

*For rental inquiries, please contact Della Shepherd, 506-459-6200, [della@theplayhouse.ca](mailto:della@theplayhouse.ca)*

*Updated: 3 November 2020*

We are excited to return to offering our clients a space for their performances and other events while following the direction of our public health authorities. Below is some information on what our clients, patrons and visiting artists can expect from the Fredericton Playhouse.

As things continue to evolve with the pandemic, we will periodically update this information. Everything outlined in this document is **subject to change** as a result of official advice or mandated measures.

We operate under an internally managed COVID-19 Operational Plan. It contains detailed information on the protocols and procedures used in the operation of our facility. The latest version of this plan is available by request.

### REDUCED CAPACITY – 246 PATRONS

- Our auditorium **seating plan has been redesigned** to allow parties of one (1) to six (6) to be physically distanced from one another in pre-determined seating “pods.”
- A seat map (attached) has been developed to create the distanced pods, resulting in **a maximum capacity of 246 patrons in 97 parties.**

### TICKETING SERVICES

- Seating will be sold on a “best available” basis. Patrons will be offered seats where the **exact number of people in a party will use all available seats in a pod.** If no pod with the corresponding number of seats is available, then seats will be sold in the next largest pod and the remaining unsold seats in that pod will be removed from sale. This will, in all likelihood, **reduce the seats available/sold** for any performance.
- To maximize attendance, **ticketing will be done by phone and in person only** (no online sales).
- Regular service charges, Capital Improvement Fees and exchange/return policies will apply.
- Our **box office hours may be altered** (reduced or expanded) depending on volumes of inquiries and transactions.

### REDUCED RENTAL AND SERVICE RATES

For the 246-capacity house, **we are making adjustments to some of our rental and service rates** to acknowledge the reduced sales potential.

- **Rent** – Basic daily rent (regardless of # of events) reduced to **10% of net sales over \$5,000. Maximum \$800/day.**
- **Box Office Fees** – reduced to **4.5% of gross sales (no per ticket fee). The minimum fee is waived.**
- **Cancellations – no cancellation costs** for cancelled or postponed events due to government measures.
- **All other rates and fees** including those for front of house, merchandise commissions, catering, and technical services **remain as posted:** <https://www.theplayhouse.ca/renting/>
- Adjusted rental rates will be appended to the regular rental contract.

## RENTAL CONFIRMATIONS

- We can confirm a rental arrangement with the reduced capacity rates (above) **no more than 4 months away** from the event date.
- Any rentals for dates further than 4 months away can either be confirmed/contracted at the regular rates or held using the usual holding process.
- Any **contracted dates that converts** (within 4 months) **to the 246 capacity house** will use the special reduced capacity rates.
- Events **may be cancelled due to changes in government directives**.

## WORKING IN THE PLAYHOUSE - ARTISTS AND CLIENTS

- Artists and Clients enter the building via the stage door on Saint John Street.
- Upon arrival, all artists, clients, staff and volunteers will undertake a **health screening** for symptoms and travel/close contact history. This will include reading through the screening questions and having your temperature taken with an IR thermometer.
- All persons must **wash their hands** for at least 20 seconds **when entering/exiting the building** and are encouraged to **wash their hands frequently while in the building**.
- Artists and clients **must wear community face masks and maintain physical distancing with Playhouse staff. Face masks may only be removed while rehearsing or performing.**
- Artists and Clients are encouraged to maintain physical distancing, but may choose to **forgo these practices with one another within their team** where:
  - ➔ physical distancing would inhibit their work;
  - ➔ they have determined that they are in a "close-contact cohort" as defined by public health; and
  - ➔ their number does not exceed 20 people.
- When using shared equipment, props, etc., your hands should be disinfected before using them and the equipment must be disinfected after use.
- **Groups of more than 20 must provide their own COVID-19 operational plan** for approval in advance.

## PERFORMANCE AND EVENT DESIGN

- **Multiple shows on the same day** must be **adequately scheduled to allow for a full cleaning and disinfection** of the public areas including the auditorium.
- **Intermissions are discouraged.** If an intermission is necessary, it shall be at least 30 minutes in duration to accommodate slower washroom use.
- **Artists must remain on the stage** behind the marked curtain line; they may not mingle with the audience or perform from any area in the auditorium or lobby.
- **Receptions, meet and greets, autograph sessions or social gatherings are not permitted.**
- **Merchandise sales are permitted** if certain public health measures are followed. (please inquire)

## AUDIENCES & FRONT OF HOUSE

- Patrons are **required to wear a community mask while in the building**, before, during and after the performance.
- Patrons will be asked to **use hand sanitizer** and **complete a self-assessment** (posted questions) upon entry.
- Patron **contact information** (one per party) will be recorded in the ticketing database for public health contact tracing purposes.
- Patrons will enter through the main lobby doors. **Volunteers will be stationed** to ensure that each patron is wearing a community mask, conducts the self-screening and hand sanitizing, and to direct them to their seats.
- While in the lobbies, patrons must endeavour to **maintain physical distancing** (6 ft.).
- Multiple **hand sanitizing stations** will be available in the lobby.
- Traffic arrows, extra volunteers and signage will help control the number of people in the lobbies and their ability to physically distance.
- Volunteers will avoid touching tickets **and will not hand out any programs or flyers.**
- **Public washroom occupancy is limited** to allow physical distancing.
- **Bar/concessions will not be available.**
- When the performance has ended, patrons will be encouraged to leave the building and **avoid congregating in the lobby areas.**
- Access to the adjacent parking garage through the Fredericton Convention Centre is not available at this time.

## CLEANING AND DISINFECTION

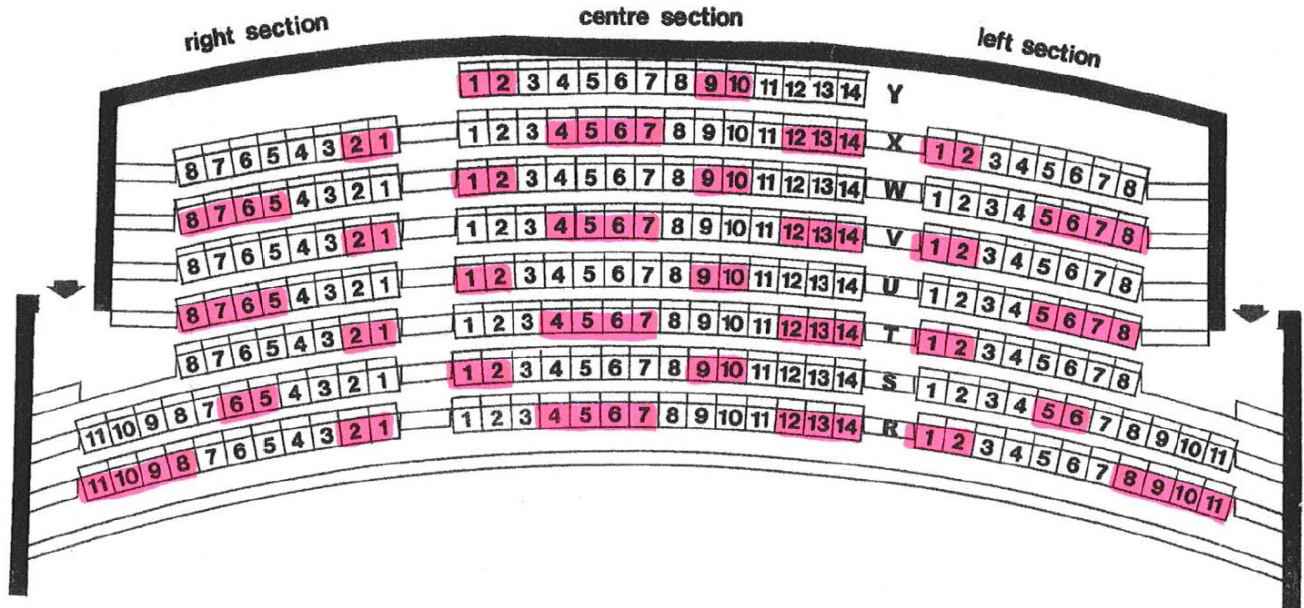
- All backstage and public areas and surfaces will be **cleaned prior to and following each performance.** This includes:
  - ✓ dressing rooms
  - ✓ public washrooms
  - ✓ all countertops, table-tops, surfaces
  - ✓ high touch infrastructure like light switches, door handles, stair railings
  - ✓ auditorium seating
- A cleaning and disinfection log will be maintained.

## OUR EMPLOYEES AND VOLUNTEERS

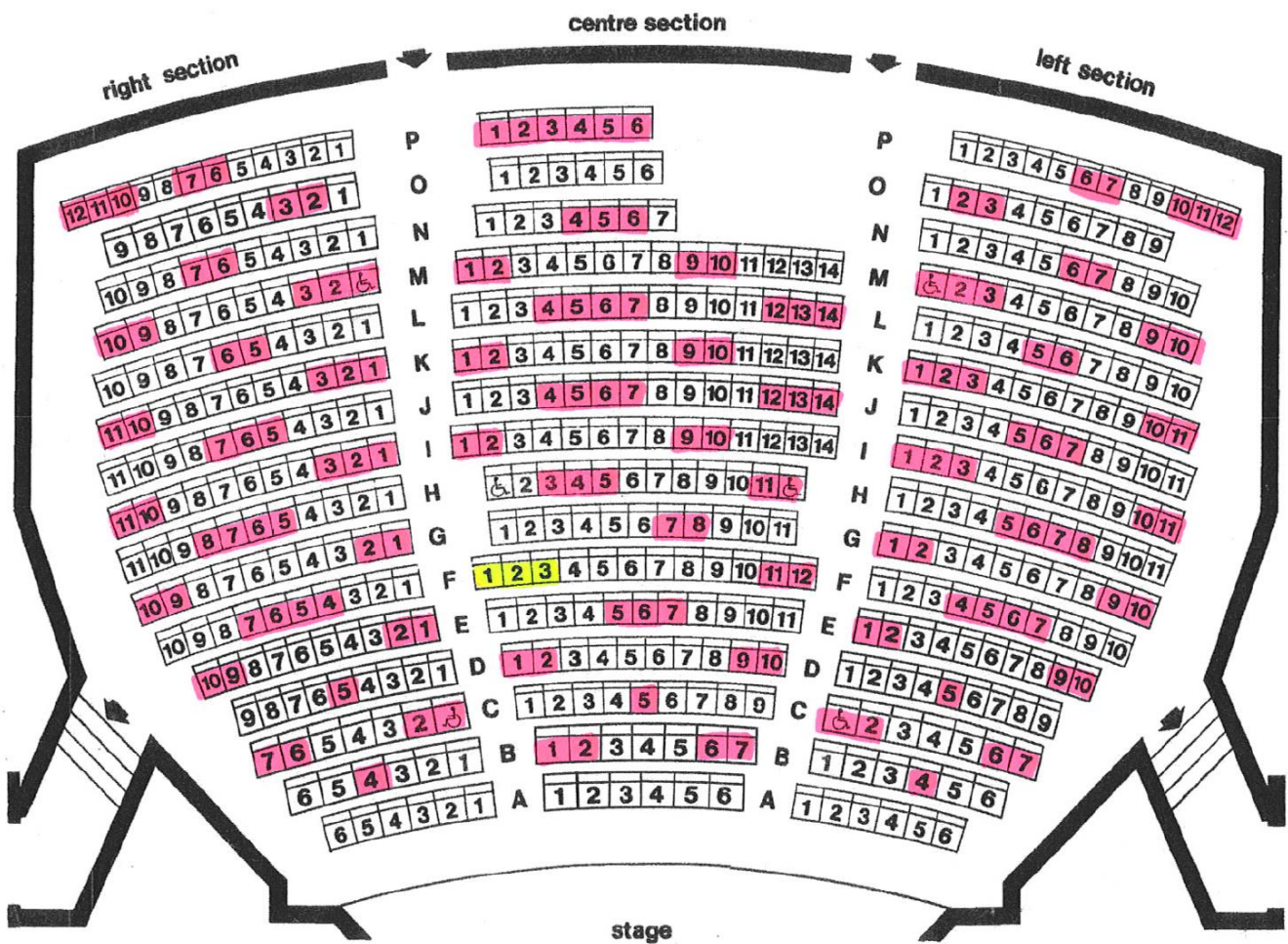
- Employees and volunteers must **follow the detailed protocols provided in Fredericton Playhouse Inc.'s COVID-19 Operational Plan.** This includes:
  - ✓ following the same screening procedures as Artists and Clients upon arrival;
  - ✓ wearing a community mask; and
  - ✓ following physical distancing guidelines and endeavouring to keep a distance of 2 meters or 6 feet between themselves and others while in the building.

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BALCONY - 88 seats (32 parties)



MAIN FLOOR - 158 seats (65 parties)



TOTAL = 246 SEATS (97 PARTIES)