

WCM Covid-19 Health and Safety Guidance for Customers

This policy is regularly updated in accordance with Department of Health and HSE guideline.
Last updated: 26 October 2021

While WCM will do everything possible to ensure the health and safety of everyone attending a live event, customers attend at their own risk.

These guidelines have been written to promote your safety and the safety of others and entry to the performance is conditional upon following the guidelines. Non-compliance may result in your being asked to leave the venue.

Changes You Will See At The Performance

You will see many changes at the WCM venues. Most of these changes will be familiar to you as standard Covid safeguarding measures:

- Staff wearing masks
- Social distancing indicators
- Posters displaying Covid-19 symptoms
- Hand sanitizer dispensers
- Face masks available at the door

Booking Tickets

Tickets must be purchased in advance, there will be no box office at the venues.

WCM will not post physical tickets. You will be sent a digital confirmation.

Pre Arrival

Contact Tracing:

- Contact tracing is used by the HSE to inform people if they may have been in contact with a person who has Covid-19
- Upon booking you will be asked to provide accurate contact information before attending an event
- This information will be kept in compliance with GDPR and will only shared with the HSE upon request for the purposes of public health

Arrival and Performance

Vaccination Certificate

- WCM staff will ask to scan your Vaccination Certificate upon arrival
- Regretfully, failure to present proof of immunisation may result in your being asked to leave the venue

Ticket confirmation

- WCM staff will ask for the booking name and phone number to verify ticket purchase

Social Distancing:

- Please keep as much distance as possible between yourselves and other audience members
- Please wait to be seated by a member of staff
- Once seated please remain in your seat for the remainder of the performance
- Do not move the chairs in the performance area

Make use of the hand sanitizer located at the entrance

Wear a face mask that covers your nose and mouth at all times and follow the venue's Safety Guidelines.

Post Performance

Please maintain social distancing as you leave

Do not linger in the foyer, staircase or exit

Personal Responsibility

- Know the symptoms
- Cough into your elbow
- Wash your hands frequently for 20 seconds
- Make use of the available hand sanitiser
- Wear a mask at all times when entering, exiting and throughout the performance
- Maintain social distancing where possible
- Follow the venue guidelines when using restrooms, staircases and lifts

First Aid and Emergency Assistance

Please do not be prevented from asking for emergency assistance if needed. WCM is in compliance with current Government and HSE Guidelines, and these guidelines are regularly reviewed.

Refund Policy

For the safety of others please do not attend if you have Covid-19 symptoms, or have been in contact with someone who has presented with symptoms within the last 6 days.

A full refund, minus booking fee, is available if you are unable to attend. Please let us know as soon as possible if you wish to return your ticket.

Refunds will not be available on the night of the performance as there will be no box office at the venue.

Cleaning

Cleaning will be carried out daily in each venue and between performances

If You Present With Symptoms

If you present with the symptoms of Covid-19 while attending a WCM event please inform a member of staff

- You will be led away from the main audience
- If you are not well enough to return home alone an alternative form of transport will be arranged. Do not use public transport if you have Covid-19 symptoms.

Vaccination Certificates

Why are we asking for all audience members to be vaccinated?

The main reason is to ensure, as much as we can, the safety of our audience, especially the most vulnerable. Current scientific data shows that both catching and spreading Covid are less likely among vaccinated groups, and the vaccine can also reduce the severity of symptoms.

Secondly, in order to keep our events and festivals financially and operationally viable. Current government guidelines for live events allow greater capacity when everyone in the audience is vaccinated. West Cork Music doesn't have large auditoriums where we can safely keep pods socially distanced, so to continue to use much-loved and unusual smaller venues like St Brendan's Church or Bantry House, we have had to be practical about how to make a reasonable box office while keeping a safe environment in these venues.