

## **FAQ on Covid-19**

### **Safety and hygiene measures at the Sophiensæle**

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

Throughout the facility, you are required to wear an FFP2 mask at all times for mutual protection, also in your assigned seat for the duration of the performance. If you are unable to wear a FFP2 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.

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.

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.

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.

Please note that the Sophiensæle will exercise its householder's rights and deny access in case of violation.

### **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.
- 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.

- We regularly have two wheelchair seats and one beanbag seat, which can be reserved by phone or purchased in the online ticket store and at the box office, depending on availability. If you need another specific seat, please come 20-30 minutes before the performance starts and contact our evening staff.
- 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.