

## **Richmond Film Society Season 58 at The Exchange: Health & Safety Guidelines**

Dear Member,

*We look forward to welcoming you to The Exchange for Richmond Film Society's 58<sup>th</sup> Season.*

*The Exchange will open from **19:00** with the event starting at **20:00** sharp.*

*We are complying with government guidelines as of 19th July 2021 to keep all visitors and staff working at The Exchange safe. Below are the latest safety measures in our building while the coronavirus pandemic continues.*

*In line with current government guidance and in order to make your visit to The Exchange safe we have implemented a few changes which are outlined below. Please have a read through so you know what to expect when you arrive.*

### **Tickets**

- Please make sure you bring your laminated membership cards with you to show to a committee member upon arrival.
- The first films of the season will be members only. It is hoped non-members will be admitted from mid-November.
- Since social distancing has been removed there is no allocated seating.
- We will not be able to accommodate latecomers so please arrive on time.

We encourage all our visitors and staff to be mindful of others who may not yet feel comfortable with the relaxing of restrictions.

- Give people space (1m plus) where possible and when moving about the venue
- Wear face coverings when you are moving around the building or seated in the Theatre.
- Wash or sanitise your hands regularly

Below are some of the safety measures in-place and behaviours to be seen during your visit:

1. Our team will continue to operate an enhanced cleaning regime, which includes additional high touch point cleaning in our venues.
2. Social distanced seating is no longer in place for most events inside the Main Theatre.
3. Staff will continue to wear face coverings and we kindly request that customers do the same whilst inside the venues when not eating/drinking.
4. Our air handling system is fed by filtered fresh air. Used air is extracted to the outside and is not recirculated. Filters are changed as part of regular, routine maintenance.
5. Hand sanitiser is provided throughout the venue, which we encourage frequent use of during your visit. Please ensure you and all members of your party wash or sanitise your hands regularly, particularly on entering and exiting the building.
6. A one way system will be in place with multiple exits used once the event/show ends. To reduce congestion when exiting the auditorium, the stage door fire exit will be utilised, as well as the entrances. Please follow leaving instructions at the end of the screening.
7. Please be aware of and adhere to the signage placed around our building to ensure your safety.

8. The venue will remain cashless and all payments will be card/countless only. i.e. at the Box Office and at refreshment points (since it is anticipated that the and Bar/Kiosk for teas-coffees will be open. Additionally you are welcome to use the coffee and snack vending machines during your visit.).
9. The health and well-being of our customers and staff are of utmost importance to us so customers must stay at home if they feel unwell or need to self-isolate. If you believe you have experienced symptoms of the virus 2 weeks ahead of visiting The Exchange then please stay at home.
10. Please note that The Exchange does not have a cloakroom. You will be able to take your belongings into the auditorium with you, but please bring the minimum number of personal items needed.
11. Loos are available on the ground floor but if you can avoid having to use them it would be appreciated, i.e. Exchange visitors are kindly advised to use home toilet facilities before attending.

***We appreciate that this will be a different experience from your previous pre-COVID visits to the Exchange, but we hope to ensure it will be just as memorable and enjoyable.***

***Please respect our staff, adhere to our precautions and work with us to keep everyone safe.***

***If you have any concerns or further questions regarding our COVID-19 safety precautions, please contact The Exchange Team [exchangetwickenham@stmarys.ac.uk](mailto:exchangetwickenham@stmarys.ac.uk) or 020 8240 2399. Please note that our Box Office phone line is open on a limited basis at the moment but our email inbox is always open so please do not hesitate to send us a message.***

***Thank you in advance for your support and cooperation.***

-The Exchange-

