

The Palms, Crown Melbourne COVID-19 Theatre Safety Plan



Overview of The Palms Approach:

The Palms is part of the Crown Melbourne complex and as such, is governed by the overarching Crown Melbourne COVID-19 Safety Plan. This COVID-19 Safety Plan is in addition to, and is to be read in conjunction with, the [Crown Melbourne COVID-19 Plan](#).

The Palms has developed this COVID-19 Safety Plan based on the following key considerations:

- Physical Distancing Measures;
- Hygiene;
- Entry Screening and Patron Movement;
- Awareness; and
- Training.

The application of each of these measures is expanded on further below.

Safety Plans

- The Palms and each separate area or room in and around the venue will have its own Safety Plan as mandated by the Victorian State Government.
- This Safety Plan will outline the measures that are in place in relation to that area and will state the capacity of the space in accordance with the 1 person per 2 sqm. rule.

Physical Distancing Measures

- Total occupancy of venue spaces will be limited to any appropriate density occupancy as directed by the State Government.
- The Venue will adjust seating configurations in line with social distancing requirements.
- Bars will operate using bollards as well as floor and static messaging to control the movement of patrons in line with minimum social distancing measures.
- Some seating and furniture has been removed from foyer areas in order to comply with physical distancing requirements.

- The maximum number of patrons within the bar areas will be monitored by supervisors and staff during operations.
 - Queuing at bars will be clearly marked for appropriate physical distancing and monitored by staff.
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Face Masks

- As recently directed by the Victorian Government through the Department of Health and Human Services, patrons and employees at Crown are not required to wear a face mask whilst inside the property, however may do so if they choose and it is recommended that a face mask should be carried at all times.
 - Masks will continue to be available for employees and patrons at identified locations including Crown Rewards Desks, Casino Entrances and at Tables Games.
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Hygiene Protocols

- The use of hand sanitiser will be mandatory for patrons on entry to both foyer areas as well as at all venue doors. Additional hand sanitiser units are available at each bar and merchandise outlets.
 - Alcohol wipes will be made available to patrons inside the auditorium in order to further sanitise their own allocated area if they choose to.
 - Hand-sanitiser dispensers are installed throughout foyer areas, venue doors, back of house, dressing rooms, sub stage, box office, merchandise outlets and bars.
 - Bars will be extensively cleaned and sanitised following interval and post show.
 - Contactless payments are preferred at bars and merchandise outlets. If staff handle cash, they shall sanitise their hands after handling the cash.
 - Employees shall be required to wash their hands or use hand sanitiser at the commencement and at the end of shift and after going on break, as well as after any activity that requires hand hygiene (such as using the restroom, sneezing, touching the face, blowing the nose or eating and drinking).
 - Inside and outside the venue shall be cleaned and sanitised between shows with a focus on high touch surfaces. Gloves and masks shall be made available to staff, with training provided for appropriate use.
 - Contactless entry via scanning of tickets shall be utilised.
 - All ticket scanners shall be cleaned and sanitised prior to each show and after use.
 - Ticket sales at the Box office are card only.
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Awareness

- All guests shall be advised of increased COVID-19 protocols via static messaging, digital and floor messaging.
- All patrons will receive an email prior to attending the performance advising of Crown Melbourne's Covid-19 controls and reminding not attend Crown Melbourne if they are feeling unwell or displaying, or have recently had, any symptoms such as fever, dry cough or sore throat.

- Front of House announcements shall be made prior to each performance as well as during intervals reminding patrons of the COVID-19 requirements.
 - Staff shall receive reminder training prior to each performance as part of the pre-show event briefing which is undertaken by the Venue FOH Manager.
 - Ticket holders are asked not to attend the theatre if they fall into the below categories:
 - **A confirmed case of COVID-19** or have been in **close contact** with a confirmed case of COVID-19
 - **Feeling unwell** with any COVID-19 related **symptoms** such as:
 - Fever
 - Respiratory symptoms – coughing, sore throat, shortness of breath.
 - **Living in or having been in a high risk area** within Australia or having recently **returned from overseas**
 - **Experiencing symptoms of COVID-19**, have been tested , and are awaiting test results (and the performance date falls within the period of waiting for results)
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Training

- All Crown Melbourne staff have undertaken the “COVID-19 Safe” Training program which includes instruction and training on hygiene, cleaning and sanitisation, responding to COVID-19 events, personal protective equipment and more.
 - Crown Melbourne staff are required to stay at home if they are unwell and seek medical advice before returning to work.
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COVID-19 Response Team

- Crown Melbourne has a dedicated team which responds to suspected or confirmed cases of COVID-19 at Crown Melbourne. The COVID-19 Response Team will follow the Rapid Response Protocol in responding to a suspected or confirmed case of COVID-19.
 - The COVID-19 Response Team is available 24 hours a day, 7 days a week on 03 9292 5071; In addition to responding to suspected or confirmed cases of COVID-19 at Crown Melbourne, the COVID-19 Response Team regularly audits the venue and its compliance with the Compliance Inspection Checklist.
 - Crown Melbourne staff are required to contact the COVID-19 Response Team if a patron or colleague displays any symptoms such as a dry cough, fever or sore throat.
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Contact Tracing and Tracking

Patrons

- Every event, (with the exception of Gaming events) in our venue are ticketed. The performances in our venues require every patron to have a dedicated seat which they remain in for the duration of the performance. Our ticketing system identifies information about the buyer, as well as their exact seat location. Their contact information must match their credit card, removing ability for incorrect information to be entered. The venue will record this detailed patron information for contact tracing purposes. General Terms and Conditions for tickets will reference the requirement

for provisions of these details to be made available to authorities for the purpose of contact tracing should it be required. A QR code system will also be in place to capture details of all patrons regardless of who bought the tickets.

- For large group bookings through Ticketmaster Groups, contact details for all members will be recorded.
- Audience members are permitted to leave their phones on (but on silent) or on aeroplane mode to ensure that the COVIDSafe app is effective for anyone using it.

Staff

- Contact tracing process are in place including employees, performers and crew of The Palms All staff will be encouraged to use the COVIDSafe app.

Performers and show crew

- All performers and show crew must sign in and out each time they enter and exit the theatre
 - Full contact details for all cast and crew are logged with Company Management and will be made available upon request
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Ticket Refunds

The Palms in conjunction with its ticketing provider Ticketmaster, have implemented the following policies to ensure patron satisfaction and understanding of the ticket purchase policy and eligibility for exchanges or refunds during the COVID-19 pandemic.

Ticket holders are asked to contact the Ticketmaster Customer Service <https://help.ticketmaster.com.au/hc/en-au> or call the venue reception no later than 10am on the day of the performance and we will work with you to exchange your tickets for a future performance (subject to availability). Please note the terms and conditions for exchange or refunds may differ from show to show. If we are unable to facilitate an exchange to another performance, a refund may be offered.

- Ticket holders may be required to submit the request for an exchange or refund in writing to the venue prior to the performance date
- Ticket holders may be required to supply supporting medical documentation where a refund is requested
- Ticket holders are not entitled to an exchange or refund for simply a “change of mind”
- Ticket holders are not entitled to an exchange or refund if a patron (or a member of your group) is unwell with symptoms unrelated to COVID-19
- Patrons who have purchased tickets from third party provider and are not the original ticket account holder are not entitled to any exchange or refund
- Patrons who miss a performance and make contact with the venue or ticketing provider after that performance date may not be entitled to an exchange or refund without supporting documentation

For performances that must be cancelled or rescheduled due to a directive from the Victorian Government, or a department of the Victorian Government, The Palms will inform patrons via electronic mail and/or SMS messaging and refunds will be available.

Performers

Crown has developed a guideline that outlines the requirements of touring productions in relation to COVID-19 safety, training and documentation.

Each touring show or production must sign and return a copy of this guideline along with any required documentation or show proof of training as appropriate

Size of Theatre Areas

The Palms has three main areas – Auditorium, Back of House and Front of House. The capacity of each area within these main areas are calculated in accordance with the Victorian Government Guidelines as density quotients apply and shall be clearly marked with capacity limits.