

Proposed guidelines for Cinema operation in Malmesbury Town Hall from 1 September 2020

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Introduction

This report provides guidelines for operating a Cinema event at the Town Hall in accordance with Government Covid-19 guidelines. The report is a result of work conducted by the MTC Town Hall working group.

Risk Assessment

The Cinema group, Movies@Malmesbury, in consultation with the Town Hall working group, have produced a Risk assessment paper that is considered suitable for Cinema operation during the current Covid-19 outbreak.

This report expands on the mitigating actions described in this assessment.

Training

Town Hall staff and Cinema volunteers will receive training in these procedures as well as the more general operating procedures for the Town Hall (such as fire drills) in advance of any Cinema event they are supporting.

Audience members will receive an email with a link to an online video demonstrating the process for attending a screening and setting expectations for PPE (facemasks).

PPE Provision

Town Hall Staff

PPE has already been procured for Town Hall staff in preparation for the initial opening of the Town Hall. This will continue to be available for Cinema events.

Cinema Volunteers

The Town Hall will provide PPE for Cinema volunteers to meet their personal preferences. This will include FFP2 face masks and clear full-face visors. Volunteers will be required to wear face masks/visors when moving around the Town Hall, or when dealing with event attendees, in accordance with guidelines for Town Hall Staff.

Volunteer PPE will be stored in a plastic trunk

Audience members

Audience members will always be required to wear a face mask while in the Town Hall for a Cinema screening.

Track and Trace

Contact details for every audience member purchasing a ticket, including email address, will be recorded at the point of purchase. Where an individual is buying more than one ticket for a family group, we will only record the total number of people in this group. This is deemed sufficient to complete an efficient trace for all attendees in the event of a reported infection.

Contact details for all Town Hall staff and Volunteers attending a screening will also be recorded and retained with audience member details, in accordance with GDPR requirements at the Tourist Information Centre (TIC) office in the Town Hall for 14 days following each screening.

All attendees for a screening will be informed that they must contact the Town Hall in the event of a positive Covid-19 test for any member of their group in the 14 days following a screening.

Programme of Films

Movies@Malmesbury will plan an initial programme of films, starting on 1 September and running through into October. The Calendar for these films will be shared well in advance with Town Hall staff and the Cinema volunteers so that attendance and preparations can be fully planned.

Ticket Sales

Tickets will be sold from 2 outlets.

- Online sales from the Usheru website
- Direct sales to the public at the TIC front desk using contactless payment.

The number of tickets sold will be limited to 30 for each screening.

Tickets will be available up to 4 hours before any screening. This provides sufficient time to review the family groupings that will be attending – Primarily for configuration of the Cinema seating.

Pre-Event Set-up

The routine Town Hall cleaning regime will ensure that the facilities are well prepared in advance of each screening.

At the back of the Assembly room, chairs will be stacked in groups of 30. Using one stack of chairs for each screening and cycling through the stacks for successive screenings will ensure that sufficient time is left between use to eliminate the possibility of infection between different audience members.

At least one hour in advance of each screening, Town Hall staff will layout the next stack of 30 chairs to be used in an even grid.

Cinema volunteers, who will have a list of Audience family groups will then adjust the configuration to achieve at least 1.5m separation between any two members of different family groups.

Strict instruction to audience members not to move chairs will be given prior to any screening.

Supervision

Town Hall Staff

A member of staff will usually be supervising the Town Hall entrance and foyer and will be able to direct audience members in the direction of the Cinema event should this be required. If the member of staff is otherwise occupied, the signage directing audience members should be sufficient to allow their quick passage to the Cinema in the Assembly Room.

Volunteers

There will be a minimum of three Cinema volunteers present for each screening with set responsibilities on audience arrival.

1. **Ticket checking.** This volunteer will be positioned behind a Perspex screen at a desk just inside the entrance to the bar area. We will not be using physical tickets, so the checking process is simply to cross-check the name and address of each group lead with the ticket list and to confirm that the number of people in the family group is correct. It is envisaged that this will be very quick to complete and only minor queueing is likely to develop. Once this check is complete, this volunteer will direct the audience members through the door into the Assembly room.
2. **Ushering.** This volunteer will have the ticket list with a mark-up of where each family group of seats has been laid out for the screening. Audience members will be directed quickly to their seats.
3. **Projectionist.** Located with the main equipment on stage, this volunteer is responsible for the technical aspects of running the screening

During the screening, the first two volunteers will be responsible for guiding anyone wishing to visit the toilets.

After the screening, the first two volunteers will be responsible for guiding audience members in a socially distanced manner towards the Town Hall exits.

Traffic flow

Where possible, doors will be propped open to facilitate easy movement. This will only apply to Fire doors that have self-closing catchments. Doors to the Assembly Room will be open and closed by volunteers.

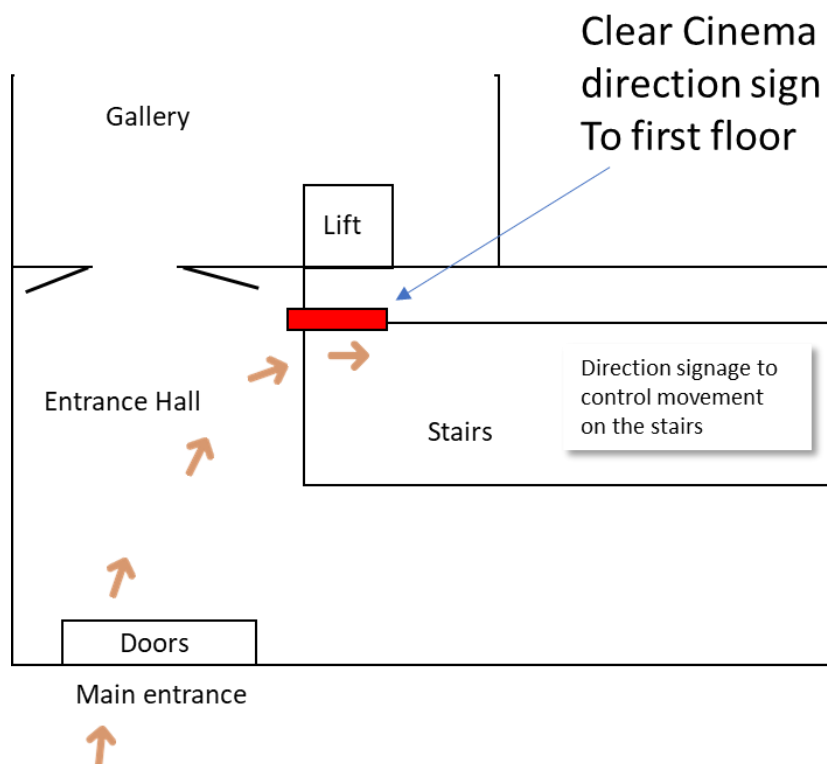
Entry and route upstairs

The main Town Hall entrance will be used for audience members arriving for a screening. This was the entrance used before the Covid-19 outbreak and will be familiar to all who have previously attended the Cinema (which will be the great majority of the audience members).

To date there has been no backed-up queue for the café so there should be no clash using this entrance during matinee performances.

For the initial screenings, the Cinema will be the only event in operation on the first floor, and a large, prominent sign (with arrow) at the bottom of the stairs will direct audience arrivals directly to the first floor.

The stairs will have markings and signage to indicate which side to walk on and who has priority where it narrows (this will be in place for general Town Hall operation).



Traffic flow on arrival at main entrance

Route into the Bar area

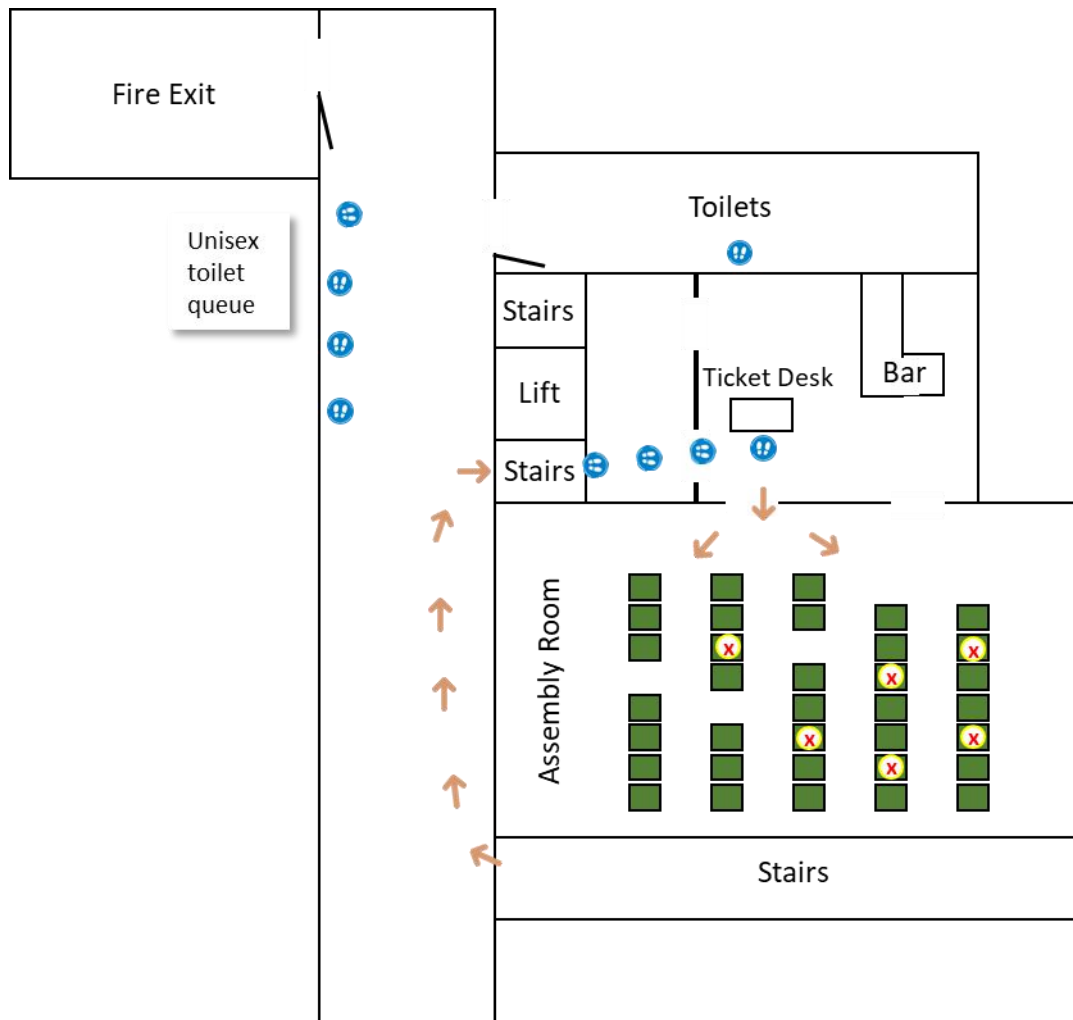
At the top of the stairs, a free-standing sign will be used to direct people up two steps and through the next set of (open) doors towards the Cinema.

Another free-standing sign will direct people up the first flight of stairs towards the bar area.

The ticket checking volunteer will be visible from these stairs, providing a clear indication of where to go. Floor queuing symbols will be used to ensure social distancing while tickets are being checked.

Ticket checking and ushering

Once tickets have been checked, audience members will be directed through the middle door to the Assembly room where the second volunteer will usher them to their allocated seat.



First Floor traffic flow on arrival

Use of the Lift

Audience members requiring use of the lift may do so but will be advised to use hand sanitiser on entry and exit of the facility (wall mounted units will be available). On arrival when exiting the lift, the audience member will be able to join the queue for ticket checking.

Toilet access

Queueing floor markers and a 'start of queue' standing sign will be used to control access to the first-floor toilets.

If possible, the automatic closing mechanisms on the non-disabled toilet doors will be detached, making it easy to determine whether a toilet is occupied or not.

Exit post-screening

When the film is nearing completion, one of the volunteers will assess the volume of non-cinema traffic in the main entrance foyer. On conclusion of the film, the audience will be informed which exit route they will be following. They will also be reminded to take their belongings with them and to observe social distancing as they leave the building.

If the foyer is clear, audience members will be directed towards the main stairs and out through the main entrance.

If the foyer is busy, audience members will be directed to leave the building via the market lane fire exit.

From experience, cinema audiences will tend to leave in an orderly fashion and in no great rush. It should therefore be straight forward to ensure social distancing throughout.



Alternative exit routes after the screening

Video

The traffic flow through the building will be covered by the Movies@Malmesbury video, made available to audience members prior to the screening.

Bar operation

For initial screenings, there is no plan to run a bar. Bar operation is being considered as a separate topic by the Town Hall and will be integrated with Cinema operation when planning in both areas are sufficiently advanced.

Post Event Clean-up

Once the audience have vacated the premises, Town Hall staff will re-stack the chairs (using robust gloves to protect against any contact through tears).

The standard cleaning regime will follow, prior to the next screening.

Monitor and adapt

For the first few screenings, Town Hall staff and volunteers will conduct post screening reviews to record snags, issues and successes that may be used to modify operating procedures for subsequent screenings.