

As we move towards reopening your comfort and safety are paramount as we reopen the doors to our performing arts venues.

Using the See it Safely guidance issued by the Theatres Trust we have compiled some FAQ's for your information – these cover the Covid protection measures still in place within the venue.

Should I attend if feeling unwell:

If for any reason you feel unwell please refrain from attending the venue and following government/medical guidance

Is there hand sanitiser available?

Yes, there is hand sanitiser at all entrances to the venue.

Has the cleaning been increased?

Yes, we have increased the frequency of our cleaning regimes & introduced touch point cleaning throughout the venue. We use biotechnological Innuscience products to maximise protection for everyone.

How do I book tickets and do I need to do this in advance?

You can purchase tickets online at www.eastayrshireleisure.com or from our Telephone bookings line on 01563 554900 (Option 1) which is open Monday to Friday 10am to 4pm.

For any enquiries please email boxoffice@eastayrshireleisure.com & one of our Customer Service Advisers will get back to you as soon as possible.

We advise that all tickets should be purchased prior to the performance as the Ticket Desk will only be open for **30** minutes prior to the performance time for any in-person bookings.

How will I receive my tickets?

All tickets booked online and over the phone will be sent to you via email for either print at home or shown at the venue on your mobile device.

We have a new scan entry system whereby front of house staff will scan your tickets on entry, so less paperwork and less hassle.

If it is not possible for you to receive tickets via email you will still be able to request to have them sent out.

I still have tickets for a re-scheduled performance, are these still valid?

Yes, please note that tickets will still be valid so please bring them with you on the day. Should we require to re-issue tickets for your performance we will contact you via email.

Are tickets refundable?

Tickets are only refundable if the show has been re-scheduled and you are unable to attend the new date. Your email regarding the re-scheduled show will provide you all the information you require.

Are you using a Test and Protect system?

Yes – this continues to be an important statutory tool against the spread of Coronavirus.

You will have already provided most of the required information at your time of booking, but we may also ask that you make sure to provide details when entering the building for any other purpose.

What are the distancing rules?

As there are no longer social distancing rules in place we will return to full house capacities for all shows.

When should I arrive at the venue?

We would be grateful if you leave enough time to safely get to the venue ready for the doors which will open approximately 30 minutes prior to the performance time.

Where should I park Parking?

Sturrock Street East (behind Salvation Army) & Sturrock Street West (behind old BHS) are the closest car parks to the Palace Complex and are now free at evening & weekends.

Will I need a face covering?

The current guidelines are that masks must be worn in the auditorium and when moving around the venue. Masks will not be required when enjoying a pre-show or interval drink in our bar.

What if I require additional assistance?

We are committed to ensuring patrons with access needs will receive any assistance required when entering and exiting the building. Please note our lift only goes stalls level so customers with mobility issues are requested to book the stalls only. Please advise at time of booking if you require any additional assistance.

Can I purchase food and drink?

The bar and/or kiosk will also be open during any performances with an interval and we recommend that interval drinks are pre-ordered in advance to minimise queuing.

How will I pay?

As we reopen the venue will be accepting debit/credit card payments only. Please note that you may wish to consider the purchase of an East Ayrshire Gift Card to redeem when the venue.