Your guide to a safe and enjoyable theatre experience

The Lichfield Garrick’s Main Auditorium can reopen to the public as a COVID-Secure space this November. Thank you for following the guidelines and social distancing within the theatre building.

BEFORE YOU VISIT

Consider Your Booking

You are responsible for your own booking and must ensure that you are following the government guidance, including the Rule of Six for all bookings. All bookings are made in bubbles of one to six people. If you have any questions email the Box Office team on garrick@lichfieldgarrick.com.

Ticket holders are responsible for their own parties and, as per our Terms & Conditions, we reserve the right to refuse entry if we deem this the appropriate action.

Please note that babies do still count as one member of your party of six. If bringing a child under 18 months to a show, please make sure you purchase a Babes in Arms ticket from the box office – please give us a call during our opening hours to add one to your order.

Take your temperature

Please take your temperature before you attend your performance. If your temperature is above 38 degrees or you have any other symptoms of Coronavirus, such as a loss of smell or taste or a consistent cough, then please refrain from attending the performance and book a coronavirus test.

If you have purchased Booking Protect then please contact the company to discuss your refund options.

Bring a face covering

During your visit, we ask that you always wear a face covering, except to enjoy food and drink purchased on the premises.

Check your tickets

Please check the location of your seats before you arrive and use the entrance assigned upon arrival. Details can be found on our website, on your pre-show email and on the signage displayed outside the theatre building. Doors will be open 45 minutes before the show begins. We will be allocating entrance points and inviting those with central ticket seats (Seats 8–18) to arrive as early as they are able to, to further limit audience crossover.

If any member of your booking is sitting in seats 8 – 18, please come together and as early as you are able.
Food & Drink

Due to an exemption in government guidance (section 3.10), theatres can operate a bar service during performances. However, to save time and to reduce queues, we strongly recommend that you pre-order your food & drink before you come to the theatre and collect it from the theatre doors. Please check your ticket to know which door is closest to your seat and make your purchase via lichfieldgarrick.com/preorder.

WHEN YOU VISIT

Find your entrance

Signs and posters have been put up around the outside of the building to help direct you to the entrance you will need to use. This will vary depending on your performance location and seat numbers. Please join the queue if there is one and ensure you maintain a safe distance from other patrons. Floor markings and staff will be on hand to assist you if necessary.

Sanitise your hands

Please sanitise your hands upon entering the theatre building.

Wear your face covering

You will be asked to put on your face covering before entering the theatre building. If you are exempt from wearing a mask, then please download your certificate of exemption either to your phone or on a hard copy, then let a member of staff know at the entrance and they will issue you with a sticker, so our staff are aware of your exemption. This is to help us easily identify those people who are exempt and to ensure that we do not have to continually ask to see your exemption certificate. Children under 11 are not required to wear a face covering.

Temperature check

We will be carrying out temperature checks before you enter using hand-held thermometers. Please be patient and wait to be called forward.

Ticket checks

Once you have passed the temperature check, you will then be directed by a member of staff to where you need to go, whether that be to your seat, to collect your ticket or to collect pre-ordered refreshments.
DURING YOUR VISIT

Keep your distance
Please ensure you maintain a safe distance from other audience members and theatre staff, even if you know them. Please use the floor markings for reference.

Follow the routes
We have installed clear and easy floor markings and signage around the building to assist you. Please keep to the left around the building and follow the one-way routes laid out for you.

Wear your face covering
Whilst inside the theatre, face coverings must always be worn and may only be removed if you are eating or drinking food or beverages purchased from the theatre. Please remember to put your face covering back on after eating and drinking.

Ticket Collection / Contactless payments
Our Box Office has moved to a temporary new location in our Green Room. We have installed a protective screen and introduced contactless card readers at every payment point.

Refreshment pre-orders
Thanks to an exemption for theatre bars in the government guidelines, we can operate a reduced bar service on performance evenings, which will be supplied in our Upper Bar on the second floor of the theatre building. We also offer a pre-order service for refreshments. We have designated pick-up points for patrons to collect their online orders. Please visit lichfieldgarrick.com/preorder to purchase yours today.

Wash your hands
Please sanitise your hands regularly using the sanitising stations provided and make sure to wash your hands for 20 seconds after using the toilet facilities.

Enhanced Cleaning
Rest assured, as always, the theatre is professionally cleaned on a continual basis. Common contact surfaces and toilet facilities are regularly sanitised by our on-site cleaning team. Auditoria will be disinfected prior to every performance with an anti-viral fogging machine.

We are happy to help!
Our staff will be on hand during your visit to provide guidance around the theatre. Should you have any questions or feedback on your experience, then please let a member of staff know.

WHEN YOU ARE LEAVING

Follow directions
When leaving the auditorium, please wait for staff to call you forward and then follow their directions out of the building. You will be asked to leave through the same doors you entered.