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THE DORSET OPERA
FESTIVAL
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Covid-19 | Keeping you safe in 2021

To keep everyone safe the following procedures will be in place and we would ask for your co-operation.

- We ask that audience members wear a mask in the theatre and other indoor areas (this does not apply to the marquee). We understand that this is an inflammatory subject for some but we are legally bound to ask you. *It is a request not an obligation.* As is usual, people with breathing difficulties are exempt. We are aware that the theatre can get very warm and that masks may make some feel terribly uncomfortable. Once you are in your seat, please use your common sense.
- Ozone spraying. The Coade Theatre will be sprayed before each performance and during the intervals with Stabilised Aqueous Ozone (which kills covid).
- Enhanced cleaning. A sanitising germ protection spray is regularly applied to critical surfaces and high touch point areas. This microbe shield surface sanitiser forms an antimicrobial coating on surfaces and helps to protect against germs for up to 30 days.
- We would prefer our audience members to be double-jabbed.
- Our theatre front of house staff have all been double-jabbed.
- The Box Office has been moved across the courtyard - to the foyer opposite - where there is good ventilation.
- On approaching the theatre you will be directed to a specific door to ensure the smoothest entry.
- Please do not linger in the foyer *at any time other than to queue for the loo. There are additional loos in the building opposite.*
- We invite you to pre-order your programme online for collection on the day [pre-pay for your programme](#). There will of course be programmes for sale on the day.
- We are introducing contactless card payment (though we will still accept cash).
- We will be operating the Large Marquee and bar as usual. The sides will be open whenever possible.
- We do not require masks in the marquee.

Finding the Theatre

The Dorset Opera Festival is held at Bryanston School, Blandford Forum, Dorset. Performances take place in the stand-alone 600-seat Coade Hall Theatre. The SatNav postcode for the Bryanston entrance gateway is **DT11 9LH**. Please drive through the gateway, up the very long drive and follow signs to the Coade Hall Theatre.

Performance Times

Performances begin at 19:00 except for the matinées on Wednesday 21st and Saturday 24th July which starts at 14:00. The performances are expected to end around 22:15 (the matinée by 17:15).

Pre-purchased Programmes

Please present your email receipt at one of the programme collection points

Interval

There will be one long picnic interval which is expected to be at least 45 minutes in length. Purbeck Ice Cream is available in the foyer.

Car parking

There is ample car parking. Please park where indicated by the marshals and please avoid spinning your wheels on wet grass.

Disabled Access

If you require a wheelchair space in the auditorium, you will have informed the box office when ordering your tickets. When you arrive please let the car park marshals know that you require disabled access and they will show you to a parking position close to the theatre. If you or one of your party require assistance in getting into the theatre itself or perhaps to your seat, please do not hesitate to let one of our Front of House team know and they will be happy to help.

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Picnicking and Teas

We welcome picnickers - whether you bring your own picnic or pre-order one from our hospitality partner. Whilst some people prefer to picnic near their cars, we do provide outdoor tables and chairs in front of the marquee. There are also a limited number of tables within the marquee itself. Some marquee tables and individual chairs can be reserved via our website for a small fee. Others are available on a first-come, first-served basis. **Under no circumstances should any tables and chairs be taken out of the marquee.** Bryanston's extensive grounds are open from 17:00 for those who want a leisurely picnic (12:30 for the matinées). If you have ordered a picnic or afternoon tea hamper from our hospitality partner, it will be waiting for you at the Marquee Bar service point. You will need to present your specific picnic/tea catering ticket in order to acquire it. **At the matinées, all tables must be vacated by 17:15 ready for those who have booked for the evening performance. If they are not vacated our staff will gently move your belongings to one side.**

Marquee Bar

The Marquee Bar is situated inside the marquee and will be selling alcoholic and non-alcoholic drinks including Pol Roger champagne, Pimm's, wines, teas and coffee. You may pre-order drinks from the bar before the performance for collection during the interval. The bar will be open from 17.30 for evening performances and from 12.30 for the matinées. If you have ordered a picnic or afternoon tea hamper, please collect it from the bar. To avoid any misunderstanding, you will need to present the appropriate catering ticket to acquire your hamper.

Wet Weather Options

Bryanston offers wet weather facilities in the Sanger Centre - the crescent-shaped building immediately in front of the theatre.

Opera Dinner

If you have ordered the Opera Dinner please enter Bryanston House via the steps from the Beechwood Lawn (at the rear of the main building). You will need your dinner ticket to confirm your booking. Please be seated by 17.50 to allow time to consume the first two courses. The remaining courses will be served during the Long Interval.

Dress Code

Some of our audience do wear evening dress, but we most certainly do not insist upon it. **You should be aware that even though the theatre has air cooling, it can get quite warm; we suggest wearing layers of clothing in which you will be comfortable.**

Ticket Collection & Young Person's Tickets

On performance days, the foyer box office will be open one hour before the opera for ticket collection. Young Person's £10 tickets will be held at the box office for collection at the performance concerned. Proof of identity will be required. Allow plenty of time for this.

Terms & Conditions: Please check that your ticket is for the performance you are expecting as mistakes cannot be rectified later. Reserved tickets will only be held for 7 days. Tickets returned to the box office will be offered for resale, although previously unsold tickets will take priority. Dorset Opera has no obligation to make refunds on returned tickets. Requests for a refund must be made to our offices in writing and the tickets concerned must be enclosed. A confirmation acknowledging receipt, will be sent. Resold tickets will be subject to a handling charge of £4 per ticket. If we manage to sell returned tickets, reimbursement cheques will be sent out as soon as possible after the Festival. Dorset Opera shall have no liability to you for any failure to deliver or supply tickets or other goods or services you have ordered or any delay in doing so, or for any failure to commence or complete any performance or for any damage or defect or loss arising from any tickets provided or the execution of any performance that is caused by any event or circumstances beyond our reasonable control. The right to make alterations to the advertised details of the performances, including cast changes, is reserved - as is the right to refuse admission. **Latecomers** will only be admitted during a suitable break in the performance. Photography and sound or video recording are prohibited. Performances may include strobe lighting, explosions or gunfire. **Covid-19:** We will abide by any relevant Government regulation regarding Covid restrictions that may apply to performances at the time of the Festival. These could include social distancing, restricting the availability and number of seats, the wearing of masks or, full cancellation.