

# Plan your visit

## Safety first

Naturally, the safety of our guests and employees is our main priority. Therefore, we follow the guidelines of the government and RIVM. We are experienced in how we can safely and pleasantly welcome guests – keeping in mind the 1,5 meter guideline. However, we do need your help, and there are a few important conditions. It is mandatory to reserve tickets online or by phone in advance, there are clear walking routes within the theatre and floor plans have been adapted. We aim to minimize the touching of doorknobs and use of toilets even though these are cleaned frequently.

## House rules

Please read our adapted house rules and other important points for a safe and pleasant visit.

By visiting our facility, you agree to the rules below in order to protect yourself, as well as other guests and our employees, against the coronavirus.

### Before your visit:

- It is mandatory to pre-order your tickets online via the website. It is very easy to reserve a ticket on your mobile phone. The box office at the entrance is closed.
- If you are unable to order tickets online, you can call 071 516 3881 on Monday or Thursday between 1 and 5 o'clock or send an email to [kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl](mailto:kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl).
- To make a reservation for a wheelchair seat, please send an email to [kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl](mailto:kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl).

### During your visit:

- First of all: keep 1,5 meter distance from others at all times.
- We will ask a number of health related questions online and upon arrival (mandatory health check). If you or anyone in your group has complaints, we unfortunately have to deny you access.
- Please check in advance whether you and your party show symptoms. If this is the case: email us at [kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl](mailto:kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl). If you email us before the performance, we will convert the price of your tickets into a digital credit that is valid indefinitely.
- We do not work with fixed seat numbers, however we do ensure a dispersion in the hall. One of our employees will guide you to your seats.
- Do not arrive more than 20 minutes prior to the performance.

- The cloakroom is closed; coats are allowed into the hall.
- Prevent as much toilet use as possible! Toilet use during the performance is not possible.
- The bar is closed.
- Do you want a drink afterwards to have a nice chat? This is possible in Grand Café Van 't Huis. Of course, the 1,5 meter distance rule still applies.
- Always follow instructions from the staff.
- Follow the indicated directions and keep a distance of 1,5 meter from other guests and employees.
- Stay home in case of a cold, flu or fever!
- Use public transport as little as possible! You can park your bicycle in the free bicycle parking De Waag or park your car in the Haagweg car parking. Note: you can park a van here if you have difficulty walking – take into account 1,5 meter distance rule.
- Adapted routes have been created to guide you in the room with as little delay as possible.
- All available seats are at at least a 1,5 meter distance from other seats: in front, behind and next to you. You will only sit next to someone from your own household or social unit, such as a family member, partner or housemate. If you visit the performance with someone from out of your household, order your tickets separately.
- We comply with the general hygiene regulations of the RIVM.
- There is a wide distribution of disinfectant hand gel, soap pumps and paper towels available at our theatres.

### **Seating during 1,5 meter measures**

- You can buy a 2-personticket, 1-personticket or 3-personticket. If you buy a multiple person ticket, we expect that you are able to sit next to each other without 1,5 meter distance.
- Do you not want to sit next to each other? Buy multiple 1-persontickets.
- You do not have an assigned seat. One of our employees will guide you to your seat.
- Be aware: with one 2-personticket you reserve 2 seats, with two 2-persontickets you reserve 4 seats.
- If you buy different kinds of tickets you will most likely not be seated together.
- If you want to buy a wheelchair ticket – contact us via 071-5163881 or send an email to [kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl](mailto:kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl).