



## **GUIDANCE: AUDIENCES**

---

Music at Paxton's priority in planning for the reopening of live events is the safety and well-being of its audiences, staff/suppliers, volunteers, and of course the wonderful musicians who continue to delight Paxton audiences - those who were lined up to appear in 2020 will join us this July for our annual celebration of chamber music.

This guidance document sets out the measures that we have introduced to allow operations to resume safely, whilst following Government guidelines. By visiting Music at Paxton, all individuals agree to these measures.

While some things may feel a little different this year, we are working hard to ensure that we can maintain the special 'Music at Paxton' atmosphere that our audiences love.

**We will continue to monitor the situation and adapt these measures where necessary to respond to any changes in UK and Scottish Government guidance.**

**Please ensure that you provide an up-to-date email and/or telephone number when you book so that we can keep you informed of any changes.**

We appreciate your support and cooperation hugely in these extraordinary times – thank you – and we look forward to welcoming you to the Scottish Borders this summer.

### **Box office**

Tickets are available in advance from **Fringe/Red 61**.

Opening times: 10am – 6pm, Mon – Fri  
(Mon to Sat from mid-June; Mon to Sun from early July)

0131 226 0009 | <https://musicatpaxton.online.red61.co.uk>

The on-site box office and check-in desk (situated on the grassy area opposite the entrance to the courtyard of Paxton House) will be open from one hour before the start of each performance.

The on-site box office will be operating on a strictly cash-free basis.

If we are obliged to reschedule or cancel an event, we will contact you to offer you the choice either to carry them over to the rescheduled date, or to receive a full refund.

### **BEFORE YOU ARRIVE**

Visitors should not travel if they or anyone in their household display any Covid-19 symptoms.

The main symptoms of Covid-19 are:

- a high temperature
- a new, persistent cough
- a loss or change to sense of taste or smell

Anyone experiencing symptoms of Covid-19 should self-isolate immediately and take a test.

## **Travel**

We would encourage visitors to travel by car in their household groups or support bubbles.

Ample parking is available on site.

The drop off area for visitors with mobility issues is outside the courtyard.

**Please note that drop-offs will not be possible inside the courtyard this year due to the outside queueing system for the toilets.**

## **WHEN YOU ARRIVE**

### **Staggered arrival times and check-in**

On arrival, please report to the check-in desk, located opposite the courtyard.

Visitors will be required to have their temperature taken via an infrared non-touch thermometer on arrival; this information will be kept for 21 days in order to support *NHS Test & Trace*, after which time it will be securely disposed of or deleted.

For your comfort and safety, we will be operating a staggered arrival system for all events. We will contact you in advance of the event with an arrival time slot. On entering the venue, you will be asked to use the hand sanitiser provided before you are escorted to your seat by one of the stewards.

If required by Government regulations at the time of the Festival, a face mask should be worn at all times inside the venue(s) unless you are exempt for medical reasons. Please do not be offended if you are offered a mask by Music at Paxton representatives: our priority is the safety of all our visitors.

Hand sanitiser stations will be situated at various points throughout the venue(s), including at both doors to the Picture Gallery. Hand sanitiser will also be available at the check-in desk, along with spare face masks: please ask if you require either.

Enhanced cleaning procedures will be in operation across the venue(s) throughout the festival, with additional daily hygiene checks undertaken by Music at Paxton staff.

Additional signage will be placed in key areas to assist visitors.

**Please be advised that we will not be able to provide our usual range of under-cover outside areas this year. We recommend that visitors check weather forecasts in advance and consider bringing umbrellas or rainwear; we will manage entry to the Picture Gallery as efficiently as we possibly can, but we cannot guarantee that there will be no waiting time in the open air.**

## **DURING YOUR VISIT**

### **Inside the Venue(s)**

All visitors to Music at Paxton must adhere to the Government guidelines at the time of the Festival. These may include:

- Doors and windows to the Picture Gallery remaining open at all times throughout the Festival.
- The mandatory wearing of Face masks inside the venue(s), except by those who are exempt for medical reasons.
- No audience members shall be permitted backstage at any time, including the Green Room.

### **Performances**

Audiences will be socially distanced, with seat groupings placed at least 1m apart; audiences will arrive at staggered times.

Performers will introduce pieces from the stage. For the 2021 Festival the concert programmes will be available to purchase in advance from the box office as downloadable files which can be viewed and printed at home. Please note we will not be able to produce printed programmes this year.

There will be no concert intervals and no stage resets within a single performance.

At the end of the performance, please remain seated until invited to leave by a member of staff or one of the stewards in order to avoid congestion at the doors.

The Picture Gallery will be professionally cleaned between performances.

## **FACILITIES**

### **Catering**

The Stables Tearoom is planning to be open throughout the Festival, offering drinks, snacks and light meals. Enhanced hygiene measures will be in place. Further information is available from Paxton House:

[www.paxtonhouse.co.uk](http://www.paxtonhouse.co.uk) | 01289 386 905

You are cordially invited to bring your own picnics to Paxton House, but we regret that this year there will be no Marquee available.

### **Toilets**

An outside queuing system is in place in the courtyard, with a one-way system to access the building and hand sanitising stations at the entrance and exit. **Please see previous note on umbrellas and rainwear.**

Paxton House will undertake an enhanced cleaning regime throughout the Festival.

Visitors will be encouraged to use disposable hand towels rather than automated hand dryers.

## **First Aid**

First Aiders will wear PPE (gloves, a mask and an apron), and systems for handling a suspected Covid-19 case have been devised, including a dedicated isolation space.

## **Fire Alarm & Evacuation**

The existing fire alarm and procedures will be used.

If the fire alarm sounds during a performance, visitors should remain in their seats until

Visitors with special access requirements will be the first to be evacuated.

Both doors to the Picture Gallery will be used to exit the first floor of the building in the event of an evacuation. The lift should not be used.

Visitors should make their way to the Fire Assembly Point, located at the grassy area opposite the reception/shop.

Social distancing should be maintained at the Fire Assembly Point and, where possible, during the evacuation procedure itself.

---

We have been awarded Visit Britain's accreditation as recognition that Music at Paxton adheres to Government and public health guidance.



Please do not hesitate to contact General Manager Elizabeth Macdonald if you have any questions or if you would like a copy of our full reopening plan:  
07719 702 265 | [info@musicatpaxton.co.uk](mailto:info@musicatpaxton.co.uk)