

Guide Bridge Theatre reopened for its first event on Friday 25 June 2021. With the success of these events and the lifting of lockdown further events are now planned. For your comfort and safety, GBT has achieved UK Theatre's 'See It Safely' safety mark and the 'We're Good To Go' safety mark from VisitEngland to show that we have taken the required action to welcome you in line with Government and Public Health England guidelines. For more information, visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus). We welcome your views on how we operate moving forward.

We have put together this FAQ (Frequently Asked Questions) to help you and us, please take a look. If you have a question that is not answered here please email [secretary@gbtheatre.co.uk](mailto:secretary@gbtheatre.co.uk) and one of the team will come back to you.

You can also contact us through social media. You can find us on Facebook, Twitter, or Instagram – just search for *gbtheatre*.

## *When will the theatre reopen?*

We are staging a play in October and a Pantomime in December, in the meantime we are moving cautiously with small scale events in the Bar Lounge and individual hires in the auditorium.

Social distancing will remain in place for these bar events. The wearing of face coverings at any time you are in the building is entirely at your discretion. We have reduced the bar capacity to a maximum of 32 people sitting at bookable tables at least one metre apart. This will mean that tickets for these events will initially be more limited than previously. Book early to avoid disappointment.

## *Can I come to the theatre to buy tickets?*

The box office continues to remain closed for in person transactions, but you can book tickets really easily online via Ticket source [Ticket Source](#) or you can contact the theatre by email ([secretary@gbtheatre.co.uk](mailto:secretary@gbtheatre.co.uk)) or phone 0161 330 8078 to book, but payments must be made in advance by post or dropping a note with payment in the theatre letterbox which is situate on the side wall near the entrance to the car park. Please note, tickets are sold on a first come first served basis.

## *When can I buy tickets for future events?*

All events will be posted on the [GBT website](#) and watch [Facebook](#), [Twitter](#), and [Instagram](#) for details. We'll also send email updates so make sure you are on our [Mailing List](#).

## ***How do I purchase drinks for my visit to the theatre?***

Bar service has been resumed, replacing the table service previously in place.

## ***Track and Trace?***

We do have the track and trace system in place should you wish to use it. You can scan in near either entrance to the building. If you do not use the app, you will be asked to provide contact details for each visitor so we can contact in the event of the need arising.

## ***I am unwell / have been instructed to self-isolate and unable to attend.***

We are sorry to hear that. If you can please let us know prior to the event but if this is not possible, please contact our Box Office team (email [secretary@gbtheatre.co.uk](mailto:secretary@gbtheatre.co.uk)) within 24 hours of the event and they will be able to refund your money.

Please do not visit the theatre if you have symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)

- o Are you waiting for a coronavirus test result?
- o Have tested positive for coronavirus by any testing method.
- o Live with someone who has symptoms, is waiting for a test result or has tested positive by any testing method.
- o Someone in your support bubble has symptoms, is waiting for a test result or has tested positive by any testing method.

## ***I have some questions about the Covid-secure measures you have put in place.***

We understand you may have questions about your visit to the theatre at this time.

We have provided lots of information about the measures we have put in place to be a safe and comfortable experience for you. More information can be found on our website, where you will also find a copy of the full GBT Re-opening Risk Assessment.

## ***Can I buy tickets for people I don't live with?***

For our initial events, tables will seat up to four people. Bookings can be made up of people from up to four households.

## ***I would like to support the theatre. How can I do that?***

As a community theatre run entirely by volunteers the period of lockdown has reduced our income significantly whilst we have still had bills to pay. We would welcome your support and you can make a donation when you book your tickets. We are very grateful for any support you can offer.

## ***What measures have you put in place?***

We recognise that after such long periods of lockdown you may feel anxious about returning to a theatre environment. We have put in place measures we hope will make you feel safe and comfortable, but we also intend to seek your feedback on what we have done well and/or what you would like to see us do differently.

As you will see above, we have changed the booking process and have introduced guaranteed tables.

All our volunteers will be dressed in black and proudly wearing their prestigious Queen's Award for Voluntary Service badges, so you can easily recognise them if you need assistance or service.

When possible, there will be a one-way system operating inside which will be clearly marked. During events we will open windows and internal doors to aid ventilation.

We have placed sanitising stations in numerous clearly marked places throughout the building and provided sanitisation products in the toilet facilities for your use.

We will ensure regular cleaning and the use of a fogging machine before and after each event.

## ***Is there anything I can do?***

Yes please. Book your tickets online where you can.

Make any in-venue payments by card where you can.

Check out the theatre website regularly for updates to this leaflet and the risk assessment.

Travel light. Please only bring what you need to the theatre.

## ***I still have a question.***

Please email [secretary@gbtheatre.co.uk](mailto:secretary@gbtheatre.co.uk) with your question and one of our volunteers will come back to you. It may take a little longer than normal to reply to you, so please do bear with us.

You can also find us on [Facebook](#), [Twitter](#), and [Instagram](#) (or just search for *gbtheatre*).

## ***How can I ensure I get updates from Guide Bridge Theatre?***

Sign up to our [Mailing List](#).

You can follow us on social media where we will post updates - just search for *gbtheatre*.

We will add to this leaflet as the wider theatre facilities are opened up, so please keep checking back.

We look forward to welcoming you back and working with you to ensure we exceed your expectations and provide exciting entertainment for you to enjoy.