

Covid-19 Audience Guidance for Risk Reduction when booking/attending a concert

The Cobbe Collection Trust, Hatchlands Park, GU4 7RT

August 2020

We are delighted to be experimenting with recommencing live performances and look forward to welcoming you back to Hatchlands. We very much hope you will want to come, but understand if some of you feel it is too soon for you.

Concerts will be held in the Music Room (the venue) as usual (it is, of course, not possible for us to hold these events outdoors).

In order for this to succeed and be safe for everyone, **we will be complying with Government guidelines**. This means that initially things will be a little different from usual, but this is for everyone's safety. Numbers will be greatly reduced and the measures listed below will be in place.

By buying a ticket you will be confirming that you accept and abide by these requirements.

You must not attend if you exhibit any symptoms of COVID-19 and you must contact CCT/NT immediately if you exhibit any symptoms within 14 days of the event. A list of attendees will be compiled with contact details and held for one month to support any required tracking.

Attendees will be expected to follow the Government's guidance on social distancing of 1 metre+ between members of different households within this venue.

Unless you are exempt, you must wear a face mask in order to meet the Government's guidance.

All chairs will be placed at 1m distance unless **pre-booked (essential) to be placed together**.

Chairs should not be moved. Please do not change seats at any time.

You will be asked to sanitise your hands on entry and touch as few items as possible please.

Please **bring and wear your own face mask** on entry into and within the building at all times during the event (unless you are exempt). Please bring as few items (bags, coats, umbrellas, etc) as possible and keep these with you at all times.

Please allow extra arrival time for queuing to enter Hatchlands site as all cars are being checked in individually by NT staff (limited numbers of pre-booked visitors to the site daily) and you will need to wait in turn with everyone else. Everyone will be doing their best to keep things moving smoothly.

There is no mobility vehicle/golf buggy available, so you will need to be able to walk the 400 metres to the house. Please observe 2m distancing from other users in all NT areas - courtyard, toilets and café, and in carpark and on footpaths.

Once you have arrived, please queue as normal at the green Colonnade doors (observing 2m distancing in the courtyard from other users, eg: visitors to the café or NT offices, toilets, etc.)

Please enter on a slow one(group)-by-one basis. Extra time may be required for this, so doors will open to the public at 11.40, rather than 11.45. If weather permits, ticket checking will be conducted outdoors, before entry to the Colonnade. The green Colonnade doors will be closed before the concert starts. **It is regretted that late comers CANNOT be admitted.**

NT café (limited service) and courtyard toilets will be available.

Masks to be worn (unless exempt) in any areas where it is requested by NT – mansion, toilets and café.

Pre-booked (essential) wheelchair access via main house front door can be accommodated, at 11.30 only, and risks will be managed on an individual basis. Please use your own wheelchair, be assisted by a companion, and remain in it throughout the concert – appropriate space will be allocated at 1m+ distancing.

All chairs, door handles, handrails, etc, will be sanitised before and immediately after the concert.

The Music Room will be as well ventilated as is possible without undue noise ingress.

Staff/volunteers will sanitise their hands regularly and wear visors/masks and gloves (if desired).

Staff/volunteers will be asked not to attend if they exhibit any symptoms of COVID-19 and contact CCT/NT if they exhibit any symptoms within 14 days of the event to support any required tracking.