

Reduce the risk of COVID-19

COVID-19 PHOENIX CINEMA GUIDELINES

In addition to our current Cinema Terms & Conditions, and in line with government regulations, please follow these guidelines to keep everyone safe during your visit.

General

- Stay home if you feel unwell.
- Use the hand sanitising stations available to sanitise your hands.
- Give other customers and staff space where you can.
- Face coverings must be worn in all public areas of the Centre and in the cinema.

Before your visit

- Cinema bookings should be made in advance where possible. You can buy tickets online or from the reception desk as you enter the Pickaquoy Centre.
- There are no restrictions on who can sit together, and no requirement to physically distance from others. However, please give other customers space where possible.
- We are still recording contact details for one member of each group, and there will be QR codes available for customers to self-scan for Test and Protect.
- If you are unable to attend your screening please contact our reception team on 01856 879900 as soon as possible. You will be refunded if you cancel due to Covid-19 symptoms, if you contact us before the scheduled start time of the film.

During your cinema visit

- Please arrive no more than fifteen minutes before the advertised start time of your screening – go directly to the cinema if you have bought your tickets in advance.
- You will be greeted at the cinema by a member of staff, who will check your name, your ticket confirmation and direct you to your seats.
- You may be asked to remove your face covering by staff for ID purposes – please have photographic ID with you if you are here to watch an age restricted film, or wish to purchase alcohol in the kiosk.
- The only other times you are permitted to remove your face covering are when eating or drinking, while seated in the cinema. Please keep your mask on at all other times.
- The cinema kiosk will be open before the film, no further purchases can be made once the film has started and the kiosk has been shut down.
- Toilet facilities are available. Please follow the hand washing and sanitising guidance.

After your visit

- Take all belongings and rubbish with you as you leave. 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.

