

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. However, we do need your help, and there are a few important house rules.

CoronaCheck-app

When visiting our theatres, we'll ask you to show a QR-code in the CoronaCheck-app. This QR-code can be obtained in three ways:

- You are fully vaccinated (the vaccination is valid fourteen days after you have been fully vaccinated);
- You have a proof of recovery (proof that you have recovered from corona within the last six months);
- Or you have a negative test result (less than 24 hours before the start of the performance).

Don't have a smartphone compatible with the CoronaCheck-app? Go to <https://coronacheck.nl/en/> to print out a paper version of the QR-code.

If you decide to cancel your visit because of the mandatory QR-code, you can return your tickets. Please contact our ticket sales department via kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl or call 071 516 3881. An cancellation fee of €2.50 per ticket will be charged.

House rules

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:

- You can buy your ticket online or visit our box office, check the website for openingtimes. You can also e-mail or call to our boxoffice.
- To make a reservation for a wheelchair seat, please send an email to kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl.

During your visit:

- All guests from the ages of 13 and up have to show a QR-code in the CoronaCheck-app. This QR-code can be acquired by vaccination, a negative test result or a proof of recovery.
- Please check in advance whether you and your party show symptoms. If this is the case: email us at kaartverkoop@leidseschouwburg-stadsgehoorzaal.nl. If you email us at least two hours prior to the performance to cancel your tickets due to symptoms, we will convert the price of your tickets (minus a € 2,50 cancellation fee) into a digital credit that is valid indefinitely.
- Our doors will open maximum 45 minutes prior to the performance.
- Since the 25th of September our cloakroom, toilets and bar are open again.
- Always follow instructions from the staff.
- Stay home in case of a cold, flu or fever!