

COVID-19 HEALTH & SAFETY POLICIES



Updated: August 12, 2021

TheatreWorks Florida is a “Covid Conscious Company”.
We’re safe. You’re safe.

This plan was developed with recommendations from the CDC ([Centers for Disease Control and Prevention](#)). We will place the safety of our staff and patrons, through our actions and decisions, above all.

As our 2021-22 Series begins, TheatreWorks Florida shares the public’s concerns about protecting against the spread of COVID-19. We will continue to follow the guidelines provided by the CDC (Centers for Disease Control and Prevention) and will coordinate with community partners regarding all health and safety updates.

As CDC guidelines become updated so will the affected policies in this document and our internal operations. **Check back with us often.**

Health & Safety Mitigations

We have learned that maintaining social distancing guidelines of at least 6-feet is significantly important, masks can make a profound difference and frequent hand-washing and/or abundantly available sanitizer are essential.



Operational Requirements

In order to offer our guests the safest and most enjoyable experience possible, the following operational requirements will be in effect through the 2021-22 Series. Requirements will continue to be reviewed throughout the year, but out of an abundance of caution, all procedures will continue until further notice.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.

By participating in events and programs with TheatreWorks Florida at Balmoral Resort Florida-Event Center, you voluntarily assume all risks related to exposure to COVID-19.

The following guidelines are required for entrance to any TheatreWorks Florida program or event:

Face covering



All guests must wear a face mask that fits tightly over their nose, mouth, and chin during their visit, including staff and volunteers, at all times. **Neck gaiters are not permitted.** Face shields are only permitted if you are wearing a mask underneath. Masks will be supplied at the venue only if someone has accidentally forgotten to bring one.

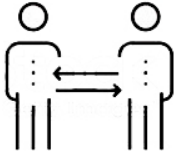
Wash and sanitize hands often



Our staff and volunteers are required to wash their hands frequently for at least 20 seconds, and we encourage our guests to do the same. Ample hand sanitizer stations have been strategically placed throughout the venue.



Physical distancing



Practice physical distancing and keep at least 6 feet (2 meters) between your travel party and others. Our staff and volunteers will help to keep guests aware of this policy as well as additional signage throughout the venue.



No food or drink are permitted

At this time, for the comfort of the audience, no food or drinks will be allowed inside the Balmoral Resort Florida-Event Center. In addition, no concessions will be sold before showtime or at intermission. Subject to change.

Avoid contact with people who are sick



We encourage all patrons and theatre-goers to take the necessary steps to protect their health. Please note the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Guests should evaluate their risk in determining whether to attend. People who show no symptoms can spread COVID-19 if they are infected, any interaction with the general public poses an elevated risk of being exposed to COVID-19, and we cannot guarantee that you will not be exposed during your visit.



Internal Procedures

As we look towards reopening, TheatreWorks Florida will be adhering to all current CDC guidelines for Large Gatherings. We have planned the following internal procedures:

- To best protect your health, we will implement physically-distanced seating for most of our Series 2021-22. We will be leaving vacant seats between preset available seating to minimize close contact with other patrons in your row. Subject to change.
- All shows in the 'Small but Mighty Musicals' Series 2021-22 will reduce the number of tickets normally sold per show. Please check the online box office page to determine the actual number of tickets available.
- The Balmoral Resort Florida-Event Center runs an air handling system that brings in fresh air from outside and is filtered before it leaves the system.
- Seats, armrests, countertops, restrooms, and other high-touch surfaces will be treated with disinfectant before and after each performance.
- Please attempt to practice physical distancing as you wait in line to enter the Event Center. There is only a one-door entrance into the performance area.
- **The preferred method of purchasing tickets is e-tickets from our online box office.** Patrons should print their tickets at home or prepare to have their tickets scanned from their phones upon arrival. If you must purchase tickets at the door, only cash or credit cards will be accepted. No checks.
- Show programs will be placed on every seat for contactless service.
- If you need additional help with purchasing tickets please call the box office at 407-340-0473 or email boxoffice@theatreworksfl.org. We can discuss ticket options to keep your party in the same row or seating vicinity.

Additional Information & Health Resources

- [The Centers for Disease Control & Prevention](#)
- [Florida Department of Health COVID-19 Information](#)
- [World Health Organization](#)

When planning your trip to see TheatreWorks Florida at Balmoral Resort Florida-Event Center, please give yourself an additional 15 minutes to navigate parking and these enhanced safety procedures.

Theatre can heal, educate and empower us all to be better versions of ourselves. Let's put the UNITY in commUNITY... and get back to what we love!