

# 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.
- Be respectful and give other customers and staff space where you can.
- Face coverings are no longer legally required, although the Scottish Government continues to encourage their use. Please respect other customers and their preferences.

### 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 legal requirement to physically distance from others. However, please give others space where possible.
- We no longer need to record contact details to comply with the Scottish Government Test & Protect protocols. However, we still require a customer name and contact details for all cinema bookings so that we can easily find your booking in our system.
- 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 or are isolating, 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.
- 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 cinema kiosk will be open before the film, no further purchases can be made once the film has started and the kiosk has been closed 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.