

Capacity & Spacing

Performances of *Certified* will run with a reduced audience capacity and tickets may be booked individually or in pairs – larger groups will not be able to sit together. Our ticketing system will ensure patrons are dispersed throughout the seating area and that the seats immediately in front of, behind and on either side of each group are kept clear.

While we will not be maintaining strict physical distancing requirements, all patrons are encouraged to be respectful of the personal space and comfort of the people around them while moving through common areas, lobbies and washrooms.

Proof of Vaccination

As per current public health orders, all attendees of *Certified* will be required to show proof that they have received two doses of COVID-19 vaccine as follows:

- **Patrons aged 19 and older:** Must show proof of vaccination along with current photo ID.
- **Patrons aged 12 – 18:** Must show proof of vaccination, are not required to show photo ID.
- **Patrons aged 0 – 11:** Are not required to show proof of vaccination or photo ID.

For more information, please visit <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>.

During Your Visit**1. Masks**

A mask must be worn at all times during your visit, unless:

- You have a physical or medical condition that prevents you from wearing a mask
- You are a child under the age of 5

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.

2. Hand Hygiene

Hand sanitizer will be made available throughout the venue and all attendees will be encouraged to wash or sanitize their hands at the following times:

- Upon entering the building
- Before exiting the building
- Before and after handling any high-touch items

Illness & Screening

Anyone who has had contact with a confirmed COVID-19 case within the previous 14 days may not attend and in person event at Gateway Theatre.

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

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

Patron 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 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 *Certified* but are no longer able to attend due to illness you will be issued a full refund, provided you contact us no less than two hours prior to your timeslot.

For more information on refunds please contact our Box Office via **604.270.1812** or boxoffice@gatewaytheatre.com.