



VPAC Updated Safety and Cleaning Protocols

Sanitization

- Surfaces are being disinfected according to the product manufacturer's guidelines with products included in the EPA's [List N: Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#).
 - [Diversey Virex II 256](#), EPA Reg. No. 70627-24, 10 minute contact time
 - [Diversey Oxivir Tb](#), EPA Reg. No. 70627-56, 1 minute contact time
- After each performance all touchable surfaces of the building will be disinfected, including but not limited to: seating, hand rails, restrooms, bar counters, kitchen counters, door handles, etc.
- High touch surfaces will be sanitized after the start of each show and after intermission, including but not limited to: lobby hand rails, restroom sinks and door handles, bar counters, etc.
- High touch points backstage will be sanitized as needed throughout the day, including but not limited to: stair railings, crash bars/door handles, code keypads, etc. To be done every 30 min during show load in/out and every 60 minutes the rest of the day.
- When there are multiple performances in a single day, a 3 hour period between shows will be required for guests to exit, disinfection and the entry of guests for the next performance.

Building Entry:

- Entry queue will be created outside the entrance doors. Temperature will be taken here and facial coverings distributed to anyone not wearing one. Anyone with over 100° F temperature will be referred to the box office for refunds.
- Two separate lines inside for ticket taking/scanning. Guests should have their ticket open with the barcode visible before entering the building. Phone service is typically not available inside the theater so tickets should be downloaded before arriving. Ticket scanners will not touch guest tickets or phones. Ticket scanners will wear facial coverings.
- Facial coverings are required when entering and leaving seated areas and encouraged at all times. Facial coverings will be available to those who do not bring their own and anyone leaving their seats without one will be addressed by a staff member.
- To avoid the need for bag checks, no bags will be permitted in the building with the exception of a small clutch purse (no larger than 5" x 8").
- Hand Sanitizer stations will be available immediately after passing through ticket scan line, outside each theater entrance, near the water fountains and next to the lower lobby bar.

Lobby:

- 6' social distancing floor marking will be placed where appropriate.
- Theater doors will open 30 minutes prior to the event along with lobby doors.
- Water fountains are closed.
- All furniture with fabric surfaces have been removed from the lobbies.
- Shows will be performed straight-through without an intermission.

Merchandise:

- Merchandise is currently not being sold.
- The artist's online sales portal will be posted for purchasing merchandise.

Concessions:

- **Concessions are available for purchase** from the lower lobby bar from when doors open until one hour after the start of the show. No cash transactions, **credit or debit card only.** Please maintain 6' of distance while waiting in line.
- Plexiglass partitions between guests and bartenders. Bartenders will wear facial coverings and sanitize often
- Lower lobby bar will take orders on the far left side of the bar with order pickup on the right side.

Restrooms:

- Touchless faucets and soap dispensers are being added in all restrooms.

Seating/Theater:

- The Orchestra Pit will remain closed and first 2 rows removed until further notice. This allows for 25 feet distance between singers on stage and audience members.
- Programs will be available on a table or stand near the doors.
- Ushers will not take tickets or walk people to their seats. Guests will seat themselves.
- Row markings on the floor to make it easier for guests to identify seats.
- Guests are encouraged to leave the theater immediately after the performance and not linger in the lobbies to avoid crowding.
- Programs will not be picked up and recycled.
- Trash cans will be visible near the exit for disposing of face masks, gloves, etc.

Ticketing:

- Ticketing for Winter 2021 will be predominately General Admission. Guests will be asked to distance themselves with at least 6' between household groups. Signage will be provided to demonstrate proper distancing.
- Household guest size is limited to 8 people.
- All ticket orders will be placed ONLINE in advance.
- No walkup tickets sales to avoid exchanges between staff and customers.
- Refunds will be issued to anyone unable to attend due to an illness, exhibiting symptoms when they arrive or having a temperature over 100° F at the door.
- Tickets will be sent by email. No will call, mail or pickup.

Backstage:

- Backstage guests are not permitted unless they are traveling with the band or are household family members.
- Artists and crew entering the building must be wearing a facial covering or facial covering.
- Temperatures will be taken upon entry:
 - Employees with temperature over 100° F will be sent home.

- Artists or their guests will be sent to Alpine Mobile Physicians who can test for Covid-19 with results in 2 hours. They should remain outside of the building until test results are received.
- Artists and contractors are encouraged to bring their own facial covering but will be issued a disposable one by the building if needed.
- Two staff facial covering stations will be setup for using reusable facial coverings.
- Hand washing is urged and hand sanitizer is available backstage.
- Crews are encouraged to maintain 6' social distance as much as possible.
- Face shields and gloves are available upon request.