

The Factory Theater Productions- Patrons

These policies and protocols must be agreed to by the patrons upon ticket purchase.

1. Vaccination

- a. All patrons of The Factory Theater are required to be fully vaccinated. "Fully Vaccinated" as defined by the CDC, is more than 14 calendar days following a receipt of the final dose of an FDA or World Health Organization authorized or approved vaccine.
- b. All patrons of The Factory Theater are required to provide proof of being fully vaccinated.
 - i. Acceptable proof can include, but is not limited to: a vaccination card, a copy or photo of a vaccination card, or a doctor's note specifying the vaccination history for COVID vaccinations.
 - ii. Box Office personnel will check each patron's proof of vaccination before they enter the theater.
 - iii. Any patron who is not able to provide proof of vaccination at the theater will be asked to leave the premises. At a later time, that patron may:
 1. Transfer the ticket to another performance in the production run. If closing weekend or all future performances are sold out, then a refund will be offered.
 2. Request a refund.
 3. Consider the ticket cost a donation to The Factory Theater.
 - iv. Any patron who refuses to provide proof of vaccination at the theater will be asked to leave the premises. At a later time, that patron may:
 1. Request a refund.
 2. Consider the ticket cost a donation to The Factory Theater.

2. Personal Protective Equipment

- a. Masks are required to be worn by everyone indoors, from the time the box office opens (one hour before the performance) through fifteen minutes after the performance ends. After that time, masks are highly encouraged, but not required.
 - i. A correctly worn mask covers the nostrils and mouth of the wearer.
 - ii. In the event that a patron has no mask, one will be provided by box office personnel.
 - iii. Drinking is still allowed in the space. The mask must remain on the individual's face covering their nose and mouth when their drinking vessel is not at their lips.
 - iv. In the event that a patron refuses to follow these protocols and properly wear a mask, they will be asked to leave the premises. Any patron that is asked to leave the premises in this manner will not be issued a refund.
- b. Hand sanitizer will be available in the lobby and box office.
- c. Gloves will be available for anyone at the box office.

3. Theater Cleanliness

- a. The Factory Theater will maintain standard cleaning procedures.
- b. Before and after each performance, box office personnel will wipe down door handles, surfaces, and other high touch points.

- c. The HVAC system has been optimized to the capacity of the system to provide the best possible air quality.

4. Positive test or Symptomatic

- a. A patron that tests positive for COVID-19 or has symptoms of COVID-19:
 - i. Should NOT attend a performance.
 - ii. Should follow CDC guidelines to recover and prevent transmission of the virus.
 - iii. Should inform the box office of their condition.
- b. Any patron who must miss a performance due to illness AND informs the box office may:
 - i. Transfer the ticket to another performance in the production run. If closing weekend or all future performances are sold out, then a refund will be offered.
 - ii. Request a refund.
 - iii. Consider the ticket cost a donation to The Factory Theater.

5. Communications

- a. The Factory Theater's full COVID-19 Policies and Protocols are available on our website. www.thefactorytheater.com
- b. When purchasing a ticket, a patron must read and accept The Factory Theater's COVID-19 Policies and Protocols before completing their purchase.
- c. The Factory Theater will post appropriate signage around the theater.
 - i. On the front door and door from the bathrooms, "Masks are required inside of the theater. Box office personnel will provide you with one if needed."
 - ii. Outside both entrances to the stage area, "By entering this space, you accept the risk of contracting the COVID-19 virus by being in close contact with other members of the public."
- d. In the event of a performance cancellation, ticket holders will be notified immediately, and may:
 - i. Transfer the ticket to another performance in the production run. If closing weekend or all future performances are sold out, then a refund will be offered.
 - ii. Request a refund.
 - iii. Consider the ticket cost a donation to The Factory Theater.

6. Post-Show

- a. Immediately following the post show speech, the audience may be asked to exit the building to avoid loitering indoors.
- b. Audience members may speak with cast and crew members after the show in front of the building or in the parking lot area behind the building.