

Venue Re-Opening Safety Plan

Stafford Centre and Stafford Civic Centre

The following is a list of items that Stafford Centre and Stafford Civic Centre are presenting to decrease the potential spread of COVID-19 and allow the reopening of the buildings for events as soon as the City determines it is acceptable.

BUILDING PREPARATIONS

1. The facility will place hands free hand sanitizing units throughout the facility including public entrances, loading dock entrances, and dressing rooms.
2. Signs will be posted at all public entrances encouraging adherence to appropriate guidelines as recommended by the state and local government.
 - The use of face masks will be encouraged.
 - The use of hand sanitizing stations will be encouraged.
 - Patrons should have their tickets ready with the bar code accessible for scanning to prevent a line forming. (Stafford Centre Only)
 - Visitors, guests and patrons will be encouraged to maintain a minimum social distance of 6' from patrons not in their party.
 - Patrons will be discouraged from lingering in the lobby and bathrooms.
 - Children must remain with parent or supervising adult.
 - Guests will be encouraged to use the stairs whenever possible. (Stafford Centre Only)
 - Guests using the elevator will be encouraged to one family or party per ride. (Stafford Centre Only)
 - Visitors, guests and patrons will be encouraged to monitor their health and remain home if they feel unwell or exhibit symptoms of COVID-19.
3. Stafford Centre and Stafford Civic Center will mark 6' distancing for cues including the box office, main entrance, concession stands, merchandise areas, bathrooms, and elevator.
4. Alternating sinks will be disabled in the public bathrooms with signage.
5. Water fountains will be disabled with signage.
6. Stafford Centre and Stafford Civic Centre will sanitize seating areas between each event.
7. Plastic countertop partitions will be installed on concession stand counters, ticket taking stations and the administrative office to prevent the spread of COVID-19. (Stafford Centre Only)

NON-EVENT DAY VISITOR SAFETY GUIDELINES

1. All administrative office visitors must have an appointment with a staff member before access is granted.
2. All visitors must enter through the single glass door located by the box office. (Stafford Centre Only)
3. All visitors are required to wear masks that cover both the mouth and nose.
4. All staff and visitors should observe a minimum 6' distance at all times.
5. Meetings are limited to 2 persons and 2 staff members and must adhere to social distancing guidelines. (Additional persons are welcome to "attend" the meeting through a video conferencing meeting.)

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6. Visitors will be encouraged to wash hands for 20 seconds and use hand sanitizing stations located throughout the building.
7. Visitors will be restricted to using the theatre family public bathroom. Bathroom will be sanitized after each appointment. (Stafford Centre Only)
8. High areas of traffic will be sanitized and/or disinfected frequently.
9. General venue safety and elevator etiquette signs will be posted at all entry points.

ADVANCED NOTICES OF SAFETY CHANGES TO THE PUBLIC

1. “Know Before You Go” slider on the home page of the Stafford Centre website and on the Stafford Centre Facebook page with a link to the full list of safety precautions. (Stafford Centre Only).
2. Detailed safety information included in the venue’s “Know Before You Go” e-blast sent to ticket purchasers before each event. (Stafford Centre Only).
3. All event announcements to include the following notice:
 - “This event is subject to State of Texas and local government guidelines to help the community stay safe during the COVID-19 pandemic”
4. General venue safety and elevator etiquette signs posted at box office and at entry points.

EVENT EMPLOYEE SAFETY GUIDELINES

1. All event employees must perform a temperature screening, via a non-touch forehead thermometer, and verify a lack of COVID-19 symptoms at the beginning of their shift. Employees are encouraged to stay home if they are not feeling well.
2. All event personnel are required to wear masks that cover both the mouth and nose when in the public areas. Gloves are available if needed.
3. Event personnel should observe a minimum 6’ distance from patrons, guests, and vendors whenever possible.
4. Event personnel must wash hands for 20 seconds. Hand sanitizer is also available in the main office if needed.

EVENT SAFETY GUIDELINES AND PROTOCOL CHANGES

Events will only be permitted if they adhere to federal, state and local guidelines as deemed appropriate at the time of the event. Failure to execute Stafford Centre’s Addendum to the signed lease agreement will result in cancellation of the event. Clients will then be issued a refund of fees paid.

1. Stafford Centre will provide house managers, door counters, ushers & ticket takers as deemed appropriate by the Director for the safe management of the event. **This cost will be added to the license agreement.**
2. Stafford Civic Center will provide door counters as deemed appropriate by the Director for the safe management of the event. **This cost will be added to the license agreement.**

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3. Space capacity, seating arrangements and seating spacing will be determined by Stafford Centre and Stafford Civic Center and will not exceed state requirements for the type of event.
4. Stafford Centre will require clients to adhere to the Stafford Centre Admission and Ticket Policy for the distribution of all tickets. Tickets may be distributed to patrons through our on-line box office or a bulk printing of available tickets/wristbands will be given to the client for distribution through their offices. (See Stafford Centre Admission and Ticket Policy for pricing and details)
 - The number of tickets available for distribution will be limited to the guidelines as set forth by the State of Texas.
 - Spacing of seats will adhere to guidelines established by the State of Texas for social distancing.
 - **Cost for box office services will be added to the license agreement.**
5. Buffets must be served by catering staff personnel. Condiments may not be self-serve and must be distributed in individual serving containers and/or packages.
6. Outside vendors, caterers, artists, and crews contracted by the client, must adhere to safe social distancing practices, when appropriate, including the use of face masks, maintaining 6' distances from those not in their party, and hand-washing. Individuals who show symptoms of COVID-19 may be subject to removal

BOX OFFICE SAFETY PROTOCOL CHANGES

1. Box office personnel will have gloves and hand sanitizer available for use between each transaction.

CONCESSION SAFETY GUIDELINES

1. Concession stands will use disposable containers.
2. Food items will be limited to pre-packaged portions.
3. Concession stand personnel will have gloves and hand sanitizer available to use between cash transactions.