



## **Watermans Covid-secure FAQ**

We have put in place stringent measures to ensure the safety of customers and staff once we reopen on 5 August. We hope you'll find all the answers to your questions here. Please don't hesitate to contact our Customer Relations Team if you don't find the information you need.

We are very happy to help, or to receive feedback.

### **What hygiene measures are you putting in place?**

We will be performing an enhanced clean every night. During the day, all touch surfaces in the cinema will be sanitised in between screenings. Touch surfaces around the venue will be sanitised during every cinema screening.

Hand sanitiser will be available at entrances, outside the cinema and at Box Office.

All employees will receive specific COVID-19 training and all customer-facing staff will wear masks or visors when in public spaces.

### **Will the cinema be socially distanced?**

In line with government guidance, individual or household group/bubble will be separated from others by at least 1m, which equates to 2 seats between groups. Alternate rows will also be blocked which means that you will not have anyone sitting directly behind or in front of you.

Seats will be allocated on a 'best available' basis. This means that you will get the best seat(s) available in the auditorium, with at least 1m between you and the nearest other group. Please note that your online basket will show that you've bought two more seats than the size of your group. You will not be charged for these seats.

Staff on the door of the cinema will have the most up to date seating plan so they can ensure that customers adhere to it. We ask you to remain in your allocated seat, even if it's tempting to spread out.

Households and household bubbles may sit together.

### **How will you avoid overcrowding in the building?**

Along with social distancing which significantly reduces the number of people in the cinema at any one time, we are more than doubling the break time between films to allow for audiences to leave the auditorium well in advance of the next audience arriving.

We will also be encouraging a one-way system around the building with audiences entering through the car park and top floor, and exiting through Watermans Park. We understand this may not be possible for some people who have mobility issues, in which case we simply advise care be taken at entry and exit points.

### **Will I need to pre-book my ticket?**

We strongly encourage you to pre-book your ticket either online or by phone which will avoid queues developing at Box Office. You will be provided with an e-ticket which you can show on your smartphone. This will avoid handling paper which can carry germs. If you don't have a smartphone, you can print off a ticket to

show at the door but we will not take your ticket. If you are unable to do either of these, then you will be added to a guestlist.

If you have been unable to pre-book, please be aware that capacity is much lower than usual, so you may find the cinema is full. Tickets can be booked outside the cinema at our new pop-up Box Office, or at the upstairs Box Office.

### **Will masks be mandatory for audiences?**

Masks prevent the spread of coronavirus, particularly when talking, laughing or coughing/sneezing.

We have listened to feedback from our audiences and considered government guidance on wearing masks. Therefore we ask that you wear a mask when moving around the building, when it is more difficult to socially distance, but masks may be removed when seated in the cinema or when eating or drinking in the restaurant or bar. This is because you are already socially distanced and not facing towards one another.

### **How will toilets operate safely?**

All the toilets in our cinemas will be cleaned frequently and the frequency of checks will be increased to 6 times daily. Where possible, there will be staff members monitoring the toilets during busy periods and controlling capacity. We will be working together with our customers to ensure that toilets are clean and safe at all times and ask you please to inform us if you find anything unsatisfactory. It only takes one person to leave the toilets in a state none of us would wish to find them in!

### **How will you monitor the number of people in the toilets at one time?**

Each toilet will have a maximum capacity which will be stated on the outside of the toilet. Please take care when entering and exiting the toilets to avoid bumping into others, and keep your distance when in the space.

### **How will you ensure social distancing if customers need to leave the cinema during the film (eg to use the toilet)?**

With significantly reduced capacity and allocated seating, customers passing other groups in the same row outside of their household should be minimal and therefore low risk. Should someone need to leave the cinema who is in the middle of a row, we ask that those on the outside rows are considerate and allow them to pass by stepping out of the row. Please also wear a mask if you are moving around the space.

If you have any reason to believe that you are likely to need to leave (eg a disability or small child), then please speak to our customer relations team who will help you choose a seat that is at the end of a row.

### **How will you ensure that the audience enters and leaves the film safely?**

Watermans has always had an usher for every film screening, unlike many other cinemas. We will now ensure that the usher is Duty Manager trained, which means they are in a leadership position in the team and able to manage audiences effectively. They will support social distancing and, if required, call customer groups into the cinema in order, starting with middle seats and working to the end of the rows, rather like an airline!

Late comers will not be admitted in order to ensure social distancing is adhered to.

### **Will you be taking temperatures before people enter the building?**

In line with government guidance, we will not be asking to take people's temperatures when they arrive at one of our cinemas.

The Duty Manager for each day will take the temperatures of all staff in the building, so you can be assured that no one on duty has a temperature or is experiencing symptoms of COVID-19.

We ask that customers do not visit Watermans if they know they have any of the recognised signs of COVID-19. We will have signs at entrances reminding people of the symptoms and that they cannot come into the building if they are showing them.

If you need to cancel your cinema tickets just before your visit, please contact our Customer Relations Team. We will automatically refund or exchange where cancellation is due to illness.

### **Will you be able to pay in cash?**

We encourage contactless payments as handling cash increases risk for our staff. But if you are unable to, then we will be accepting cash. Please note that contactless payments can be made up to £45 and are considered to be safe.

### **Will I be able to buy food and drink at Watermans?**

The Guru Tandoori Kitchen will be open, with a slightly reduced menu. The bar will be open as usual.

Strict hygiene measures will be in place in both areas.

**Bar:** cinema customers will be able to take advantage of a takeaway service at the bar. You will queue in one area of the bar, and pick up from the other side of the bar. Drinks and snacks can be taken into the cinema.

**Restaurant:** tables will be spaced with 1m distance between them, with customers sitting back to back on different tables. There will be hand sanitiser available. Catering staff will wear masks or visors and washing hands before serving each table.

### **Will my Friends Membership be extended to compensate for the period of closure?**

We are very happy to extend your Friends membership for you. However, if you feel able to renew it at the usual time without extension, then we would be most grateful as this helps to support us through this challenging time.

### **I still need a ticket refund, what do I do?**

We will refund any ticket that has to be cancelled due to the audience member or a member of their household showing COVID-19 symptoms.

Please contact our Customer Relations team on 020 8 232 1010 or [info@watermans.org.uk](mailto:info@watermans.org.uk) and they'll be happy to help.