



COVID-19

# Arts Theatre Guidelines

The box office at Eastlink Events Centre will be **closed** effective immediately.

- ▶ We are taking phone calls orders only at this time. There will be no in person or online sales.
- ▶ If you need to come to the building for any reason, please call in advance to make an appointment with administration.

**Box Office Phone Number: 709-466-4105 ext 222.** Please leave your name, phone number and if ordering tickets, please include the number of tickets, and the name of the show you wish to purchase tickets for. A box office attendant will return your call to confirm your order within 2 business days.

## Buying Tickets

- ▶ Ticket purchases will happen by **PHONE ONLY**. There will be no online ticket sales at this time.
- ▶ To book a ticket for yourself and your bubble please call the box office at any time and leave a detailed message. A box office attendant will return your call within 2 business days.
- ▶ Booking tickets over the phone will allow our staff to collect contact tracing information and to ensure we have physical distancing between you and other patrons/bubbles in the theatre.
- ▶ If required, the box office will take cash by appointment only. Please call in advance to arrange a time.
- ▶ Your tickets will be emailed to you at the time of purchase as a mobile/e-ticket or print at home ticket.
- ▶ Please save the ticket on your mobile phone or print the attached PDF to bring with you to the theatre.
- ▶ If using e-tickets or print at home tickets is not possible, patrons can pick up tickets at the box office on the night of the performance.
- ▶ There will be no advance ticket pick up.
- ▶ Patrons who are not feeling well on the night of the event or feel that they might have been in a compromised situation relating to COVID 19 must stay home. In this instance, a full refund will be offered to the customer and to members of their party. A full refund will be offered to the patron and to members of their party by contacting the box office in advance or within 24 hours of missed performance if they are unable to attend due to COVID-19.
- ▶ We thank you for your patience as we work to book orders as quickly as we can while ensuring to keep everyone safe in our facility.

## Arriving at the Events Centre

- ▶ Patrons who are not feeling well on the night of the event or feel that they might have been in a compromised situation relating to COVID-19 must stay home. A full refund will be offered to the patron and to members of their party.
- ▶ Patrons are always required to wear a mask when moving through the building as per NL Public Health guidelines.
- ▶ Masks can only be removed once you are seated in the theatre.
- ▶ Please respect physical distancing and stay 6 feet apart from others while moving around the building.
- ▶ Hand sanitizing stations will be available throughout the building and will be clearly marked.
- ▶ No latecomers will be admitted to the theatre. Please arrive with enough time to be seated before the show.
- ▶ No intermissions for all shows.
- ▶ No concessions/bar or vending machines.
- ▶ Washroom access will be available.

**eastlink** events centre  
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709.466.4105

eastlinkeventscentre.com

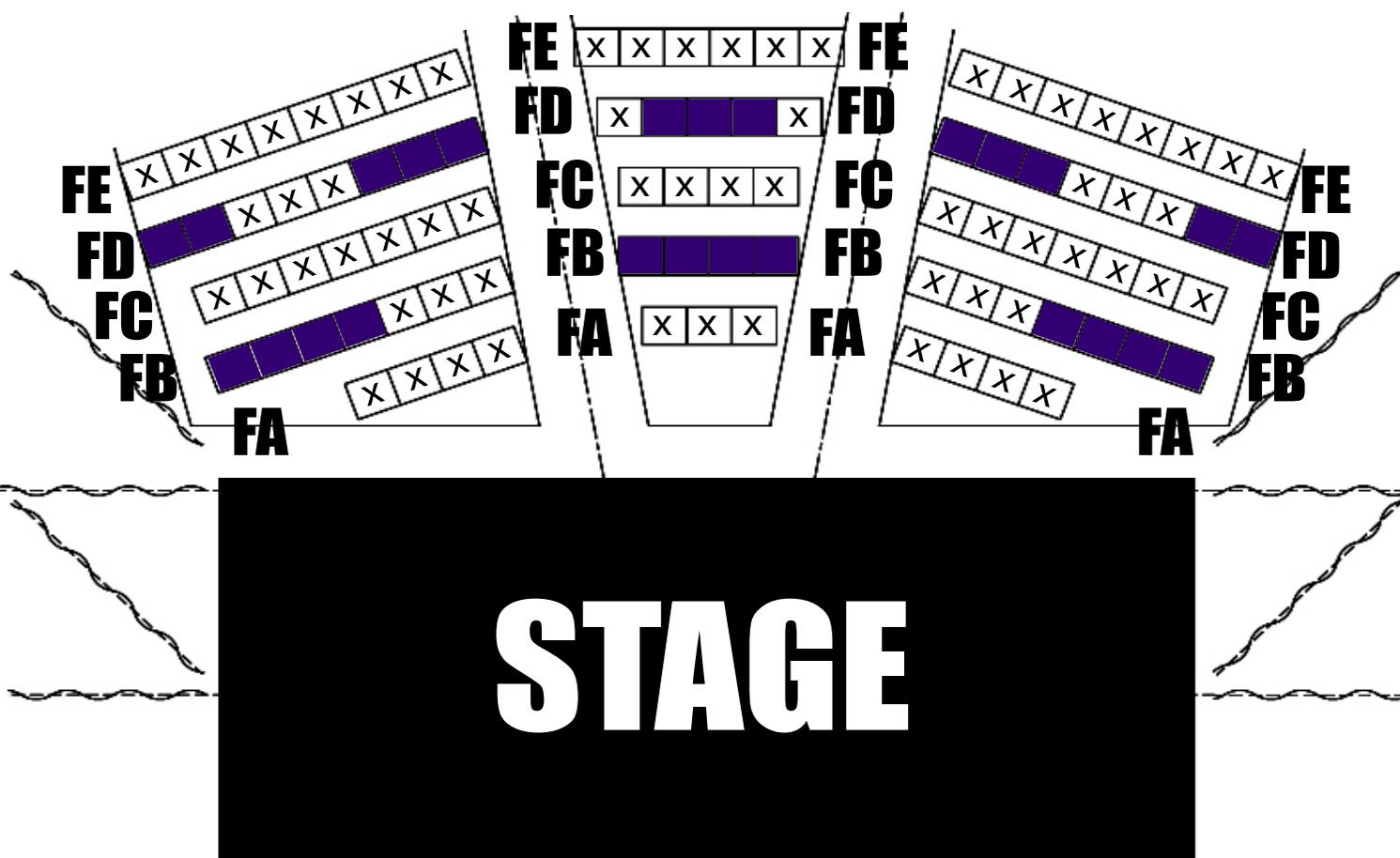


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# Arts Theatre Guidelines

## Theatre Seating

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