



We are excited to welcome you back to the Vyne Theatre, Berkhamsted with the safety of our audience and team being paramount. We want to ensure you can confidently enjoy our programme of live events and screenings, so have put the following measures in place:

- We are currently only offering e-tickets, which we encourage are purchased prior to the event. We shall continue to have our box office open to purchase tickets prior to performances and all tickets and receipts will be sent via email at point of sale. Access to and from the auditorium can be gained by several entrances and exits, which will be pointed out clearly during your visit.
- Our bar is open, where we encourage that space is maintained whilst queuing. Interval drinks are available to preorder.
- There are multiple hand sanitising stations at several points within our foyer.
- Whilst not obligatory, we encourage the wearing of masks when moving around the building.
- You can scan the QR code at one of our entrances with the NHS Test & Trace app.
- As social distancing is no longer required, our full auditorium seating plans are in use and you will be seated directly next to other audience members. We will be introducing an allocated seating plan and seat selection at the time of booking in the next coming weeks. Any tickets purchased prior to this will be allocated automatically and you will be informed of your seat number. Wheelchair users can book in same way by contacting the centre.
- We have designated toilets for each block of audience seating which will be clearly signposted at every performance.
- The auditorium and all other areas are regularly cleaned, with enhanced procedures now in place.
- We have excellent ventilation and air circulation with a filtering system in all of our studios, bar and theatre.
- We will constantly monitor government guidance and ensure our policies are updated according to the national guidelines.
- TicketSource offers optional refund protection through Booking Protect, where customers are provided with the opportunity to add refund protection to their ticket purchase. Full details can be found at www.ticketsource.co.uk/kb/customers/refund-protection

Thank you and we look forward to seeing you at the Vyne Theatre soon!

Corinna, Tom & the Vyne team