

Covid-19 Audience Guidelines

We are implementing Covid-19 safe arrangements for our audiences based on current government guidance and following robust risk assessment. It is vital, for your own health and safety and that of others, that you adhere to the arrangements that have been put in place, and that are detailed below.

What steps are being taken to avoid contamination being brought into the venue?

- Audience members must stay at home if they develop COVID-19 symptoms, or have had direct contact with a positively-diagnosed individual, in the 14 days prior to the event. This will be communicated upon ticket receipt and via an email reminder before the event.
- In the event you are unable to attend because of a positive COVID-19 diagnosis, a refund will be offered in order to encourage compliance with this guidance.
- You are encouraged to avoid public transport when travelling to the event. If using public transport, please wear a face covering en route.
- You will only be allowed to enter the venue with a valid pre-booked ticket for yourself and your group. Each ticket purchaser consents to providing contact details for Test & Trace upon booking, and to be responsible for contacting anyone in their household/support bubble if required after the event. Audiences are encouraged to scan the venue's Test and Trace QR code upon entering.
- Events are advance booking only and usually available online until the start of the event. All tickets are electronic-only.
- You are required to sanitise your hands upon arrival with the alcohol sanitiser provided.
- You may have your temperature screened on arrival at the venue. If we assess (at our sole discretion) that your temperature is 38c or above you, and those who were to be in your household/support bubble, will not be allowed to enter the venue and the face value of your tickets will be refunded within 7 days to the card you used for booking the tickets. Temperature data is only used for the purposes of assessing conditions of entry and is not retained.
- There will be a clearly-signalled, distanced, one-way queuing system in operation, during which you will be required to wear your face covering.
- Doors will generally be opened 30 minutes prior to the start of the event (this will be confirmed before the event) to enable slower entry and each audience member/household will be escorted to your seat in the venue.

What steps are being taken to avoid contamination spreading in the venue?

- We have significantly reduced venue capacity to allow social distancing between households of at least 1m+.
- Audience members will be positioned in household/support bubble groups, up to a maximum of four people all appropriately distanced from other groups.
- Face coverings which cover the nose and mouth are mandatory for audience and staff members throughout the venue at all times and there will be no drinks allowed in the venue to maximise efficacy of this measure. You are not required to wear a face covering if physical or mental illness or impairment prevents you from doing so. In this situation you should wear an exemption lanyard which can be downloaded from the TFL [website](#).
- If you have specific access requirements, please email the LHF box office who will be able to discuss your needs.
- Performers will be distanced from audience members and themselves at all times during the performance.
- Toilets will be available with a managed queuing system in operation.
- A digital programme will be available to download, free of charge before and during the event.
- Signage will be provided throughout the venue to indicate appropriate distancing.
- At the end of the concert, audience members will be asked to exit in an orderly, distanced fashion following the one-way system. Front-of-House staff will indicate when you are able to leave. Please maintain a distance of 2 metres where possible when moving towards the exit.

Headline points

- Socially-distanced, reduced audience capacity
- Large, spacious venue
- Face coverings to be worn at all times
- One-way systems in place
- Hand sanitisation upon arrival
- Contactless ticketing