



Your safety is extremely important to us. To reassure you that we are doing our best to make you feel safe when visiting the theatre, we have instituted the following procedures.

Enhanced Cleaning Protocols and Sanitization

Cleaning Procedures

- The theatre including seats and handrails are wiped down with industrial-grade cleaning products between each showtime.
- High-touch surfaces 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 do a COVID-19 screening before coming to the theatre. 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 personal protective equipment, including face coverings and/or masks.
- 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 disposable 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, must wash their hands at least every 30 minutes, and will sanitize frequently.

Physical Distancing Measures

In Auditoriums

- Reserved seating is in effect. Please do not move to empty seats.
- Theatre capacity is reduced and seating is staggered to ensure compliance with physical distancing guidelines.

In Common Areas

- Arrival times are spread out to limit the number of people in common areas.
- Floor decals and signs indicate distancing guidelines.
- To allow for the minimum of 2 metres physical distance, we have closed off rows and seats in the theatre and removed tables and chairs from the lobby areas.
- Once in your seat, we ask that you remain seated for the duration of the show. If you must leave, please follow the instructions from the usher on your return.
- Employees will be monitoring all areas of the theatre to ensure physical distancing guidelines are met.

Ticketing

Purchase Methods

- Seating capacity are currently limited to 100 patrons/show. We encourage patrons to purchase tickets in advance online to reserve the best available seats.
- Tickets can be purchased at: <http://neptunetheatre.com/reunited>
- A box office agent will be on site one (1) hour prior to show time each day.
- We are not accepting cash. Debit and credit are accepted at all points of sale.

Food & Drink

- The bar is open and refreshments will be available.
- Signage reminds guests to ensure physical distancing while lining up and picking up orders.
- All bar staff are required to wear masks and will follow enhanced hand-washing practices.
- We are not accepting cash. Debit and credit cards are accepted at all points of sale.

Theatre

- All seats are reserved-only. We encourage guests to select seats in advance online at <http://neptunetheatre.com/reunited>
- Guests are required to sit in their reserved seat for the duration of the performance, and not move to empty seats or rows. If a seat change is needed, please ask one of our ushers for assistance.
- Once seated, guests are asked to keep their masks on unless they are actively eating or drinking.

Leaving the Theatre

- Please take any garbage with you and dispose of it in lobby receptacles outside the theatre.
- When the show is over, please follow instructions from the usher. Ushers will direct patrons to exit row by row in order to maintain physical distancing and avoid crowding.

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.

COVID-19 Screening Policy

Please **do not** come to the theatre if:

- You, or anyone in your party is experiencing any of the symptoms of COVID-19, or the flu.
- If you, or anyone in your party is waiting for COVID-19 test results, have tested positive for COVID-19, are recovering from COVID-19, or have been identified as a close contact of someone testing positive for COVID-19.
- If you, or anyone in your party have travelled or visited an exposure site, and have been advised by Public Health to self-isolate.

If any of the above situations apply to you please contact the box office to discuss your options. Box office can be reached at 902-429-7070 or boxoffice@neptunetheatre.com. As policies update, we will do our best to update this page. If you have any questions, please feel free to reach out.