

Her Majesty's Theatre

COVIDSAFE PLAN 2021

FEBRUARY 1, 2021 VERSION 1.0



The City of Ballarat is committed to delivering COVIDSafe events in Her Majesty's Theatre.

Our priority is the health and safety of our patrons, staff, hirers and performers.

Please find below key information related to the impact of COVID-19 on our venue.

OUR COVIDSAFE PRINCIPLES

- Reduce or eliminate the risk of Coronavirus (COVID-19) transmission wherever possible.
- Limit prospects of transmission by appropriate physical distancing, staff and patron separation, hand sanitising, complying with the wearing of personal protective equipment and reducing necessary touching of surfaces throughout the building.
- Support the recording of all visitor details to the venue through State Government accepted contact tracing formats. Request patrons, hirers, performers and staff remain home if unwell.
- Increased cleaning practices throughout Her Majesty's Theatre.
- Promote good hygiene and personal health awareness by patrons, hirers, performers & staff.
- Provide the means to educate patrons & staff on COVIDSafe measures and monitor compliance.

ATTENDING OUR VENUE

We have made some important changes to our venue to assist in keeping our patrons, performers, hirers & staff safe.

The guidelines below are subject to change at any time in accordance with the latest public health advice from the Victorian State Government.

MASKS (as of 10/02/2021)

Patrons must wear masks and the following protocols apply:

- Indoors – Mandatory mask wearing apart from when eating or drinking or meeting permitted exemptions for not wearing a mask.
- Outdoors – Strongly recommended where you cannot maintain 1.5 metres physical distancing

HER MAJESTY'S THEATRE COVIDSAFE PLAN

Her Majesty's Theatre operates under the guidance of the City of Ballarat and the Victorian Department of Health & Human Services (DHHS). We take advice from relevant authorities on how to manage the impact of COVID-19 as events, staff and patrons return to Her Majesty's Theatre.

We are making sure all those who work and visit Her Majesty's Theatre are informed and supported with the information and resources to remain COVIDSafe.

We have implemented a range of measures to enhance our security and safety procedures throughout Her Majesty's Theatre and rely on our hirers, contractors, patrons and members of the public to follow COVIDSafe guidelines and restrictions.

We have outlined processes and systems in our COVIDSafe Plan that allow for effective contact tracing if there is a COVID-19 infection identified at an event.

We continue to engage with Council risk and safety officers and work within the Council's overarching COVIDSafe Plan to ensure our plan reduces the risk of transmission and enhances safety as reasonably practicable.

Each hirer of Her Majesty's Theatre is required to develop their own COVIDSafe Plan in line with the Government's Public Events Framework. This is a requirement for every event held at Her Majesty's Theatre.

All plans are reviewed and retained by the City of Ballarat prior to the event.

CONTROL

WHAT YOU NEED TO KNOW

Physical Distancing

Physical distancing of 1.5 metres should be observed throughout all events, including travelling to Her Majesty's Theatre, waiting in queues and moving about the venue.

Arrive & leave safely

Patrons will only be able to enter/exit the venue via the entrance and exits as directed.

Patrons should expect staggered entry to allow for safe ingress.

At the end of the event, patrons should allow seats/rows closest to the exits to leave first and be patient to allow physical distancing.

Stay home if unwell/directed to isolate

All visitors to Her Majesty's Theatre feeling unwell should not come to the event.

Patrons who are required by the Victorian Department of Health & Human Services (DHHS) to self-isolate or quarantine for any reason cannot come to an event.

This includes patrons who have recently returned from overseas (and potentially from interstate), patrons who have come into contact with a confirmed case of COVID-19, patrons who have visited a public exposure site in the last 14 days and patrons who are currently awaiting the result of a COVID-19 test.

Refunds are available for patrons who cannot attend for these reasons.

Bag & item restrictions

For events at Her Majesty's Theatre, any item or bag that is too large to fit under a seat must not be brought into the venue and a limit of one bag per person applies.

Masks

It is currently mandatory to wear masks indoors apart from when eating or drinking or meeting permitted exemptions for not wearing a mask.

Mask's must be carried at all times and are strongly recommended to be worn outdoors where physical distancing is not possible.

Venue Levels

Her Majesty's Theatre has 3 designated levels – Stalls, Dress Circle & Balcony.

Your ticket will include which level you are on and which doors to enter and exit from on Lydiard Street.

Patrons must stay within their allocated level and not move around the venue.

	<p>Staff are also allocated a level and do not work across any other parts of the venue.</p>
Capacity Limits	<p>Each event will carry a capacity limit which dictates how many tickets can be sold.</p> <p>Rooms and spaces within the venue including bathrooms and lifts will also have identified capacity limits consistent with State Government restrictions.</p> <p>Patrons cannot enter areas when they are at capacity.</p>
Cleaning & Hygiene	<p>Increased cleaning throughout Her Majesty's Theatre, with a focus on high use touch points is required.</p> <p>Deep cleaning will be conducted after each event day.</p> <p>Hand sanitiser stations installed throughout the venue.</p>
Signage & Messaging	<p>Increased signage throughout the venue reminding all visitors of COVIDSafe changes.</p> <p>Physical distancing floor markers are included on floors and in queueing areas, please observe these as you move throughout Her Majesty's Theatre.</p>
QR code check in	<p>All patrons are required to check in on entry to the venue using the QR codes placed at all entries.</p> <p>Patrons with Android devices are encouraged to download the Services Victoria app prior to attending the event to assist with the digital check in.</p>
Ticketing model	<p>Each event at Her Majesty's Theatre will operate with an adjusted ticketing model based on the approved venue capacity for that specific event.</p> <p>Patrons will be allocated a reserved seat with one seat left between groups.</p>
Food & Beverage	<p>For the foreseeable future, no food or beverages will be sold at either the Candy Bar in the foyer or the Long Room located upstairs to eliminate the risk of close contact between patrons.</p>
Merchandise	<p>Merchandise will only be sold online through Promoters/Artists own websites. Should any items be made available at the performance, no cash and social distancing is expected.</p>
The Experience	<p>We ask that patrons are mindful and respectful of other patrons and follow guidelines on social distancing when moving around the venue.</p>

BEFORE YOU ARRIVE AT HER MAJESTY'S THEATRE



PLAN YOUR
JOURNEY



STAY AT HOME IF
YOU ARE FEELING
UNWELL

DURING YOUR EVENT



MASKS MUST BE
CARRIED AT ALL
TIMES & WORN
INDOORS



STAY 1.5
METRES APART
WHERE
POSSIBLE



WASH &
SANITISE HANDS
REGULARLY



CHECK IN USING
QR CODES AT
ENTRY DOORS



ENTER BY
ALLOCATED
DOOR FOR
YOUR LEVEL



CONSUME
FOOD &
BEVERAGE
AT YOUR
SEAT ONLY

AFTER YOUR EVENT



- ALLOW SEATS/ROWS CLOSEST TO EXITS TO LEAVE FIRST
- WEAR YOUR MASK WHEN SOCIAL DISTANCING IS NOT POSSIBLE
- STAY 1.5 METRES APART
- BE PATIENT AND DON'T RUSH
- FOLLOW DIRECTIONS OF VENUE STAFF
- WE HOPE YOU ENJOYED YOUR HER MAJESTY'S THEATRE EXPERIENCE

For further information please do not hesitate to contact the City of Ballarat on 5333 5500.