

FAQ on Covid-19

We are very happy that we can perform for you again! All shows will take place in adherence with the current legal protection and hygiene measures¹ for containing the spread of Covid-19 infections.

Safety and hygiene measures at the Sophiensæle

For your and our safety, we ask you to observe the following officially prescribed rules when visiting Sophiensæle.

Tickets are only valid

- for those tested with a point-of-care (PoC) antigen test performed within the last 24 hours, showing the date and time the test was performed, the name of the test and its manufacturer, the name of the person tested, and the agency that performed the test. Self-tests are not accepted.
- for vaccinated persons with official proof that you have been vaccinated against Covid-19 with a vaccine approved by the European Union and that the last required vaccination was at least 14 days ago.
- for Covid-19-recovered individuals who have a positive PCR test result for SARS-CoV-2 infection at least 28 days and no more than six months ago.
- for Covid-19-recovered individuals who can show a positive PCR test result for SARS-CoV-2 infection more than six months ago and who have received at least one vaccination against Covid-19 with a vaccine approved by the European Union that was at least 14 days ago.

Keep a distance of at least 1.5 meters from other people and pay attention to signs, floor markings as well as instructions from our evening staff. Observe hand hygiene and comply with cough and sneeze etiquette.

Throughout the facility, you are required to wear a medical mask at all times for mutual protection. You may remove the medical mask in your assigned seat for the duration of the performance. If you are unable to wear a medical mask for health/physical reasons, we offer you and your companion the option of entering the hall directly via a separate entrance. For this purpose, please contact our evening staff upon arrival.

If you feel ill, have cold symptoms that are not due to allergy or chronic lung or respiratory disease, or have had contact with COVID-19 sufferers in the 14 days prior

to the performance, please refrain from attending as we will not be permitted to admit you in this case.

Please arrive at least 30 minutes prior to the start of the performance in order to go through test and ticket controls before the start of the show.

All areas of the house are regularly cleaned, disinfected and aired. A wayfinding system ensures that you can get through the house safely, while observing the applicable distance rules. Disinfectant dispensers are available at all entrances and in all sanitary areas.

Your admission tickets are checked without contact. The performance venues are mechanically ventilated and seated in a checkerboard pattern with at least 1 meter spacing.

Tickets and Admission

- The online pre-sale ends 2 hours before the performance (this does not apply to online formats). The box office opens 2 hours before the start of the performance, where there may be remaining tickets.
- Due to limited seating capacity, we strongly recommend purchasing tickets online through our webshop.
- Telephone reservations are accepted during our office hours Monday through Friday from 4-6pm at 030 28 35 266. We do not accept reservations for online events.
- Tickets are issued on a personalized basis. To enable mandatory tracking, first and last name, home address, e-mail address and telephone number are recorded when tickets are sold. If you buy tickets for more than one person, their personal data must also be provided. The lists of visitors are kept in accordance with Art. 5 DSGVO, in compliance with data protection principles, and are deleted after four weeks. Passing on tickets is not permitted due to personalization.
- To avoid queues at the entrance, admission begins 30 minutes before the performance starts. We kindly ask you to take your seat early.
- Due to the Sophiensæle Covid-19 hygiene protection concept currently in effect,

we do not currently offer early boarding. If you are dependent on a specific seat due to mobility restrictions or other visible or non-visible disabilities, but it is no longer available in our online ticket store, please contact ticketing@sophiensaele.com or 030 27 8900 34 and we will try to find a solution.

- The house or bar on the first floor in the canteen usually opens one hour before the performance starts and is open until one hour after the performance ends.