

Hygiene concept English Theatre Frankfurt

Dear guests,

finally we are back! We are pleased to invite you to our summer and family play Huck Finn and would like to take you through the Corona-compliant theatre.

General information:

- **Mouth and Nose Cover** - Within our theatre building it is obligatory to wear a mouth and nose cover. This is the case when buying tickets in our box office as well as when visiting an event in the rest of the building. You are allowed to remove the mask while in your seats during the performance, because the distance regulations are met by the adapted seating arrangements.

- **Rules of hygiene** - We ask that the rules of hygiene established in public life be observed. Please respect the sneezing and coughing label with consideration for other visitors and staff, please keep sufficient distance to other people around you (at least 1.50 metres) and please feel free to use our disinfectant placed in the entrance area.

Sanitary facilities - **Please do not exceed three people per room.** The toilets in our bar are open for you. In order to maintain the minimum distance at all times in these rooms, only three gentlemen and ladies are allowed to use the sanitary facilities simultaneously. If there are already three people in the room, please wait in the marked waiting area of the bar. Please do not remove your mouth and nose cover in these rooms either.

- **Washing hands** - At the washbasins you will find soap to thoroughly clean your hands. You will also find disinfectant dispensers there.

- **James the Bar** - unfortunately, we are not yet able to resume catering operations.

Before and during the performance

- **Tickets:** In order to keep waiting times before the respective events as short as possible, we ask you to book your tickets online or to use the service of our box office staff during the day during the designated opening hours. It is not possible to buy tickets at the box office prior to a show.

- **Identification & personal data** - When booking tickets, you will be asked to provide your personal details (name, address and telephone number) and those of your escort. As we are obliged under the Corona Contact and Operating Restrictions Ordinance of 7 May 2020 to ensure that chains of infection can be traced in the event of suspicion, this data will be checked before the event begins. Please have your identification documents ready for this purpose.

We keep the lists of participants in accordance with Art. 5 DSGVO, observing the principles of data protection law, and delete them again after the Corona Contact and Operating Restrictions Ordinance has expired.

- **Cloakroom** - Due to the current regulations we are unfortunately unable to offer a cloakroom service.

- **Directional system** - A new entrance and directional system ensures that you can always keep sufficient distance from other people.

Admission: The house opens 30 minutes before the performance begins. Please follow the instructions of the Front of House staff and the arrows on the floor. You enter the hall via the balcony and are led down the back stairs into the auditorium. Please remember to keep your mouth and nose covered on the way to your seat. The venues are already open at this time, so we ask you to take your assigned seats as soon as possible.

Exit: At the end of the play, please leave the auditorium in an orderly manner, taking into account the minimum distance and after putting on your mouth-nose cover. You will reach the outside via the main staircase.

- **Fixed seats** - To ensure the minimum distance, we have adapted our hall for you. You will find fewer but still marked rows with numbered "seating islands". Please sit only on the seats shown on your ticket. Since we want to have as few encounters as possible in our corridors, we ask you to not leave your seat until the end of the event.

Rest assured:

- We clean and disinfect all rooms and areas daily and in between events.

- We implement the medical recommendations of the RKI and check them daily or update them accordingly.

- We inform our employees about these instructions and recommendations via the available communication channels.