

# ***A Safety First Approach***

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

Updated: November 20, 2021

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 us 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](mailto: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.*

## ***Do I need to wear a Mask?***

- We are so happy to see the positivity rate and the new infections daily average numbers coming down.
- The numbers are now low enough to allow drinks into all performance spaces. We recommend that all patrons continue to wear masks while not eating or drinking.
- We continue to require all non vaccinated patrons to wear masks at all times.
- All Hippodrome Staff will wear masks.
- The Hippodrome will communicate with our patrons before each performance as we all navigate this fall together and safely and we will continue to monitor the pandemic and follow CDC guidelines with safety first and foremost in mind.

## ***Will the bar be open - YES***

- Our first floor bar will be reopening, and patrons will be allowed to drink in all areas of the building including performance spaces.
- Any pandemic related changes to our bar policy will be shared with our patrons before they arrive for their ticketed show.

## ***What if I feel sick?***

- 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.

## ***Arrival & Ticketing***

- We are instituting an **electronic ticketing option** to prevent physical contact between parties as much as possible. Be sure to check what type of ticket you purchased, and if it is the paperless option, please bring your ticket on your phone or in printed form.
- Physical tickets will still be available for day of show purchases and for those who request it.
- Playbills will be available digitally to view on a personal device for free. Paper playbills are available to subscribers and all others may purchase one at our box office for \$1.
- Walk up ticket purchases are welcome

## ***Seating & Performance***

- Our theater is **running at approximately 75% capacity at this time.**
- We are reducing our social distance seating as the numbers continue to come down in all performance areas.
- If you would like to have full socially distanced seating, please contact the box office at [boxoffice@thehipp.org](mailto:boxoffice@thehipp.org) or call 352-375-4477, and you will be seated in one of our social distanced seating sections.
- You will be notified if any adjustment is made to your seats.
- These changes will be made based on weekly Alachua County Health Department Covid-19 reports.
- If you are a subscriber, this change will only affect the current show.

## ***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 possible 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.

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](mailto: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.