

MARGARET RIVER



## HEART COVID-19 COMMUNICATIONS

*(Reviewed 31/8/20)*

### What we're asking you to do

- Book online – as events are released tickets will be available for purchase via our website [www.margaretriverheart.com.au](http://www.margaretriverheart.com.au)
- Coming in a bubble? (applies to people in the same household). Please buy your tickets together (in one transaction) to be seated with your bubble for the show. If you purchase tickets in multiple transactions, each group of tickets will be seated in separate groups separated by approximately 1.5m.
- Provide your name and contact details when booking or on entry to support contact tracing (anyone booking on behalf of others is required to provide those people's contact details, if requested).
- If you're coming to an event, please only arrive for the time you've booked and wait to be guided in to the venue space by HEART staff.
- If you're coming to visit or take a look at an exhibition, please come in small groups of no more than 4 people between 10am and 4pm Monday to Friday.
- **When arriving for a ticketed event: Please arrive ONLY when doors open.**
- You'll need to wait for everyone in your bubble to arrive before you queue to enter the ticketed venue space (whether it be the MAIN theatre or the STUDIO theatre) so we can seat you all together. Your bubble is the group of people living in the same house whose tickets were purchased in one transaction. This will help us to maintain physical distancing between bubbles inside the venue. When queuing to enter your event space, please queue in your bubble and leave 1.5m spacing between your bubble and other bubbles around you.
- Bring a credit or debit card for any on-site purchases – we prefer not to transact in cash.
- Avoid bringing large bags – you'll have to carry any bag at your side or on your front.
- Don't visit in a large group.
- Don't visit if you're unwell, have experienced cold or flu symptoms in the last 14 days
- We encourage all to download and use the [COVIDSafe app](#).

## At the Venue

- Use the hand-sanitiser provided on arrival.
- Keep at least 1.5 metres distance from others at all times.
- Wait in a marked queue or go elsewhere if a particular space has too many people.
- Allow those who cannot use stairs to use elevators first, or consider using the stairs instead if you're able to.
- Cough and sneeze into your elbow or a tissue, and put the tissue in a bin.
- Wash your hands with soap for at least 20 seconds in our restrooms.
- Please don't touch anything unnecessarily.
- Visitors with access requirements can still use ramps and lifts.

*Visitors who don't comply with these conditions will not be admitted or will be asked to leave to ensure the safety of all.*

## What we're doing for you

- We are distancing ticketed events in our spaces. We will have bollards, floor markings and/or signage to help visitors maintain safe distances.
- Each space has its maximum capacity, based on the rule of 1 person per 2 square metres. Please follow instructions from staff.
- We're cleaning frequently with hospital-grade disinfectants, and high-touch items are sanitised after each use.
- We've provided hand sanitisers at the entry, bathrooms and at various places throughout the building.
- We will continue to be guided by the WA Government's health guidelines and will provide updates to this information.

## Ticket FAQs

- There is no limit to how long you can stay in the foyer at HEART if you are viewing an exhibition in our gallery spaces.
- Tickets can be printed at home or shown on your mobile device at the entry.
- **I'm not feeling well, should I attend the event?**  
If you are not feeling well in the week prior to the event please play it safe; stay home and rest up rather than attending the show. Send us an email to [contact@margaretriverheart.com.au](mailto:contact@margaretriverheart.com.au) to discuss your ticket/s in this scenario.
- To make changes to your booking, call the HEART on 08 9780 5294 or email [contact@margaretriverheart.com.au](mailto:contact@margaretriverheart.com.au) (Monday to Friday only).

**We are all in this together.  
We look forward to seeing you at the  
Margaret River HEART soon!**