

CINEMA

LIVE BROADCASTS

LIVE SHOWS

COMMUNITY

If you have visited us before, things may look and feel a little different. We have made necessary changes to our venue to ensure it is safe for you to visit.

Our preparations and extra procedures are in place to ensure the Memo is in the best possible condition to welcome you. We will be taking the utmost care to comply with Welsh Government safety guidelines, to ensure a safe and happy visit for everyone.

Please read important information below on what to expect and how to prepare for your visit:

- **If you have any Covid symptoms, please follow government guidelines and stay at home.** Changes to our booking information ensure that we will exchange or refund your tickets.
- **Register for Test and Trace** As part of the NHS Test and Trace programme, you will be required to check in to the venue via the QR code posters situated at the entrance points. Your contact details will also be collected as part of your online booking, and we will be sharing these details with the NHS tracing team when requested.
- **Online Booking** All tickets must to be purchased prior to the group sessions, there will be no tickets available on the door. We'll send you an e-mail with your booking confirmation and further information attached. You don't have to print or display them – a member of staff or volunteer can also admit you by name.
- **Social Distancing** Safe distancing guidelines and one-way routes are in place throughout. Staff and volunteers will be onsite to warmly welcome you and explain how things have changed. You'll also notice new signage to help guide you and keep you informed.
- **Face Coverings** Please wear a suitable face covering when you visit us and when moving around the session. You may remove your face covering once you are seated on your mat.
- **Hygiene** Hand sanitiser is available at all entry points and in key areas.

In addition to the above, we will:

- Implement increased cleaning regimes in toilets and other high use areas, including regular disinfecting of all touchpoints, door handles and handrails.
- Maintain safe distances during the session; seating mats will be appropriately placed.
- Only accommodate numbers to effectively socially distance in each session. The number of children who can attend with each adult is not limited, but a space will need to be booked for each child in advance.

When you join us at the session, we ask that you:

- Make use of the free onsite car park and enter via the Box Office entrance off the main car park.
- Arrive 5 minutes before the session starts to avoid unnecessary queuing.
- Maintain a safe distance from each other where possible.
- Wear a face mask when entering and moving around (these can only be taken off when you are sat on your mat).
- Sanitise your hands when entering and leaving the venue.
- Bring limited personal belongings (changing bags, pushchairs and equipment needed for session).
- Please depart promptly after the session so that cleaning can take place.

This list is a 'working document' and will continue to be updated in line with Welsh Government announcements and industry best practices, but should you have any further questions or enquiries please direct these to boxoffice@memoartscentre.co.uk