

Enhanced Cleaning Protocols and Sanitization

Cleaning Procedures

The theatre, including seats and handrails, are wiped down with industrial-grade cleaning products between each showtime.

Touchpoints are wiped down every 30 minutes or less.

Hand sanitizer is readily available in the lobby and bars.

All of our theatres will undergo a deep cleaning and sanitization every evening.

Engaging with Employees

Employees are required to declare they are symptom-free. They are instructed to stay home if they have symptoms of COVID-19 or the flu and will be sent home immediately if they begin to show symptoms during their shift.

We are requiring all of our employees to wear the personal protective equipment they need, including face coverings and/or masks where mandatory.

Following provincial public health guidelines, we are requiring them to wear masks when they're with us.

Neptune will collect personal information to assist with contact tracing if required. Please be prepared to comply with government mandates and provide the requested information to our staff when asked.

For guests who forget their mask at home, a supply of masks will be available at the theatre for no charge

Plexiglass shields are installed at all employee-facing points of sale.

Employees will have access to gloves and must wash their hands at least every 30 minutes.

Physical Distancing Measures

In Auditoriums

Reserved seating is in effect in every theatre.

Theatre capacity is reduced and seating is staggered to ensure compliance with physical distancing guidelines.

In Common Areas

Please arrive no more than 15 minutes before your showtime to allow for physical distancing in the lobby.

Showtimes are spread out to limit the number of people in common areas.

Floor decals and signs indicate distancing guidelines.

Specific sections, tables, and machines are unavailable in order to meet physical distancing guidelines.

Common area seating may be unavailable to meet physical distancing guidelines.

Employees will be constantly monitoring all areas of the theatre to ensure physical distancing guidelines are met.

We may ask guests to leave via alternative exits after their show to allow for physical distancing in the lobby.

Ticketing

Purchase Methods

Seating is limited and we encourage patrons to purchase tickets in advance online to reserve the best available seats ahead of time.

Tickets can be purchased at: <http://neptunetheatre.com/splinters>

A box office agent will be on-site one (1) hour prior to showtime each day.

Payment Methods

We are not accepting cash. Debit and credit cards are accepted at all points of sale.

Food & Drink

The bar is open.

Food & Drink Ordering

Our food offerings have been temporarily reduced. A beer, wine, and soft drink menu is still available.

Food & Drink Handling

All bar staff is wearing masks.

Orders will be prepared with gloves, in addition to our enhanced staff hand-washing practices.

Signage reminds guests to ensure physical distancing while lining up and picking up orders.

Theatre

All seats are reserved-only. We encourage guests to select seats in advance online at

<http://neptunetheatre.com/splinters>

Guests are required to sit in their reserved seat for the duration of the movie, and not sit in empty seats or rows. If a seat change is needed, please ask one of our ushers for assistance.

Leaving the Theatre

Take your garbage with you and dispose of it in receptacles outside the theatre.

Please exit one row at a time and maintain physical distance on your way out. Thank you for your patience and for respecting your fellow patrons.

Washrooms

Maintain physical distancing while waiting in line.

Some stalls and urinals are out of service to facilitate physical distancing.

We encourage guests to wash hands for at least 20 seconds with warm water and soap.

Symptom-Free Policy

Guests who experience any symptoms of COVID-19, as well as the flu or a cold should not enter the theatre and should contact Box Office for a full refund of their tickets, or exchange to watch the movie on Neptune at Home.

If you are experiencing any of the following symptoms, please contact 811:

- Fever (chills/sweats) **OR** cough (new or worsening)

OR two or more of the following symptoms
(new or worsening)

- Sore throat
- Runny nose/nasal congestion
- Headache
- Shortness of breath

Our staff must complete a self-health attestation, as provided by each province, that clears them to work. Staff will be instructed to stay home if they do not pass the provincial self-assessment (before their shift starts) or sent home if they begin to show symptoms of COVID-19 or the flu during their shift.