

[Keeping you Covid Safe at Turner Sims: Frequently Asked Questions](#)

1. How safe is it to visit Turner Sims?

The health and safety of everyone who visits Turner Sims is our highest priority. We continue to follow government COVID guidance.

We regularly review all COVID safety measures at the venue in response to both Government and industry guidance. We also work closely with our University of Southampton colleagues to ensure we are following Higher Education guidance for the safety of students and staff, as well as the general public.

Please [check our website](#) before your visit in case of any guidance updates.

2. Will I still need to wear a face covering?

Government guidance recommends that you consider **wearing a face covering** in crowded and enclosed spaces, especially **where you may come into contact with people you do not usually meet**.

3. Will I be asked to check-in via NHS Test & Trace?

Routine contact tracing ended on 24th February 2022. Contacts will no longer be required to self-isolate. **Adults and children who test positive are still advised to stay at home and avoid contact** with other people for at least 5 full days and then continue to follow the most up to date guidance.

4. Will there be socially distanced seating in the Hall? How many people are allowed in the Hall at once?

Since 19th July 2021, the Government removed all legal capacity caps in theatres and removed all social distancing rules. We follow Government guidance for events and visitor attractions, which permits the sales of concerts and events at full capacity. The maximum capacity of the auditorium is 425 seats, excluding Turner Sims staff and artists on stage.

5. How is air circulated in the Hall?

The air ventilation system at Turner Sims draws in fresh air from the outside, which means the air is never recirculated.

6. What cleaning regime is in place?

The venue is cleaned regularly, in accordance with Government and University of Southampton guidelines.

7. Will you be providing hand sanitiser?

Yes, there will be multiple hand sanitising stations throughout the venue for your use. We encourage everyone to wash and/or sanitise their hands wherever possible during their visit.

8. Will I be able to use the toilet during my visit?

Yes. All toilet cubicles are open for use. Toilets are cleaned regularly by University of Southampton cleaning staff. Please ensure that you wash your hands thoroughly.

9. What if I am concerned about another visitor's behaviour?

Our Front of House staff are on hand to make your visit as smooth and safe as possible. Please speak to a member of our team if you have any concerns during your visit. We ask that our audience treat each other with respect and kindness.

10. Will I be able to get a refund on my ticket if the concert/event is cancelled due to COVID-19?

Yes. If we are forced to cancel concerts due to COVID-19, you will be able to donate the value of your tickets, store your credit for future events or request a full refund.

Please see our [Box Office Terms and Conditions](#) for full details.

11. What is your refund policy if I am unable to attend due to COVID-19?

Tickets for Turner Sims promoted events are non-refundable but can be exchanged or credited to your Turner Sims account. You must inform the Box Office at least 24 hours before the performance (4 days for group bookings). If you notify Turner Sims later than this, tickets may only be resold if the event is sold out. £2 administration fee applies.

Tickets can only be refunded if a performance is cancelled.

Postage is non-refundable.

12. Are physical tickets available?

Yes, physical tickets can be issued on request, in person at the Box Office prior to the performance, or posted for a £1 surcharge, but for both COVID-19 and

environmental sustainability reasons we will continue to issue e-tickets as our default option.

13. Can I bring large bags/luggage into the Hall?

For reasons of comfort and security, we encourage audiences to bring the minimum with them. We do not have a cloakroom in which to leave larger items.

14. How will queues be managed?

Since 19th July 2021, the Government has removed all social distancing rules.

You will be sent your tickets and any details of pre-ordered drinks and ice creams electronically. You can display them on your mobile device (or you can print them to show us).

If you have not pre-ordered your drinks or ice cream online, the Bar will be open before the concert/event to pre-order interval drinks (where applicable). Beat the queues by pre-ordering your drinks or ice creams online when booking your tickets.

Pre-ordered drinks will be set out on tables in the Foyer, clearly marked with the purchaser's name.

Once pre-ordered drinks have been collected, or a drink purchased from the Bar, audience members are welcome to take their drinks back to their seats in the auditorium.

Our FOH Management will be on hand to make your visit as safe as possible. Please listen to them and follow their guidance.

15. Will the bar be open?

Our bar will be open for drinks & ice cream purchases before the concert/event and during intervals (where applicable). We are pleased to confirm that Turner Sims is an entirely cashless venue from September 2021.

To reduce queuing time and crowding, we continue to offer the opportunity to pre-order your drinks & ice creams both at the point of ticket purchase.

16. Will I be able to take my drink into the Hall?

Yes, regardless of concert genre, we will be permitting audiences to take their drinks into Hall for the foreseeable future.

17. How do I access Turner Sims?

Our Main Entrance and additional Foyer doors will be open for your use. There are no longer one-way systems outside the venue.

18. Have you gone cashless?

Turner Sims is an entirely cashless venue from September 2021, supporting our commitment to your safety and improving the efficiency of our service.

19. Can I buy a programme?

We are currently offering programmes for selected concerts at no cost via a link to download and print your own copy in advance. We kindly ask that you do not view the programme on a phone or tablet during the performance as it may impact on the enjoyment of your fellow audience members.

20. Can I buy merchandise?

At events where merchandise is available, it will be sold during the interval (where applicable) and post-performance in the foyer.

Some concerts may have merchandise available to pre-order online for collection on arrival. Please check information at time of booking.

21. Who should I contact if I develop symptoms after visiting Turner Sims?

If you test positive for COVID-19 after visiting the venue, you should inform your close contacts so that they can follow current Government guidance.

22. Will I be contacted if someone has COVID-19 at Turner Sims?

Routine contact tracing ended on 24th February 2022. Contacts will no longer be required to self-isolate. However, adults and children who test positive are still advised to stay at home and avoid contact with other people for at least 5 full days and then continue to follow the most up to date guidance.

If you have further questions, please contact us at info@turnersims.co.uk or 023 8059 5151 – your question may help others and we can add the answer to this document.