

Reduce the risk of COVID-19

COVID-19 CINEMA GUIDELINES

In addition to our current Cinema Terms & Conditions, and in line with government regulations, please read and follow our COVID-19 Cinema Guidelines in order to keep you and others around you safe during your visit.

General

- Stay home if you feel unwell.
- Please use the hand sanitising stations available to sanitise your hands during your cinema visit.
- Follow physical distancing guidelines.
- The lift will be available for customers who need it, only one household should use this at a time.
- Face coverings must be worn in all communal areas of the Centre and in the Phoenix Cinema.

Before your visit

- All cinema bookings must be made in advance.
- You can book online or via reception for your chosen film.
- All seats will be in allocated 2m physically distanced 'bubbles'. This means the number of available seats is drastically reduced, so book early to avoid disappointment.
- Only one household, or extended household, will be seated in each bubble.
- We will need to record contact details for one member of each group.
- If you are unable to attend your screening please get in touch with our reception team on 01856 879900 as soon as possible before the scheduled start time of the film. You will be refunded if you cancel due to Covid-19 symptoms.

During your visit

- When you arrive make your way directly to the cinema, there is no need to stop at reception.
- Arrive no more than 15 minutes before the advertised start time of your screening. No one will be admitted to the cinema once the film has started – the length of trailers before each film will vary, so please try to arrive by the advertised start time.
- Follow physical distancing guidelines and stay 2m away from other customers at all times.
- You will be greeted at the cinema by a member of staff who will check your name, your ticket confirmation email and direct you to your seats.
- You may be asked to remove your mask by staff for ID purposes – please have this with you if you are here to watch an age restricted film, or wish to purchase alcohol in the kiosk.



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- The cinema kiosk will be open 15 minutes before the film, no further purchases will be permitted once the film has started and kiosk has been closed.
- We will have a slightly more limited offering in the kiosk than usual – unfortunately there will be no hot drinks or pic 'n' mix available at this time.
- You are only permitted to remove your mask when eating or drinking while sitting in your allocated seat in the cinema. Please keep your mask on at all other times.
- If you are exempt from wearing a face covering you do not need to wear one. Be aware that our staff may politely ask you to put on your face covering when they see you in the Centre, please let them know you are exempt if this applies to you.
- Toilet facilities will be available. Please follow the hand washing and sanitising guidance.

After your visit

- Follow physical distancing guidelines and stay 2m away from other customers as you leave the cinema.
- Please take all belongings and rubbish with you. There will be general waste and recycling bins available for you to dispose of your rubbish on your way out.
- Ensure you exit the building promptly, following the clearly marked cinema exit signs.

