

Hippodrome Theatre

Safety Protocols



A Safety First Approach

The safety, comfort, and well-being of our patrons, staff, students, and artists is our top priority.

For the past several months, our team has been hard at work integrating new protocols across all levels of our organization to ensure we can deliver world-class experiences to you in as safe a manner as possible. We have worked in conjunction with national and state health guidelines, medical professionals, local business leaders, and our union partners to create a comprehensive safety plan that is intended to mitigate risks as much as possible so we may gather and enjoy all that live theatre has to offer.

Since the initial shutdown, we have learned a great deal about how transmission occurs and so we have adapted our practices accordingly. The Hippodrome believes that sharing stories together as a community is integral to being human, and so we are doing everything in our power to bring us all back together again in a safe and joyful way.

With that being said, we recognize that each of us has a different level of safety with regards to resuming activities. We encourage you to read through the provided materials on this page to determine your own level of comfort as we are aware this is a deeply personal topic with many mitigating factors.

Should you have any questions or concerns, please call our box office at 352-375-4477.

Thank you for your continued support and patience as we navigate this new normal together.

If you have questions, please contact us at boxoffice@thehipp.org or call 352-375-4477



A New Patron Experience

Things may look a little different, but we are implementing many new policies to help make your experience as smooth and as safe as possible.

Guidelines

- Following the advice of health officials regarding the prevention of transmission, The Hippodrome Theatre will be requiring all patrons, volunteers, and staff to wear **face coverings** at all times within the performance venue for the foreseeable future.
 - Neck gaiters, scarves, shirts pulled up, and makeshift masks are not acceptable.
 - Masks must completely cover the mouth and nose.
 - The Hippodrome will provide a disposable mask to anyone needing one.
- Upon arrival at the performance venue, all patrons, staff, and volunteers will have their **temperature taken** with a non-contact infrared thermometer. If you or anyone in your party has a temperature of 100.4 degree or above, your party will not be allowed entry.
- We ask that you **stay home** if you are feeling ill or have recently been exposed to someone who tested positive for COVID-19 or is experiencing symptoms. Our staff and volunteers will be expected to do the same. Should this occur, please contact our Box Office in advance of the performance so we can discuss your ticket options.
- Signage indicating protocols will be posted at all entry points

Arrival & Ticketing

- Check in will be at the Box office Window (there will be no will call)
- To control the flow of traffic, there will be timed entry for seating - please check your confirmation email.
- Walk up ticket purchases are welcome, and will be assigned a timed entry at their ticket purchase point.
- We are instituting **ticketless entry** to prevent physical contact between parties as much as possible.



- Please do not move seats as we have taken great care to seat everyone in a socially distanced and safe way.
- Playbills will be available digitally to view on a personal device.
- Unfortunately, **no concessions** will be available for purchase at this time. We will update this policy as we progress through the summer.
- We ask that you please refrain from congregating in public areas and enter the theatre as soon as the house doors have opened, while maintaining social distancing.

Seating & Performance

- Our **house capacity is 35%**. This reduction allows the seats to be physically distant.
- For the safety of our performers and your fellow audience-members, we ask that your face covering remains on throughout the performance and until you exit the building.

Sanitization & Cleaning Procedures

- **Touchless hand sanitizing** stations will be available at various points in the building.
- Prior to and following each performance, the audience chamber will be disinfected with an **Electrostatic Sprayer**.
- All common areas, such as bathrooms and lobby surfaces, will be disinfected before, during, and after each performance.
- Our entire HVAC system has gone through a deep clean, including disinfection, sanitization, and balancing, which we will continue to do on a regular basis. We have upgraded to the **highest quality MERV filters throughout the building**. . Additionally, we are **pumping in the maximum amount of fresh air possible** into our building before, during and after performances and our air exchange rates are within guidelines set by the CDC.
- Our historical elevators have open air flow, but will be restricted to 2 people or the party you arrive with.

The Hippodrome Theatre reserves the right to refuse entry or remove from the premises anyone who does not comply with these procedures. Visitors who require an accommodation for any of the above requirements should contact our box office at boxoffice@thehipp.org or call 352-375-4477 before your visit to discuss your needs.

While we are taking measures to enhance the safety of our visitors, performers, and employees, an inherent risk of exposure to and infection with COVID-19 exists in any public place where people are present, and a visit to The Hippodrome may still pose a risk to your safety. By visiting The Hippodrome, you voluntarily assume all risks related to exposure of COVID-19.

