to you as you enter the building.

Theatre patrons must use the entrance at the southwest end labelled Scarborough Village Theatre. Several accessible parking spots are located directly across from this entrance.

Refreshments will not be sold at Scarborough Village Theatre for the foreseeable future. You may bring water in a resealable container to the show. No other food or drink is permitted in the auditorium or lobby areas.

## 3. Entering the building

### Summary

- There is a new check-in process for tickets, vaccination status, and contact tracing.

Once inside, please proceed to the check-in table for the following:

- 1. Ticket validation** – Please have your ticket ready for the volunteer to phone-scan or view.
- 2. Vaccination Validation** – All patrons must show valid proof of double vaccination, including government-issued photo ID.
- 3. Sign-in for contact tracing** – One patron from each party must provide their name and a current phone number to support government-required contact tracing.

#### 4. Before the Show

##### Summary

- The Hearing Assist program will be operating. Refreshment sales are suspended.
- Restrooms are open, but at reduced capacity.
- We are only permitted to be in the lobby, Intermission room, and the area immediately next to the restrooms. We are not permitted to go through the rest of the community centre.
- Two auditorium entrance doors will be in use. Your entrance is based on your seat number.

##### *In the Lobby*

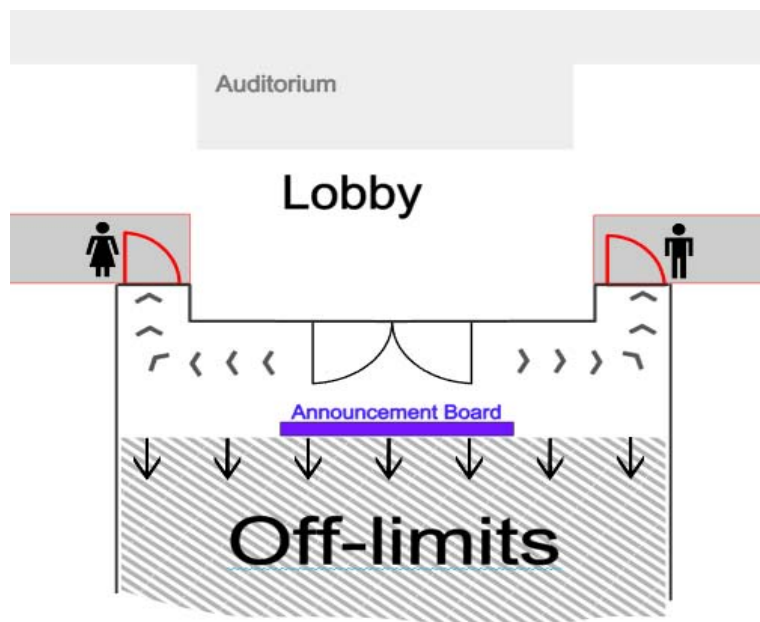
Touch-free hand sanitizer stations are available throughout the lobby.

Our Hearing Assist support program is available and we have enhanced protocols for using the equipment. At the Hearing Assist table you will collect the Hearing Assist pack. If you have brought your own headset, nothing else is needed. If you need a headset, free disposable earbuds will be provided. Only the Hearing Assist pack need be returned at the end of the performance.

Audience seating will begin approximately 15 minutes prior to the start of the show. While waiting for the doors to open, you may stand in the lobby or in the intermission area. Some physically distanced seats are available in these areas for those who may need them.

We encourage you to use the restrooms before the show (you may also want to check whether your show has an intermission).

**Important:** Please observe the signs and do not go beyond the restroom area.



##### **Restrooms:**

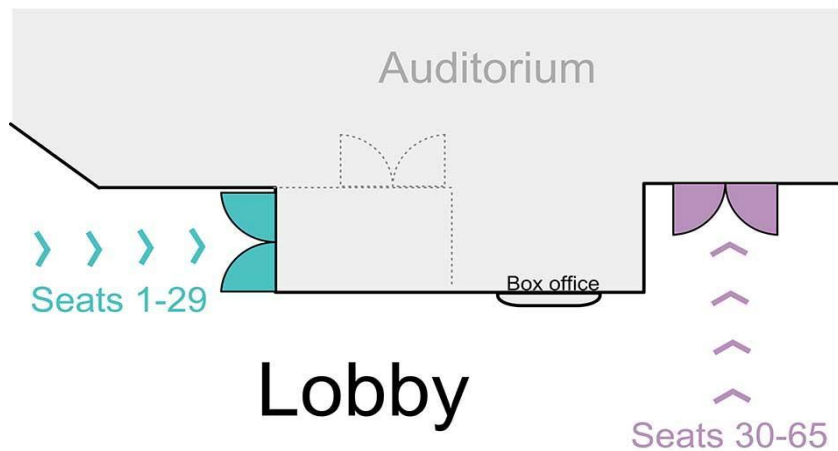
All individuals must maintain physical distancing while waiting in line to use restrooms. Inside the restroom, fewer stalls and urinals are in service to facilitate physical distancing.

The restrooms are maintained by City staff using City-approved cleaning protocols. All individuals are encouraged to wash hands for at least 20 seconds with warm water and soap. Please let a theatre volunteer know if supplies need re-stocking.

## 5. Entering the Auditorium

To ensure efficient entry and support physical distancing, we will be using both auditorium doors.

<p><b>Seats 1-29:</b> Enter through the <b>main auditorium doors</b> to the <b>LEFT</b> of the box office.</p>	<p><b>Seats 30-65:</b> Enter through the <b>alternate auditorium doors</b> to the <b>RIGHT</b> of the box office.</p>
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When proceeding to the auditorium entrances, please maintain 2 metre spacing.

Because your tickets were scanned at the contact tracing table, ushers at the door will only check the seat numbers to direct you to the correct seat. The font size of the seat numbers has been increased on both box office printed and print-at-home tickets so that ushers should not need to handle your physical tickets.

**NOTE:** Latecomers will not be seated unless there is available seating that can be accessed without close contact with other patrons. Refunds will not be issued to latecomers.

## 6. In the Auditorium

### Summary

- Please sit only in your reserved seat.
- Keep your mask on throughout the performance.
- If you leave the auditorium during the performance, you will not be permitted to re-enter until the end of the act.

To ensure effective physical distancing, please sit only in your reserved seat and not in empty seats or rows. Unavailable seats will be clearly marked.

Keep your mask on throughout the performance, except to sip water. This is a City requirement.

If you need to leave the auditorium during the performance, you will not be permitted to re-enter until intermission or the end of the performance. The only exception would be if there is available seating that can be accessed without close contact with other patrons.

**During intermission:** The Intermission Room (capacity 125 people) will be open although no refreshment service will be provided for the foreseeable future. Limited seating will be available for those who require it.

There will be volunteers on hand to monitor that physical distancing requirements are being followed.

## 7. After the Show

### Summary

- To exit, maintain physical distancing and follow ushers' direction.
- Cast and crew will not be meeting you in the lobby. They will exit directly outside.

Ushers will direct you in exiting the theatre in a prompt and orderly fashion. Remember to maintain 2 metres of physical distance at all times from persons who are not in your party.

Usually, cast and crew members come through the lobby to greet their family and friends. Under current protocols, they will be exiting directly outside. Please do not wait in the lobby to meet up with cast and crew members.

If you borrowed a Hearing Assist device, please remember to return it to the Hearing Assist table.

If you need to use the restrooms before you exit the building, please do so. Remember that you will need to go back through the theatre lobby to exit the building, rather than proceed beyond the restroom area.

## 8. Frequently Asked Questions

### Purchasing Tickets

#### ***Why is no seating available in the front row?***

In order to maintain a minimum distance of 2 metres between patrons and unmasked performers, we are reducing the size of the playing space on stage as well as leaving the front row seats unoccupied.

#### ***Why have the wheelchair spaces moved?***

Traditionally our wheelchair spaces have been on the aisle ends of row E. Currently, the aisles need to be kept as clear as possible to maintain physical distancing. Thus, we have moved the wheelchair spaces to the centre section on row F with a reserved companion seat beside them.

#### ***Can I purchase wheelchair seating online?***

Wheelchair seating can only be purchased by calling the box office. This is in order to prevent people who may be unfamiliar with the layout of the auditorium from accidentally buying a wheelchair seat online.

#### ***Is there seating available that does not require stairs?***

Row E can be accessed from all aisles in all sections without encountering stairs.

### Inside the auditorium

#### ***Can I remove my mask once I'm seated?***

No. For the safety and comfort of all, masks must be worn throughout your time in the building (this includes the auditorium, lobby, and restrooms). Apart from pulling it aside to sip water, please wear your mask properly covering the nose and mouth.

#### ***Can I put my coat or belongings on a neighbouring seat if it is marked as "unavailable for seating?"***

Yes, this is fine.

#### ***If I have an issue with my seat location, can I ask to be moved?***

You can request a seat change through the Front of House Manager on duty. Please note, this can only be accommodated if there is a physically distanced seat available.

#### ***What if I need to leave the auditorium during the performance?***

If you must exit the auditorium mid-performance, please do so with consideration to the other theatregoers around you. If you need assistance, please raise your hand, and an Usher will come to you.

**Please note:** If you leave the auditorium during a performance, you will not be permitted to re-enter the auditorium until intermission or the end of the performance. The only exception would be if there is available seating that can be accessed without close contact with other patrons.

#### ***In past shows, I've seen performers entering from the stairs or interacting with the audience. Will that occur under the current protocols?***

No. To maintain physical distancing from patrons and volunteers, actors will not enter through the auditorium during performances. Our selected shows do not include any audience participation.

#### ***During the show, I have concerns about a situation near me. What should I do?***

Ushering staff will be present during the performance throughout the auditorium. Raising your hand will get their attention and they will come to assist you.

## Intermission

### ***Will there be an intermission?***

This will be determined on a show-by-show basis. Check the Theatre Scarborough website to see whether your show has an intermission or not.

### ***Can I remove my mask in the intermission area if I'm seated?***

No, masks are required at all times while in a City of Toronto building.

## Food and Beverages

### ***Can I bring food and beverages into the lobby or auditorium?***

Water is the only beverage that may be brought into the auditorium, and only in a resealable container. No other food or drink is permitted.

### ***Will I be able to purchase snacks or beverages during intermission?***

There will be no food or beverages sold before performances or during intermission for the foreseeable future.

## Restrooms

### ***Are there restrooms I can use?***

Yes, there are restrooms located just outside the lobby area which can be used before the show, during intermission (if there is one), and after the show. Note that fewer stalls are available due to physical distancing requirements.

### ***Is there a wheelchair stall available in the restroom?***

Yes, each restroom is still equipped with one larger capacity stall.

## After the show

### ***Where can I wait for friends who are part of the show?***

Actors and production team members will be exiting the auditorium directly to the outside—not through the lobby—and they will welcome your hearty congratulations outside of the building!

### ***Where do I wait for Wheel-Trans?***

If you are waiting for Wheel-Trans, please wait at the southeast building doors (where you entered). There will be a sign at the north doors for Wheel Trans directing them to the southeast doors.

***We look forward to seeing you!***