



## **Autumn Season 2020 FREQUENTLY ASKED QUESTIONS**

### **Safety:**

#### **Q: What safety measures are in place at The Watermill Theatre?**

We have taken several steps to ensure the safety of our staff and audience members when visiting The Watermill:

- A Covid-19 Risk Assessment of our premises has been carried out to identify sensible measures to control the risks for audience members, performers and staff whilst on site. West Berkshire Council have completed a site visit and endorse our social distancing plans.
- You will see signage around the site explaining one-way routes and procedures. We ask that you observe social distancing and the one-way systems at all times when moving around the site.
- There will be protection screens in place where close contact between audience members and staff may be necessary.
- Audience members and staff are required to wear face coverings (unless medically exempt or children under 11) when moving around the Watermill site, including in the bar and restaurant and at all times in the auditorium. Face coverings do not need to be worn when eating or drinking.
- There will be hand sanitiser stations at all necessary points to enable audience members, performers and staff to make use of the facilities as required.
- We have reconfigured our auditorium seating plan into seating bubbles to allow for social distancing between audience members and have reduced our seating capacity considerably. We will be constantly reviewing and adapting to any new government guidelines.
- Seating bubbles will be able to accommodate groups of 1, 2, 3, 4 and 5 and are subject to availability. All seats in a bubble must be bought in one transaction. Social distancing between bubbles will be observed in the auditorium and the restaurant.
- Seat bubbles can only be made up of people in your own household or support bubble. We ask that you 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 separately to ensure social distancing. Please maintain a distance of 1m plus between yourself and others when moving around all areas on-site during your visit.

- On arrival at the theatre each seating bubble will be allocated a table in our Bar/Restaurant area. If you are not eating in our restaurant you will still be allocated an area for your seat bubble to use throughout your visit.
- To enhance your safety, we are using a fogging machine to regularly sanitise all public areas at The Watermill. To find out more about the method and product we are using please visit [www.wehavebeenfogged.co.uk](http://www.wehavebeenfogged.co.uk) There will also be QR codes on display at the theatre which you can scan with your smartphone.
- To avoid recirculating air in the auditorium, the theatre will be heated before audience members arrive and then fresh air will be continuously fed through the theatre during performances.
- We have introduced the use of e-tickets and would like to encourage audience members to print their own tickets at home or to show their tickets on an electronic device (e.g. phone/tablet) where possible to avoid the handling of paper tickets. Paper tickets will still be available if you do not have a smart phone or access to a printer at home.
- We will accept cash but we would prefer if you could pay for programmes and ice-creams, and any food or drinks during your visit by credit or debit card (contactless if possible).
- We are keeping our staff teams small to minimise the number of people on site at any one time and limit cross contact between staff so please be patient if you are required to wait.

### **Booking:**

#### **Q: How many people can come to a performance in the auditorium?**

We have reduced our normal seating capacity considerably and have reconfigured our auditorium into seating bubbles to allow for social distancing between audience members. Currently the seating capacity in the auditorium is 74. We will be constantly reviewing and adapting to any new government guidelines and seating capacity may change.

Seating bubbles will be able to accommodate groups of 1, 2, 3, 4 and 5 and are subject to availability. All seats in a bubble must be bought in one transaction. Social distancing between bubbles will be observed in the auditorium.

Seat bubbles can only be made up of people in your own household or support bubble. We ask that you 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 separately to ensure social distancing. Please maintain a distance of 1m plus between yourself and others when moving around all areas on-site during your visit.

#### **Q: Will I be sitting in the same seats I have booked?**

Yes. You will be sitting in the same seats that you selected on the seating plan when you booked your tickets. If there are any issues or reasons for us to change your seat(s) we will

get in touch with you prior to your booking to discuss this but please be assured that it is unlikely we will have to do this.

**Q: How much are tickets?**

Tickets for *Bloodshot* and *Lone Flyer* are £25 per person in the stalls and rows J – M of the circle and £23 per person in the circle slips (rows O and P) and rows N and R in the circle. Tickets for *A Christmas Carol* are £23 and £20 per person from Tuesday 1 December to Thursday 17 December and £25 and £23 per person from Saturday 19 December to Sunday 3 January. Tickets are £12.50 and £10 for early bird performances of *A Christmas Carol* from Thursday 26 November to Saturday 28 November. No other concessions or discounts apply.

For audience members with additional needs who cannot attend the theatre without assistance, we offer a free Essential Companion ticket. Please contact the box office on 01635 46044 or by emailing [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk).

**Q: How do I book a seat for *Bloodshot*, *Lone Flyer* or *A Christmas Carol*?**

Bookings for the performances can be made online by visiting [www.watermill.org.uk](http://www.watermill.org.uk) and selecting the event you wish to book, or by contacting the Box Office on 01635 46044 during our opening hours which are Monday – Saturday from 10am – 6pm. Please note, due to limited staffing and to reduce the number of people onsite at The Watermill it will not be possible to make bookings in person at the Box office.

**Q: What time does the show start?**

**Bloodshot**

Evening performances will take place at 7.30pm on Monday to Saturday and matinée performances will take place at 2.30pm on Thursday and Saturday. Performances on Saturday 17 October will be at 1.30pm and 6.30pm.

**Lone Flyer**

Evening performances will take place at 7.30pm on Monday to Saturday and matinée performances will take place at 2.30pm on Thursday and Saturday. Performances on Saturday 21 November will be at 1.30pm and 6.30pm.

**A Christmas Carol**

Performance times vary, please visit the website or call the box office on 01635 46044 for more details.

**Q: What happens if the show cannot go ahead due to coronavirus restrictions?**

The Watermill Theatre will be operating in accordance with government advice at the time of the performance and we will be closely monitoring this in the lead-up to our performances. We will be constantly reviewing and adapting to any new government guidelines. If we are unable to go ahead with a show, in the event of a local lockdown for example, we will contact you as soon as possible via email or telephone and we will offer a

transfer or a refund to all customers. Please make sure that we have your up to date contact information so that we can get in touch with you if necessary.

**Q: What happens if I have to self-isolate or have symptoms of coronavirus and cannot attend the performance?**

If you have to self-isolate or you have symptoms of coronavirus, please do not attend the theatre. Please contact our box office to let us know and we will offer you a transfer or a refund.

**Q: I have an access requirement, will I still be able to come to the newly configured auditorium?**

Yes. We have wheelchair spaces in the stalls which you can book by contacting our box office on 01635 46044 or by emailing [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk).

Please note, seats in the circle and circle slips areas of the auditorium are accessed by a spiral staircase, there is no lift.

Should you wish to discuss your individual access requirements, please contact our box office by telephone on 01635 46044 or by email [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk).

For audience members with additional needs who cannot attend the theatre without assistance, we offer a free Essential Companion ticket. Please contact the box office by telephone on 01635 46044 or by email [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk).

**Q. When are your accessible performances?**

There will be an audio described performance of *Bloodshot* on Saturday 10 October at 2.30pm, *Lone Flyer* on Saturday 7 November at 2.30pm and *A Christmas Carol* on Saturday 5 December at 2.30pm.

There will be a BSL interpreted performance of *A Christmas Carol* on Saturday 19 December at 2.30pm.

There will be a relaxed performance of *A Christmas Carol* on Saturday 12 December at 2.30pm.

**Your Visit:**

**Q: What time can I arrive?**

For audience members who would like to dine, the restaurant will be serving lunch, supper, afternoon and cream tea before the performance. Please make your dining reservation in advance by calling the Box Office on 01635 46044. For more details, please see '**Is food and drink available at The Watermill Theatre?**'

The bar will also be open from 2 hours before the performance begins.

The auditorium doors will open 15 minutes before the performance begins.

**Q: What will happen when I arrive and during my visit?**

When you arrive at The Watermill Theatre, please follow the signs which will direct you around the one-way system. Members of staff will be on hand to assist you.

To comply with the NHS Test and Trace Service we will ask you for your contact details if we do not have them already.

Face coverings must be worn (unless medically exempt or children under 11) when moving around the Watermill site, including in the bar and restaurant and at all times in the auditorium. Face coverings do not need to be worn when eating or drinking.

On arrival at the theatre each seating bubble will be allocated a table in our Bar/Restaurant area. If you are not eating in our restaurant you will still be allocated an area for your seat bubble to use throughout your visit.

**Q. Will there be an interval?**

Yes, there will be an interval of approximately 20 minutes during all performances.

**Q. How long will the performance be?**

We will publish an approximate running time for each show 24 hours before the first performance.

**Food and Drink**

**Q: Is food and drink available at The Watermill Theatre?**

Yes, the restaurant and bar will be open. Please make your dining reservation in advance by calling the Box Office on 01635 46044.

A two course pre-show meal will be served 2 hours before the performance begins, with last orders 1 hour before the performance begins. E.g. for a 7.30pm performance, the restaurant will be serving from 5.30pm – 6.30pm. Price £18 per person.

Cream teas are available after matinée performances. Price £6.95 per person.

The bar will also be open 2 ½ hours before the performance begins.

**Q: What safety measures are in place when dining at The Watermill Theatre?**

Ordering Food:

- For audience members who would like to eat before the performance, please ensure you also reserve your restaurant seats by calling the box office at the time of booking your theatre tickets.
- Tables will not be pre-laid and we will operate table service, not our usual buffet service.
- There will be a choice of main courses and dessert (including a vegan option) for a fixed price of £18. Unfortunately, we are unable to offer any other food at this time. If you have any special dietary requirements, please email [restaurant@watermill.org.uk](mailto:restaurant@watermill.org.uk) prior to your visit.
- On arrival you will be given a disposable food menu and one of our waiting staff will take your order. Your cutlery will be brought to your table with your meal.

#### Ordering Drinks:

- We will be providing a disposable drinks menu. Please order your drinks with one of our waiting staff. We ask that where possible you do not go to the bar, however, if you would prefer to order directly at the bar, we will have a socially distanced queuing system in place.
- The bar will also be open after the show.
- Interval Drinks: There will be provision to order interval drinks on your disposable drinks menu. Please give your drinks order to one of our waiting staff and your drinks will be brought to your table during the interval.

#### Paying for your meal:

- We ask that you pay for your food and drinks before the start of the performance. One of our staff will bring your bill to your table and there will be a pay station outside. We will accept cash but we would prefer if you could pay for your meal by credit or debit card (contactless if possible).

#### **Q: Do you have toilet facilities?**

Yes. There will be a one-way system in place for our toilet facilities and access will be limited to ensure social distancing. There will be hand sanitising stations and the toilet facilities will be monitored and cleaned on a regular basis. We ask that you wear a face covering, follow the one-way system and observe social distancing at all times when moving around the site. Our staff will be on hand to assist with any queries you might have.

#### **Q: Where can I park?**

Free parking will be available onsite in the theatre's main car park. Access parking will be available on the parking line nearest the buildings on a first come first served basis. Please display a blue badge when parking in these bays.

All details correct at the time of going to print. The Watermill Theatre reserves the right to make changes.