

Ticket Purchasing

Advance tickets are available for purchase online via the Gateway Theatre ticketing page: www.gatewaytheatretickets.com

Any remaining tickets will be made available for purchase at the door prior to each event.

If you have any questions or concerns about the online ticketing process please send an email to boxoffice@gatewaytheatre.com. A representative will respond to your enquiry as soon as possible.

Our Box Office is not currently staffed and in-person ticket purchases are not available.

Accessible Seating

A designated accessible seating area will be available for all *Songs of Summer* concerts and we encourage patrons with accessibility needs to contact us via boxoffice@gatewaytheatre.com to discuss available seating options.

Capacity

The maximum capacity for outdoor events is 100 people, excluding Gateway staff and performers.

Arriving at Gateway

Doors will be opened 45 minutes prior to each event. We recommend that you do not arrive earlier than this time.

Once you enter the building a Gateway staff member will check you in and ask you some COVID-19 screening questions.

Once you have been checked in you will be directed to enter the outdoor concert space.

During Your Visit

1. Physical Distancing

Throughout your visit you will be required to follow posted signage and maintain a distance of at least three meters between yourself and any person who is not a member of your household.

Once your party has been checked in you may enter the outdoor concert space and select an area of your choice in which to sit, provided a distance of at least three meters is maintained between yourself and other groups.

All attendees are required to remain seated while inside the outdoor concert space, unless moving to or from the washroom facilities.

To support physical distancing, *Songs of Summer* concerts will not include an intermission and the bar/concession will remain closed.

2. Food & Beverages

Gateway Theatre will not be providing any food or beverages for *Songs of Summer* concerts. Attendees are encouraged to bring their own snacks and non-alcoholic drinks.

3. Masks and Hand Hygiene

In outdoor spaces, mask use is recommended but not required.

In indoor spaces, including washrooms and lobby areas, all members of your party will be required to wear a mask unless:

- You have a physical or medical condition that prevents you from wearing a mask
- You are a child under the age of 12

If possible, we ask that you bring your own reusable or disposable mask. If you do not have your own mask available, our staff will provide you with a disposable mask to wear.

Hand sanitizer will be made available to you throughout your visit and you will be encouraged to wash or sanitize your hands at the following times:

- Upon entering the building
- Before exiting the building
- After handling any high-touch items (such as door handles, washroom fixtures...etc)

Illness and Screening

Anyone who has arrived from outside of Canada or had contact with a confirmed COVID-19 case within the previous 14 days may not attend an in person event at Gateway.

Anyone who has experienced potential symptoms of COVID-19 in the previous 10 days may not attend an in person event at Gateway.

Potential symptoms include:

- Fever
- Chills
- Nausea and vomiting
- New or worsening cough
- Loss of sense of smell or taste
- Shortness of breath
- Sore throat and painful swallowing
- Stuffy or runny nose
- Headache
- New muscle aches
- Fatigue
- Loss of appetite
- Diarrhea

Patrons exhibiting one or more of the above symptoms while onsite at Gateway will be asked to vacate the facility.

If you begin to feel ill during your visit you should immediately notify the nearest staff member or volunteer. Our staff will ensure that you can safely vacate the facility and they will initiate procedures for cleaning any areas you may have come into contact with.

Refund Policy

If you have purchased tickets to *Songs of Summer* but are no longer able to attend due to illness, you will be provided a full refund.

For more information on refunds please send an email to boxoffice@gatewaytheatre.com. A representative will respond to your enquiry as soon as possible.