



Covid-19 Safety Information

What extra measures do you have in place?

The John Cooper Studio in Theatre@41 Monkgate is the perfect venue to stage a socially distanced show, as we have lots of flexibility in the way audiences are positioned. For SONGS FROM THE SETTEE: Live on Stage we will be seating audiences in their bubbles socially distanced around the theatre with the stage running down one side of the studio. This exciting configuration will allow us to stage our show with the intimacy that the people of York have come to expect from their visits the Theatre@41 whilst keeping them safe! Between other bubbles, where appropriate we are using perspex/see-through safety screens to separate the bubbles also. The theatre is operating at a reduced overall capacity. We are also operating a one-way entry system through the building with hand sanitiser placed at regular intervals in the front of house area. Due to the layout of the space, latecomers may not be admitted into the space.

The performers, band, stage crew and all Theatre@41 staff will also follow strict social distancing and cleanliness protocols and will have been tested for Covid-19 using lateral flow tests prior to all rehearsals and performances.

We will not be running a cloakroom at the venue during the show so we ask audience members to only bring essential items with them when they visit. No large bags/holdalls will be admitted into the venue.

We will not be using paper tickets, instead just requiring audience members to show us their confirmation email (one per booking) either on their phone or via a print-out if that's easier.

Do I have to wear a mask?

Yes, we will be asking all audience members who are aged 11+ to wear a mask whilst they are in Theatre@41. The exception is if you can't wear a mask for health reasons.

You can remove your mask whilst drinking and eating refreshments bought from the venue.

Will I be able to choose where I sit?

Theatre@41 usually operates an unreserved seating layout in the John Cooper Studio. For SONGS FROM THE SETTEE: Live on Stage, where we are working with a reduced capacity and need to keep bubbles separated with the safety screens, we will be allocating seats prior to arrival and audience members will not choose where to sit.

If you are unable to use stairs please email us or call us after booking to let us know.

Can I sit with friends?

Following government guidelines you can only sit with people who are in your support bubble or household. Please only book tickets with people who you are living with or have formed a support bubble with. If you are not in the same household or bubble then we ask that you book tickets in two separate orders so that you are sat at tables socially distanced are in the auditorium and maintain at least 1m distance during your visit.

I am coming on my own. Can I buy a single ticket?

Of course! You can do this via the website as usual.

I am in a wheelchair. Can I still come to the newly configured auditorium?

Yes, definitely. We have a lift to take you to the studio level and can swap out seats to accommodate wheelchair spaces. Please book your ticket as usual and then email us at yorkstage@gmail.com or you can give us a call on 07584048030 and we will sort your booking for you.

What happens on the day?

When you arrive for your performance, you will be asked to wait in a socially distanced queue outside the building until we can seat you.

A member of our front of house team will then take you up to the theatre. We will be taking one bubble at a time up to the auditorium and getting them seated before admitting the next party, to allow for social distancing between each booking.

If you need to leave the studio before the start of the show you will exit through the other end of the theatre and follow the one way system.

How will the cast be socially distancing or will they be in each other's 'bubble'?

Our cast, band and crew will be keeping themselves socially distant from one another. The cast will also be sanitising their hands regularly and indeed before and after going on stage each time in case they have to hand things from one to another. The company (Director, band, stage management, technical team etc) are operating around the venue with strict social distancing measures and are being tested regularly.

What happens if the show cannot go ahead?

We will be operating under government advice, so if we are unable to open the show, we will of course be issuing full refunds to all ticket holders.

If we find that we are unable to go ahead with a performance, we will contact you as soon as possible via email. Please make sure that we have your most up to date contact information when booking so you don't miss anything.

What will happen if I book tickets but then have to self-isolate or have symptoms?

If you have to self-isolate or have symptoms then we will refund your tickets. You should not attend the theatre. Please email or call to let us know and we will issue a direct refund.

Can I order drinks/refreshments?

Yes. Our bar will be operating and will be open from 6:45pm before the show, for you to purchase your drinks and refreshments using our at seat service table service. You will be able to purchase drinks and refreshments throughout the show.

Can I book tickets on the door?

We are not selling tickets on the door – all tickets need to be booked via our website. Ticket sales will close an hour before each show. If a show is sold out the best thing to do is keep checking the website to see if any seats open up.

If you need to return your ticket due to self-isolating or local lockdowns, give us a ring on 07584048030 and we'll give you a refund. Otherwise, our normal refund/transfer policy applies.

Will your toilets be open?

Yes, our toilets will be open before, during and after your visit. Only one person is allowed into the toilet at a time, but the disabled toilet is open for general use also during the run – this is for social distancing purposes. To avoid congestion toilets will remain open throughout the performance.

How should I travel to you?

You can travel to us however you like, but if you are coming via public transport we ask that you wear a mask (unless you are exempt). There are bicycle racks outside the theatre if you are cycling. Unfortunately we do not have a car park but there is the Monkbar council car park a few minutes walk away (you can cut through the Monkgate NHS site from the bottom corner of the carpark) or the car park by Sainsbury's. If you're coming by taxi, you can be dropped off right outside the front of the theatre on Monkgate.

How often do you clean the space and toilets?

Theatre@41 already have a rigorous cleaning schedule in place across the venue. During our run of the show we will be completing a deep clean of all public spaces before and after every single performance including cleaning all seats with a special anti-viral spray. Toilets are cleaned regularly between shows and also every evening after the show and every morning/afternoon before the show.

Have a question that we haven't answered?

That's not a problem! Just email us at yorkstage@gmail.com and someone will get back to you as soon as possible.