



WHAT TO EXPECT AS WE WELCOME BACK AUDIENCES

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The Capitol Theatre team is eager to offer its rental clients space for their performances and other events while following the direction of our public health authorities during the COVID-19 pandemic. Below is some information on what our clients, patrons and visiting artists can expect from their experience at the Capitol Theatre.

As the situation continues to evolve, we will continually update this information. Everything outlined in this document is subject to change as a result of mandated measures. We operate under an internally managed COVID-19 Operational Plan, which outlines detailed protocols and procedures around the operation of our facility. The latest version of the plan is available upon request.

REDUCED CAPACITY – 200 to 265 patrons

- Our Main Hall seating plan has been redesigned to allow parties of one (1) to six (6) to be physically distanced from one another in predetermined seating pods or bubbles.
- A seat map has been developed to create the distanced pods of a varied size, resulting in a maximum capacity of 265 patrons.

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 undoubtedly 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 volume of inquiries and transactions.

REDUCED RENTAL AND SERVICE RATES - Effective September 24, 2020 until further notice

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

- Rent: no charge of basic rent for events with net sales less than \$5,000. After that amount, a commission of 10% of net sales will be applied.
- All other rates and fees including those for Box Office, Front of House, merchandise commissions, catering, and technical services remain as posted: <https://capitol.nb.ca/en/rentals>
- Additional cleaning and sanitation fees may also be applied, subject to event design.
- Adjusted rental rates will be appended to the regular rental contract.
- No rental event will be put on sale at full capacity until further notice, in compliance with the regulations of the Chief Medical Health Officer of the Province of New Brunswick.
- Any contracted date that converts to the reduced capacity house will use the special reduced capacity rates.
- Events may be cancelled due to changes in government directives, with no costs incurred by either party.

WORKING AT THE CAPITOL – ARTISTS AND CLIENTS

- Artists and clients enter the complex via the loading dock entrance on Robinson Court.
- Upon arrival, all artists, clients, contractors, staff and volunteers will undertake a health screening for symptoms and travel/close contact history.
- All persons must disinfect their hands using the provided hand sanitizer when entering/exiting the building and are encouraged to wash their hands frequently while in the building.
- Artists and clients must maintain physical distancing with Capitol staff and wear a mask at all times.

PERFORMANCE AND EVENT DESIGN

- The house will open 45 minutes prior to curtain time to accommodate longer ingress.
- Multiple shows on the same day must be adequately scheduled to allow for a full cleaning and disinfection of public areas including the Main Hall.
- 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:
 - Patrons are not allowed to touch the merchandise or try it on before purchase.
 - Cashless payments are encouraged (a square can be provided upon request).

AUDIENCES AND FRONT OF HOUSE

- Patrons are required to wear a community mask everywhere in the building. Masks may be removed only while consuming food or beverages.
- 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 for public health contact tracing purposes.
- Patrons will enter through the Main Street lobby doors. Volunteers will be stationed to ensure that each patron is wearing a community mask, has completed the self-assessment (verbally), and disinfects his/her hands.
- While in the lobby, patrons must endeavour to maintain physical distancing (2m).
- 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 lobby and their ability to physically distance (merchandise and bar line up)
- Volunteers will avoid touching tickets and will not hand out any programs or flyers.
- Public washroom occupancy is limited to allow physical distancing.
- Coat check service will not be available.
- When the performance has ended, patrons will be encouraged to leave the building through the Main Hall doors opening to the parking lot and avoid congregating in the lobby area.

CLEANING AND DISINFECTION

- All backstage and public areas and surfaces will be cleaned prior to and following each performance. This includes:
 - Dressing rooms/Green room
 - Public washrooms

- All countertops, table-tops, surfaces
 - High-touch infrastructure such as light switches, door handles, stair railings
 - Main Hall seating
- A cleaning and disinfection log will be maintained.

OUR EMPLOYEES AND VOLUNTEERS

- Employees and volunteers must follow the detailed protocols provided in the Capitol Theatre's COVID-19 Operational Plan. This includes:
 - Following the same screening procedures as artists and clients upon arrival
 - Wearing a community mask unless they are stationary and can maintain physical distancing (e.g. at a workstation)
 - Following physical distancing guidelines and endeavouring to keep a distance of 2 meters between themselves and others in the building