



### HAILSHAM PAVILION LTD COVID SECURE SAFETY POLICY JULY 2021

To provide a safe environment for our employees and customers in the light of the ongoing coronavirus (COVID-19) pandemic, we are putting a number of safety measures in place:

**SOCIAL DISTANCING** Social distancing measures will be implemented across all areas within the cinema.

**HAND WASHING** All staff and customer toilets will be stocked with anti-bacterial hand soap, hand sanitiser, and clear hand washing guidelines signage.

**HAND SANITISERS** Hand sanitiser stations will be provided for staff and customers throughout the cinema and in all the toilets.

**ADDITIONAL CLEANING** Our already high cleaning standards will be enhanced by a cleaning programme designed to clean and sanitise the high touch points within the cinema. The cinema will be thoroughly cleaned between each performance.

**TOILETS TO OPERATE SAFELY** Our toilets will be cleaned frequently and checks will be increased. During screenings there will be staff members monitoring access to the toilets and controlling capacity.

**E-TICKETING** Customers are encouraged to book in advance on our website. Confirmation emails can be used as tickets, and e-tickets are also available via the confirmation emails.

**UPDATED SEATING PLAN** Our booking system has been updated to allow you to sit with your friends and family in our cinema screen while ensuring a safe distance between customers from separate groups.

**CONTACTLESS PAYMENTS** Our Box Office will be accepting contactless card payments up to a value of £45. We will also be discouraging any cash payments for reasons of hygiene and expediency.

**TRAINING & PERSONAL PROTECTIVE EQUIPMENT (PPE)** All staff will receive specific COVID-19 training and PPE will be provided to employees where the risk assessment has deemed it necessary, in line with government requirements.

**FACE COVERINGS** Unless exempt, we advise that customers wear a face covering. However, you may remove them whilst you are seated for the duration of the film.

**REFRESHMENTS KIOSK** Will be open and food and drink available. Please note that we can now **accept contactless card payments** at the kiosk and would prefer our customers to pay via this method for health and safety reasons. Also, **please take your litter home when you leave.**

**SUPPORT FOR NHS TRACK & TRACE** We will be using customer address and contact data to support the NHS Track & Trace scheme.

**LEAVING THE CINEMA** Please wait for staff guidance at the end of the performance so that you can leave in an orderly manner through an appropriate exit.

**SUPPORT FROM TEAM MEMBERS** Our trained staff will be on hand to offer assistance to customers.

Finally, we reserve the right to refuse entry to anyone feeling 'unwell' or exhibiting 'cold & flu' like symptoms. Thank you for your support and continued patronage of the Hailsham Pavilion.

The Pavilion Team.

*We will do everything we can to make your visit a safe one but ask that all of our guests follow the directions that you will find on our website, in our foyers or as offered by staff members. We reserve the right to ask any customer who chooses not to comply with those instruction to leave the premises immediately. We will not assume any liability for a failure to comply with our safety protocols.*