

Health & Safety Protocols

Box Office & Ticket Sales

- Ticket orders can only be placed over the phone or online through the OOH website and patrons will be required to print their own tickets or use their mobile device
- No “will call” service at the time of the performance will be offered.

Intermissions and Washroom

- There will be no traditional intermission, but there will be a brief break between Act 1 and Act 2 to allow the actors to refresh.
- House lighting will remain partially on to allow audience members to safely use the washrooms during the performance. It is not necessary to wait until the between Act 1 and Act 2 of the play.
- There will be no pre-show concession, or food and beverage service of any kind.

Seating and Entrance/Exit

- There are five entrances and exits:
 1. back doors off the main parking lot closest to the Library is entrance A
 2. back doors off the main parking lot closest to West Street is entrance B
 3. main doors is entrance C
 4. doors on the south side of the building closes to West Street is entrance D
 5. doors on the south side of the building closest to the Bus Stop is Entrance E
- The seating chart for this event will be developed with these entrances and exits in mind and the ticket will specifically mention which entrance is to be used for the performance. Rows A and B will not be available for sale as these seats are located to allow for physical distancing between the performers and the audience.

The Province has granted permission for gatherings of up to 50 patrons which means up to 50 patrons can purchase tickets to a performance and seating will be in the Lightfoot Theatre. Seating will be set up in household clusters and each cluster will be situated 2 metres apart or more.

For our Patrons:

- Patrons will be advised that if they are not well, please stay home. (The OOH refund policy will be amended to include alternate options)
- Patrons are expected to arrive wearing a mask, and to keep their mask on for the entire performance
- Patrons are expected to take advantage of the multiple hand sanitizing stations within the building
- Patrons are expected to practice physical distancing upon arrival in the parking lots at the OOH and as they approach their designated entrance
- Patrons are expected to follow physical distancing guidelines as clearly marked outside and inside the building
- Patrons are expected to follow all directions provided to them by OOH from the time they arrive at the OOH until departure
- Food and beverage service will not be available
- Patrons are expected to print their tickets at home as printed tickets will not be available at the theatre as the box office will remain closed
- Patrons who are purchasing tickets will be required to accept these terms by clicking on the “I Agree” prompt before the sale is finalized. If they do not accept the terms and conditions, they will not be permitted to purchase tickets