

Patron Attendance Guide

As of January 1, 2022, Performance Facilities will allow for audiences to attend performances. Each venue will be allowed to operate at 75% capacity, until further notice. In order to comply with Public Health Guidelines, the following policies and procedures will be in place:



SCREENING & VACCINATION REQUIREMENTS

All patrons must complete a COVID-19 screening attestation using York University's [YU Screen](#) on the performance date, prior to arriving on campus and in order to gain access to the lobby and venue.

All patrons (aged 12 and older) will be asked to show proof of full vaccination (final dose + 2 weeks) and a piece of government ID or your YU Card to gain entry to the lobby. Performance Facilities will accept QR vaccine certificates.

To download your vaccine certificate with its accompanying QR code, please visit <https://covid19.ontariohealth.ca/>

****Screening and vaccine checks will happen at a pre-screening table prior to entering the lobby****



TICKETING

All patrons attending an in-person event must have a **valid ticket, even for free events**. Tickets can be purchased online at the box office 24/7 at the [AMPD Box Office](#) or via phone during box office hours at **416-736-5888**

Patrons that do not present a ticket on day of at the pre-screening table, will not be allowed to access the lobby.

We highly recommend patrons to purchase tickets, including complimentary tickets, online and in advance, to discourage line ups at box office. Tickets can be printed at home or downloaded onto a phone to be scanned at the door.

All online ticket sales and phone orders can be done via credit card only. In person ticket purchases can be done by credit card, debit or cash.

Should you not feel well on the day of the event, Performance Facilities will issue a refund for that performance. Exchanges will not be issued.

Box office will allow in person pick up of pre-ordered tickets however patrons doing this will be asked for ID and will be asked to identify who the tickets are for; this is to allow for contract tracing.

Box office will allow in person purchases of tickets on day of event. **However, this method of purchasing tickets will take additional time and patrons should allow for this when purchasing tickets in this manner and arrive early.**



FACE COVERINGS

All patrons are required to wear a mask and/or face covering that covers their mouth, nose and chin completely at all times while within the venue perimeter. This includes in line at the ticket box office/booth and in, elevators, stairwells, and while seated in the performance spaces.

Masks may be temporarily removed to eat, drink or take medication or as may be necessary for the purposes of health and safety. Where relevant, physical distancing should be maintained during such activities.



PHYSICAL DISTANCING

We ask that patrons please respect social distancing outside of the performance venues.



SANITIZATION PROTOCOLS

All performance venues will undergo increased cleaning and sanitization pre and post event particularly in high traffic areas.



CAPACITY

As of January 1, 2022 all Performance Facilities venues will operate at 75% capacity, until further notice.



FOOD AND DRINK

At this time, Performance Facilities will not be operating any concessions.

POST-SHOW

Family and friends of performers are asked to make arrangements to meet outside of the venue post-show. Congregating in the lobby after the performance is not permitted