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## **AN UPDATE ON THE CORONAVIRUS (COVID-19) & SOUTHWARK PLAYHOUSE**

Southwark Playhouse has been following the global outbreak of the coronavirus and is working hard to maintain the health and safety of our companies, audiences, volunteer ushers and staff.

We are deeply committed to our values, particularly during difficult periods. We acknowledge that cancelling events will have a huge impact on companies, on our brilliant team of staff and on so many of the people who make live theatre possible, both on stage and behind the scenes. Therefore, Southwark Playhouse are following government guidance in terms of staying open and how we should operate as a public venue which means 'business as usual' and there is 'currently no clear rationale' for cancelling any events, gatherings of people or plans to close cultural venues.

### ***What if you're a customer who has booked a ticket and is affected by the coronavirus or can't travel to us?***

If you have purchased tickets and are no longer able to attend due to being unable to travel to us or being in self-isolation, we will issue transfers to another date or offer refunds. We will also be relaxing our transfer fee charge for patrons affected. Please call our box office on 020 7407 0234 or email us on [boxoffice@southwarkplayhouse.co.uk](mailto:boxoffice@southwarkplayhouse.co.uk) to organise this.

### ***What if you're a company worried about sales during an economically uncertain time?***

Currently there is no noticeable dip in advance sales for shows already booking. Southwark Playhouse will monitor this on a daily basis and will have open and honest discussion with producers of incoming shows as/when they detect any change in current booking patterns.

**We recognise the increased uncertainty and concern that the coronavirus is causing.** We want to make your visit to the theatre as comfortable and anxiety-free as possible so with that in mind, we've put in place a number of extra measures that we hope will make you feel reassured:

- No cash transactions for hygiene reasons, only card at box office and bar
- No tearing tickets for hygiene reasons, this will now be a visual check
- We're providing antibacterial hand wash in all of our public and backstage toilets and kitchens
- All staff serving customers will follow a plan to wash their hands at regular intervals
- We'll make sure tables and surfaces are cleared as promptly as possible using antibacterial cleaner
- More signs around front of house, bar areas and rehearsal rooms reminding people to wash hands
- We're relaxing our transfer fee policy for anyone affected by the virus or in self-isolation

We're in regular contact with Public Health England (PHE) and it's our policy to follow their advice, together with guidance from the NHS and the Foreign & Commonwealth Office (FCO). We'll update that advice as necessary.

As a non-funded charity organisation, we'd really like to just thank all of you for your continued support as we try to work together during this strange and challenging time.

Take care of yourselves, take care of others, and we'll see you soon.

**The Southwark Playhouse team**