



Stockbridge Music

Patron: Professor David Owen Norris MA (Oxon) FSA FRAM FRCO

Classical music in the heart of Hampshire

COVID-19 SAFETY MEASURES

The 'New Normal'

Because of the need to maintain social distancing our capacity audience can only be around 40% of the pre-coronavirus level. First and foremost, we need to consider the health and safety of both our volunteers and audience members. In common with so many aspects of life at the moment, you will have a different - though hopefully no less enjoyable - experience at performances for the time being.

Booking tickets

The complication of pre-arranging seating allowing some people to sit together, in households and/or 'bubbles' but keeping apart from others, has made it necessary to rethink our approach to ticket sales. Selling tickets for unallocated seats, as previously via the shops and online, makes it impossible for us to know in advance how many tickets are sold and in what seating configurations.

We have therefore implemented an online social distancing solution that, with the introduction of numbered rows and seats in the hall, enables us to offer our customers a choice of seating options which then automatically keeps two adjacent seats empty (i.e. unavailable for booking by others). This system will be in place for online bookings via TICKETSOURCE.

NO TICKETS WILL BE SOLD VIA THE LOCAL SHOPS.

For anyone unable or unwilling to book online, TICKETSOURCE will provide a telephone booking service using card payment, though in this case there is a charge of £1.75 per booking (not per ticket) in addition to the card transaction cost of £0.75 per ticket. This service allocates seating using the same method as the online bookings.

In the event that we have unsold tickets these will be on sale at the door priced at £15 (upstairs) or £7.50 (downstairs in The Barham Room) and with payment by contactless card only.

Once we have sold out, we will publicise this on our website. If there are any unsold tickets that will be available on the door, we will try post this information 90 minutes before the event start time on our website, to avoid a wasted journey.

Refreshments

None will be provided due to the requirement to wear face coverings at all times while on the premises. We are unable to allow customers to bring their own food/drink into the hall for the same reason.

Seating

We will be reducing the number of seats in a row to 5 on each side of a 1.5-metre-wide aisle and 10 on the back row. Each row will be 1.5 metres apart, providing a maximum of around 80 seats. However, with social distancing gaps between customer groups, we only expect to be able to accommodate around 45 people for the performance. We will leave 2 seats free on either side of each group of purchased tickets so please select seats at the end of a row rather than in the middle, which will restrict too many seats.

IT IS ESPECIALLY IMPORTANT IF YOU ARE ON YOUR OWN THAT YOU TRY TO BOOK A SEAT AT THE END OF A ROW.

If you are in a wheelchair, or booking for someone else who is, we would ask you to book your tickets early and select them on the front row where you can be more easily accommodated in place of an allocated chair.

We would ask anyone who is suffering a persistent cough or any flu-like symptoms NOT to attend. We will cancel any tickets purchased and refund the cost (minus the booking fee) provided you let us know by email a minimum of 90 minutes before the start of the performance.

Other Safety Measures

- Hand gel will be available at the entrance to the premises for all to use.
- Our volunteers will wear face coverings and customers must also do the same while in the building.
- We will have a perspex screen in place at the ticket desk for extra protection.
- Chairs will be wiped down before the performance, as well as shelves, tables, door handles, lift buttons, taps, toilets etc.
- At the end of the performance, we will ask you to stay seated until one of the volunteers indicates that your row is able to leave.

We look forward to welcoming you

Tim Lowden and the Stockbridge Music Team.