

Georgetown Palace Theatre's Policy and Procedure Changes

This will be updated as we continue to evaluate the novel COVID-19 crisis

Cleaning Upgrades

1. Cleaning services will continue on evenings before and after all performances. Cleaners will use disinfectant when mopping floors and wiping down counters, sinks, handles, and toilets.
2. Theater seat arms rests, handrails, and door handles will also be wiped down with disinfectant before every performance
3. Hand Sanitizer has been purchased and will be positioned in the lobby before each performance.
4. Water fountains will be out of order and bagged.
5. Water bottle refillable stations will be sanitized regularly.
6. We will continue to look at ways to upgrade our facilities, such as installing touch-less faucets, toilets, and paper towel dispensers. These upgrades will depend upon available funds.

Ticket Policies

1. We encourage patrons that if they feel unwell they should NOT attend and reach out to the Box Office about exchanging their tickets to a future show.
2. Will Call will be transformed into a Check In list. If picking up "Will Call" tickets you will simply now just identify your party's name upon entering the theatre.
3. We will encourage purchasing tickets by phone or website rather than purchasing in person, and strongly encourage purchases by Credit Card if purchasing at the performance or during day time hours.

Daytime Staff

1. Employees must self-monitor temperature prior to arrival at work. Any fever 100 or above and they are to stay home. They must be without a fever for 3 days (without the use of fever reducing medication) before returning to work.
2. All employees are strongly encouraged to wear face coverings, and maintain 6 ft of social distancing whenever possible. Face coverings are required when social distancing is not possible, and when entering any of the Palace buildings.
3. Gloves and Face covering will be worn by all employees during face-to-face transactions.
4. If someone doesn't feel well, they are to leave immediately and we highly recommend they consult a doctor.
5. High touch areas (handles, bathrooms...) will be sanitized multiple times a day. (chore wheel to be created)
6. All doors during the day that can be propped open will be so that staff will not have to touch them consistently.
7. We will have hand sanitizer available for any who want to use them. In all offices we will use the wipes on our phones, keyboards and desks daily.
8. No gatherings or meetings of more than 6 people. All meetings over 6 will be done via Zoom or online platform.

Front of House/Box Office/Concessions

1. There will be no meet and greets with the cast after the show.
2. Ushers and Front of House Staff will be screened for symptoms as soon as they arrive,
 - a. Temperatures will be taken with a no touch thermometer, and anyone with a 100 degree fever will be sent home immediately.
 - i. Individuals must go three days without a 100 degree fever (without the use of fever reducing medication) before returning to volunteer.
 - b. They will be asked to confirm that they do not presently have any symptoms known to be linked to COVID19. Anyone with these symptoms will be asked to leave and not return until they've consulted with a doctor
 - c. They will confirm that by participating in an event at the Georgetown Palace, they are accepting the potential risks that come with it.
3. Ushers and Front of House Staff will wear face coverings when in the lobby or the house area. This includes Production Staff members who are walking through.
4. Ensure that the sanitizing stations are located in the lobby prior to house opening.
5. House Manager and assistant house manager will wear gloves. Seating will open 45 minutes before the curtain.
6. All Doors will be propped open to avoid touching of handles.
7. Tickets can be shown from phones or printed forms. Ushers or Volunteers should not touch tickets that audience members have in their possession.
8. Ushers selling Concessions will wear a face covering and gloves. NO cash will be accepted.
9. Programs will be available for pickup, There will be NO reuse of programs. Patrons encouraged to take with them
10. Audiences will be limited and seated with social distancing as indicated by the governor's guidelines.
11. No gifts will be allowed in the theatre from audience members (i.e. flowers or candy), they must be kept in cars during the performance.
12. Spike marks will be found on the ground to help spread out lines waiting for entrance to the theatre, restrooms, concessions and Box Office Window. Cones will be outside on the sidewalk.
13. Usher Name Tags and Vests will be sanitized before and after each use.
14. All Front of House Staff and Ushers will attend training for these new policies.

Patrons

1. Patrons will be screened for symptoms as they enter the theater lobby.
 - a. Temperatures will be taken with a no touch thermometer, anyone with a 100 degree fever will be asked to leave and given a ticket to a future performance.
 - b. They will be asked to confirm that they do not presently have any symptoms known to be linked to COVID19. Anyone with these symptoms will be asked to leave and given a ticket to a future performance.
 - c. Patrons will confirm that by attending an event at the Georgetown Palace, they are accepting the potential risks that come with attending a performance.
2. Patrons arrival time will be staggered to help avoid congestion in the lobby. For example, Patrons in row A will be encouraged to arrive at 6:45, row c at 6:50, etc. Patrons will be required to wear face coverings at all times unless they are seated inside the theatre. Once seated, patrons may remove the face covering.
3. Patrons will be encouraged to not linger in the lobby, capacity will be actively monitored.
4. Any Patron refusing to comply with these policies and/or instructions from Theatre Staff will be removed from the premises.
5. Audiences will be greeted with a curtain speech to explain that after the show is over the audience will be dismissed one row at a time to help with traffic flow.

Productions

1. Auditions and callbacks will be done virtually. In person auditions may be possible soon, depending on the circumstances.
2. All participants are required to wear a face covering while attending a rehearsal.
 - a. Vocal and dance rehearsals may be held in the large so that participants can social distance themselves and remove face coverings. Otherwise, face coverings will be required at all times.
3. All Participants will be screened for symptoms as soon as they arrive.
 - a. Temperatures will be taken with a no touch thermometer, and anyone with a 100 degree fever will be sent home immediately.
 - i. Individuals must go three days without a 100 degree fever (without the use of fever reducing medication) before returning to participate.
 - b. They will be asked to confirm that they do not presently have any symptoms known to be linked to COVID19. Anyone with these symptoms will be asked to leave and not return until they've consulted with a doctor
 - c. They will confirm that by participating in an event at the Georgetown Palace, they are accepting the potential risks that come with it.
4. All Participants will agree to limit their activities outside of rehearsals and performances to decrease their potential exposure for the entire time they are participating in the production.
5. Production staff will sanitize all door handles to get into rehearsal space prior to rehearsal and after rehearsal.
6. Productions will rehearse in groups of 15 or less until otherwise indicated by the state or federal government.
7. No sharing of pencils during rehearsal.
8. Cast, Crew and Musicians will wear face coverings unless going directly on stage.
9. Hand Sanitizer will be available for use in all performance spaces, greenrooms, dressing rooms, and rehearsal rooms.
10. Time spent in dressing rooms will be staggered, so actors are encouraged to come to the theatre with makeup already on.
11. No sharing of water bottles or snacks.
12. No community snacks allowed.
13. No cast parties or gatherings after rehearsals or performances.
14. No backstage/green room guests, prior or after show.
15. Stage Manager will create a rotation of actors/crew assigned to sanitize Green Room Counters, tables, Counter, Bathroom door knobs, Costume and Scenic Door Knobs, and the back stairwell door knob, every night of tech and during the run of the show.

Props and Costumes

1. There will be NO DONATIONS taken until further notice.
2. Prior to rehearsal:
 - a. All props must be sanitized while being pulled for rehearsal.
 - b. Props will ONLY be touched by the actor who uses said prop. Props must be preset and checked by actors ONLY. (Stage Managers can double check but will NOT move props prior to the show.)
3. During a performance:
 - a. All individual props will be sanitized at the end of each night by stage crew.
 - b. All furniture sanitized after each rehearsal by stage crew.
 - c. Limit use of shared props between cast members when possible.
 - d. No edible props allowed
 - e. Set door handles and handrails sanitized after each rehearsal
 - f. In general, limit the number of individuals in contact with each prop.
4. Costumes will be sanitized often and as thoroughly as possible.

Build Area and Set Building

1. There will be NO DONATIONS taken until further notice.
2. All build volunteers should wear masks, unless working alone
3. Sanitation supplies (Hand Sanitizer, Disinfectant wipes) will be available in the build area
4. All tools will be wiped down prior to start of each build day
5. Everyone should wipe down every tool they use prior to putting the tool away.

Tech Booths and Equipment

1. Mic packs and mics wiped down before being returned to cubes
2. Soundboard and light board disinfected at the end of each night.
3. Computer mice, keyboards and monitors should be cleaned daily.
4. No more than 2 people in the Tech Booth areas (1 SM booth, 1 person in sound booth) at any given time.
5. iPads will be sanitized after each use.
6. Disinfect light switches and doorknobs when leaving.

Musicians:

1. All Musicians will be screened for symptoms as soon as they arrive,
 - a. Temperatures will be taken with a no touch thermometer, and anyone with a 100 degree fever will be sent home immediately.
 - i. Individuals must go three days without a 100 degree fever (without the use of fever reducing medication) before returning to participate.
 - b. They will be asked to confirm that they do not presently have any symptoms known to be linked to COVID19. Anyone with these symptoms will be asked to leave and not return until they've consulted with a doctor
 - c. They will confirm that by participating in an event at the Georgetown Palace, they are accepting the potential risks that come with it.
2. All Musicians will agree to limit their activities outside of rehearsals and performances to decrease their potential exposure for the entire time they are participating in the production.
3. Instruments and all electronics used by each musician should be sanitized before and after each performance or rehearsal.
4. Disinfect light switches and doorknobs when leaving.

If There Is a Positive Case of COVID-19 Reported

1. If at any time, we become aware that any individual participant, (staff, volunteer, or contractor) has tested positive for COVID-19, we will notify all participants. Participants may decide to end their participation or trust the Palace to take appropriate safeguards.
2. If there are 3 or more identified positive cases of COVID-19, we will work with state and local public health authorities as directed, in accordance with current guidelines.

As the situation evolves, we will continue to keep you informed. If you have any questions about our preparations around this or any other public health issue, please feel free to reach out to us at

512-869-7469.