

VISUAL STORY

Covid-19 Safety Measures

What to expect when you visit the Roundhouse

ROUNDHOUSE

Where is the show?

- The show you are coming to see is being performed at the Roundhouse.
- This is what the Roundhouse looks like from the outside.



Before arriving at the Roundhouse

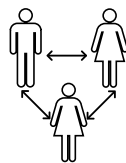
- In line with current government advice, we have put in place a variety of health and safety measures:



**FEVER SCREENING
REQUIRED**



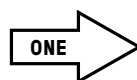
**FACE COVERING
REQUIRED**



**PRACTISE SOCIAL
DISTANCING**



**WASH YOUR HANDS
FREQUENTLY**



**USE ONE-WAY
SYSTEM WHEN
ADVISED**

- We are operating with the one-metre plus rule for visitors. This means you must be at a distance of one-metre from anyone not in your household or bubble, plus wear a face covering.
- Visitors who are exempt from wearing masks should wear a sunflower lanyard as pictured or the TFL face covering exception badge and are advised to remain at a two-metre distance from anyone not in their household or bubble where possible.



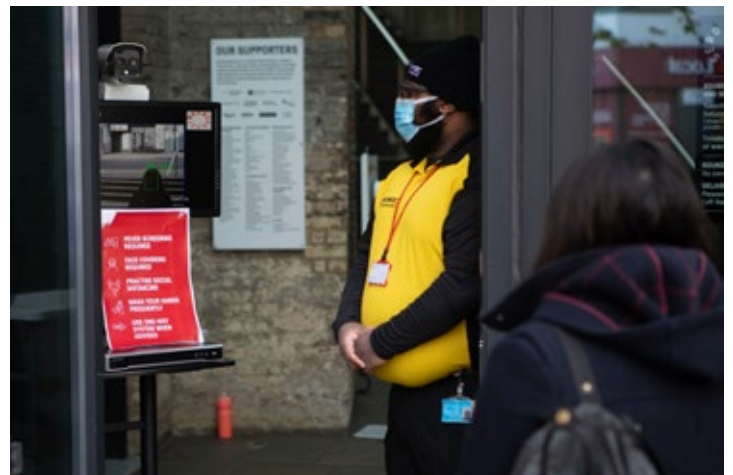
Arriving at the Roundhouse

- When arriving at the Roundhouse there will be a socially distanced queue of people at the entrance doors waiting for a temperature screening.



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- Please ensure you are wearing a face covering at all times, unless you are medically exempt, and that it is covering your mouth and nose.

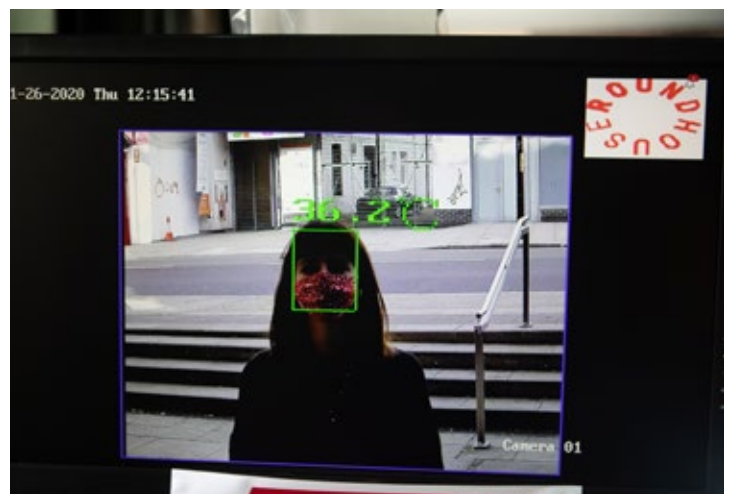
- At the main entrance you will be greeted by a member of security for a temperature screening before entering the venue.



- You will be asked to stand a short distance away from the thermal screening camera, which will display your temperature.

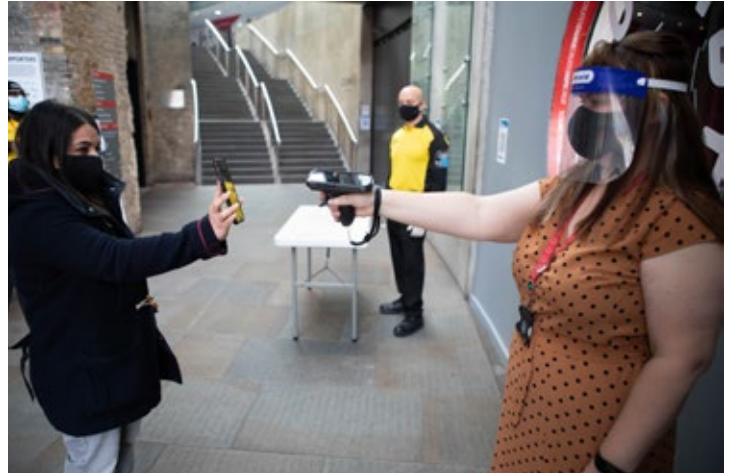
- Your temperature will appear on the screen and flash green if normal, or red with a verbal warning if you have a high temperature.

- Visitors with an elevated temperature will be required to wait outside for ten minutes before being retested.



Entering the Roundhouse

- After passing the temperature check, you will be able to enter the building.
- You will be greeted by a member of our Visitor Services team to scan your digital ticket. Please have this ready to scan on your phone.



- Once your digital ticket has been scanned, for safety reasons you will be required to have your bag checked by a member of our security team.
- Please have your bag open and ready to be checked. When called place your bag on the table and take a step back to allow for social distancing.



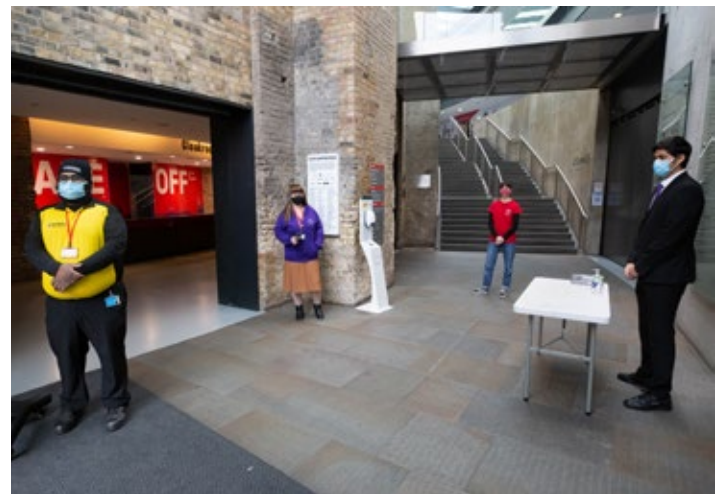
- After this, you can make your way to the performance. A one-way system will be in parts of the venue, including the toilets. Please look for signage and arrows directing your journey. Staff members will also be on hand to help.



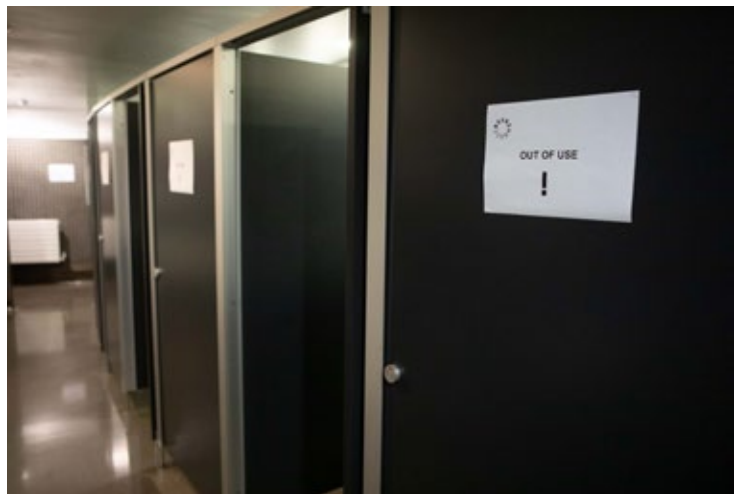
- If your digital tickets say 'Circle' or 'Level 2' on them, you will need to head up the stairs through this door to get to Level 2.



- You will see Roundhouse volunteers wearing red t-shirts standing by the stairs and the doors to the Main Space. They will direct you inside and to your seats.



- If you need to use the toilet during your visit, please be aware that some toilets and sinks might be closed off with tape as pictured to maintain social distancing.



- You can find automated alcohol-based hand sanitising and disinfectant stations located around the venue like this one. Please use them.

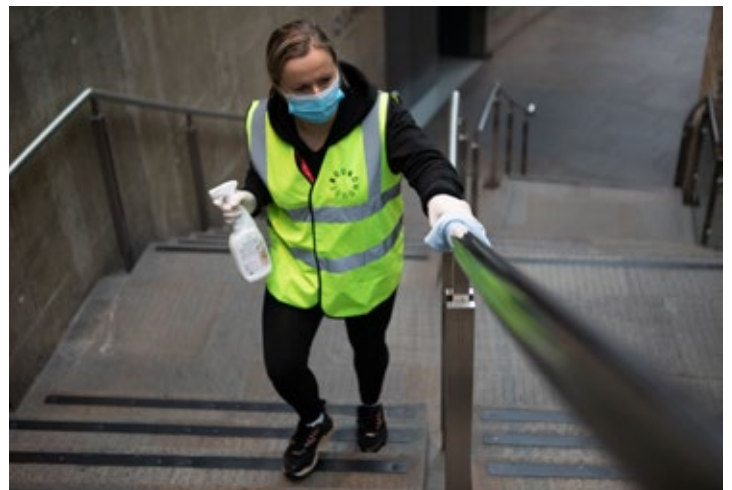


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- Alternatively, you can wash your hands in one of our toilets.

- There are disinfection stations at different points around the venue. Here you can find hand sanitiser, cleaning products and even new masks. These are looked after by a member of staff.



- Our house-keeping team will be carrying out regular cleaning of touch points, surfaces and toilets during your visit.



- Once inside the Main Space, you will be seated socially distanced from other audience members. It will be darker inside the Main Space and there will be a lot of other people around.



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- There might be flashing lights, strobe lighting and loud noises during the performance.
 - You can leave the Main Space at any point during the show. Please notify a member of staff at the doors who will be on hand to direct you to the nearest quiet space, including the Roundhouse Bar & Café on the ground floor.



Good to know...

- If you need assistance at any point during your visit, please ask a member of staff or security. Roundhouse staff and volunteers will be wearing red or purple tops, and some wear their own clothes plus a red lanyard. The Showsec security team will be wearing a yellow top or a formal black suit.



- We'll be accepting contactless payments only.



- If you have any questions about your visit to the Roundhouse, you may find the answer to your question in the **Help section** of our website.
- If you would like to speak to a member of staff ahead of your visit, get in touch by emailing access@roundhouse.org.uk (please allow up to 3 days for a response).
- Click here to take the **virtual tour of the Roundhouse**.
- As all of our performances are different, some information in this Visual Story might not apply to your visit.
- We hope you enjoy your visit to the Roundhouse!