

COVID-19 cancellation policy

In the event of a performance being cancelled due to COVID-19 we will offer all bookers the option of a full refund, credit or a transfer to another performance.

In the event you are unable to attend the performance you have booked for, we will endeavor to exchange your tickets for another performance of the **same production, subject to availability**. We cannot offer a refund, gift voucher or exchange for a future production. As a small charitable arts organisation we appreciate your understanding on this matter.

We hope you have an enjoyable visit but if you do have any concerns, members of staff will be on hand to help you.

Current guidelines for attending events at Proteus Creation Space

Hands: There are hand sanitiser points as you enter the venue and at strategic points around the building. Please ensure that you use these upon entrance and as you move around. Please ensure you wash your hands thoroughly after visiting the toilets.

Face: In line with Government guidance in busy or crowded spaces, we ask that you continue to wear a face covering when visiting the venue (unless exempt). Our team members will continue to wear masks/visors in all public spaces to help protect you, other team members and volunteers. Government guidance also advises that Lateral Flow Tests are completed prior to spending time in crowded and enclosed spaces

Space: there is no social distancing in place in the venue, but we would ask that you be considerate of others and respect distances between yourself and those not in your party when you are moving around.

Please respect our staff and other audience members by abiding by our guidelines, helping to keep us all safe and well.