

# COVID19 Procedures for Attendees to events at the Bristol Folk House – Autumn 2021

We look forward to welcoming you to the Bristol Folk House.

We are delighted that our Live Events are on back on and we hope they will stay that way. To allow us to start open, and to keep all attendees, staff, and performers safe, we would appreciate if you could follow our guidance below.

## What we are doing

- All staff will be wearing face coverings (unless exempt)
- All staff will be required to taking regular Lateral Flow tests
- Extra touch point cleaning with continue throughout the building
- The hall and café will be well ventilated

## What you can do

1. Doors open at 7.00pm. The performance will start around 8.00pm. Seating is unreserved.  
If you require additional assistance, please get in touch.
2. Please do not attend the event if you are showing any of the COVID19 symptoms or you have been in direct contact with someone who has tested positive, and you have not yet received a negative PCR test.
3. We encourage all attendees to do regular Lateral Flow testing and do one within 48 hours of arriving at the Folk House.
4. We ask that everyone wears a face covering throughout the building unless exempt or when eating/drinking.
5. Please use the hand sanitiser on arrival.
6. Sign into the NHS Test and Trace. The QR code is displayed in reception and café.
7. You do not need to print your ticket. Please give your name at reception when you arrive.
8. When ordering drinks at the bar, please leave enough room between you and the next person. Be respectful of other people's personal space throughout the building.
9. Contactless payments for tickets and drinks are preferable.

## Please note:

- We will not be asking for proof of a negative test or proof of vaccination. However, to do encourage everyone to do regular testing and to get vaccinated.
- If a performance is cancelled (for example, national lockdown, performer test positives or travel restriction), you will be offered a rescheduled date where possible, or a credit or refund will be given. You will be emailed as soon as we know. Please check your emails before arriving at the venue.
- Otherwise, all tickets are non-refundable. Refunds are not available due to sickness or ill health.

We look forward to seeing you soon.

Folk House Team