

Information for 'Goldberg Variations', 18 Sep 2020

Safety measures

How will we keep you safe?

City of London Sinfonia and Southwark Cathedral are committed to the continued wellbeing of their staff, musicians, stewards, and audience members during these concerts. You will notice various procedures and protocols being implemented to ensure your safety during your time with us.

If you have any questions that are not covered in our safety measures list or FAQs, please get in touch with us at boxoffice@cls.co.uk.

Venue:

- Southwark Cathedral is a COVID-secure venue and has obtained VisitBritain 'We're Good to Go' accreditation.
- Designated entrance at the Churchyard gates on Bedale Street and a designated exit through the Millennium Courtyard on Montague Close.
- A one-way route around the Cathedral that reinforces physical distancing guidelines – a map can be viewed on the [Cathedral's website](#) in advance.
- Restricting visitor numbers to maintain social distancing – you may be asked to queue on entrance and exit.
- Hand sanitiser stations are located around the site, including upon entrance and exit.
- Frequent cleaning and disinfecting of touchpoints including handles, rails, seating, and toilet facilities.

Concert specific:

- Monitoring entry and exits to the Cathedral – audiences may be asked to queue while maintaining at least 1.5metres' distance apart.
- All staff and stewards will wear masks.
- We will sanitise all seating and ensure that single seats and all groups in the Nave are socially distanced (at least 1.5m apart) from other groups.
- Seats used by our afternoon concert audience will be replaced for our evening concert audience.
- Stewarding the event to ensure safe distancing throughout the performance.
- All staff, stewards, and musicians will not attend if symptomatic of COVID-19.
- Musicians will remain at least 3m away from the audience during each performance.
- Operating a paperless and cashless box office (e-tickets and online pre-booking only).
- Paperless programme notes will be sent via a link in the pre-concert email.
- Asking for contact details from all staff, musicians, and customers to comply with the Track and Trace system.

In return, we ask that you:

- Do not attend if you have symptoms or have been in contact with anyone with symptoms of COVID-19 ([see NHS website](#)).
- Make sure your contact details are up to date on your CLS account for Track and Trace purposes.
- Present your e-ticket(s) – either on your device or printed – to our ticket scanner on entrance to the Cathedral.
- Abide by the 'rule of six' and do not mix socially to form larger groups.
- Keep at least 1.5m away from all other audience members and staff, whether seated in the nave or 'roaming'.
- Observe the Cathedral's one-way system when moving around the building.

- Do not move the chairs in the Nave – these will have been laid out in amounts specific to customer bookings.
- Use hand sanitiser when necessary, including on entrance to the Cathedral.
- Wear your own mask while in the Cathedral, including during the performance, unless you are medically exempt.
- Avoid touching seats or other resources that you are not using or do not belong to you.
- Always keep your belongings with you.
- Follow instructions from CLS staff and stewards to ensure your personal safety, particularly when leaving the Cathedral to ensure that social distancing can be maintained.

FAQs

Do I need to pre-book or can I buy tickets on the door?

All tickets must be booked in advance, to ensure that we have your information for Track and Trace and so we know how many chairs – and in what formation – to lay out for our audience. Tickets are only available on our website and will therefore not be available on the door or by phone. Card payments only; we cannot accept cash or cheque. Online booking will close on Thursday 17 September, 11.59pm.

Can you please tell me about accessibility at Southwark Cathedral?

Entry is currently via the Churchyard gates on Bedale Street, where there is a ramp. Exit is currently via the Millennium Courtyard – if you are disabled and require use of the lift, please ask a steward for assistance. The Nave is accessible for wheelchairs and there is also a ramp into the South Transept. However, parts of the Cathedral beyond the South Transept are not accessible for all visitors. A full list of accessibility considerations can be found on [the Cathedral's website](#) and the Cathedral can be contacted in advance of your visit if you require more information.

If you have specific needs and require assistance (for instance, you are a wheelchair user), we advise that you contact the CLS box office via email (boxoffice@cls.co.uk) in advance of your event. Please note that we are not offering free companion tickets on this occasion.

How will I receive my ticket(s)?

We are issuing e-tickets for all performances, so you must have a valid email address on your account when making your booking. A posted option will not be available. Each PDF ticket has an individual QR code, which you will be prompted to scan upon entrance of the Cathedral, either on your phone/mobile device or a print at home paper ticket.

What happens if I do not receive my e-tickets?

Your e-ticket(s) will be sent in a separate email to your order confirmation within two hours of making your booking. Please note that they sometimes go to the junk/spam folder. If you do not receive the email to your inbox or junk/spam folder within 24hours of booking, please contact boxoffice@cls.co.uk from the email on your CLS account with your order number and name. We will then be able to resend them. If you still have not received them by the time you get to the concert, our team can help when you arrive.

What happens if I am unable to attend the concert?

We are asking customers not to attend our concerts if they have symptoms of COVID-19. If this is the case, you must notify our box office (boxoffice@cls.co.uk) and you will be viable for a refund. In all other cases, our no-refund policy will apply – read our full [terms and conditions of sale](#) for more information.

How many people will be in the audience?

We have set a total capacity of 140 people for each performance, including 40 seats in the Nave and 100 'Roaming' tickets for those that wish to explore the Cathedral and sit in the aisles and elsewhere. The capacity excludes CLS staff, musicians, security, and Southwark Cathedral staff. Customers can book up to six tickets.

Do I need to bring my own seats/cushions?

If you have booked 'Nave seating', chairs will be provided. Unfortunately, we are unable to provide our cushions for customers with 'Roaming' tickets. For roamers, we advise you bring your own cushions if you would like to sit on the floor around the Cathedral. There is also the option to sit on the stone ledges in the aisles. Please note that you will not be able to sit in the choir stalls.

How long is the concert?

Each concert will last approximately one hour and will run without interval. Entry to the venue will be approximately half an hour before the concert begins to prevent long queuing times and allow for proper social distancing when checking tickets.

Will there be a bar or refreshments available?

There will not be a bar at these concerts. It is encouraged that you bring your own bottle of water – only water is allowed in the Cathedral at this time. There are many bars, cafes and restaurants around the Cathedral for anyone seeking refreshments before or after the concerts.

Will there be access to toilets?

Yes. There are freely available toilet facilities next to the Cathedral Shop. These are cleaned and disinfected frequently throughout the day and there are limits on the number of people who can use the toilet facilities at any one time to ensure social distancing is maintained.