

We are still open and look forward to welcoming you to your event

There is a great deal of communication about COVID-19 (Coronavirus) and it isn't always clear how it applies to our lives and activities. We hope you find it helpful to know what we are doing at Macrobert Arts Centre.

We are closely monitoring the guidance and government announcements and will act appropriately and promptly to any new advice. The health and wellbeing of everyone who works for or who uses Macrobert is of utmost importance and we will take active steps to minimise any risks posed by COVID-19..

The Scottish Government yesterday announced that from Monday all large gatherings above 500 people with the potential to impact the emergency services should be cancelled to prioritise the COVID-19 (Coronavirus) outbreak. At the current time Macrobert Arts Centre does not expect our operation to be affected by this announcement and we remain open and committed to delivering our classes, cinema and live performance programme.

We have, over the past weeks, provided information to all our staff and implemented precautionary measures regarding COVID-19/Coronavirus. We believe we are doing everything that is required to ensure that we are supporting the health and wellbeing of our customers and staff members.

We will share updated information here on our website and there is further information about preventative actions being taken, best health hygiene practice and Frequently Asked Questions [here](#).

Our ticketing terms and conditions can be found [here](#).

These are difficult times for Macrobert Arts Centre and for many other not-for-profit and charitable organisations. We hope that this statement offers a few words of comfort and reassurance and that those who consider themselves able will continue to visit us.

We will be here to welcome you,

Julie and all the team at Macrobert Arts Centre

Actions Being Taken

- We are actively monitoring the advice from the Government and Health Protection Scotland about the outbreak of Coronavirus (COVID-19), on a daily basis.
- We have informed our staff how to detect symptoms and prevent the virus being passed on, and will continue to update them about new recommendations and changes in legislation.
- Our cleaning regime has been increased with additional attention being focussed on frequently touched areas such as door handles.
- Our ambient air ventilation system is continuously bringing fresh air into the auditorium then vents to the exterior. The air is not recirculated.
- We have rolled out Hand Washing advice posters across all toilet facilities

We are following the Government's guidance and take any further steps necessary as the situation changes.

We would like to advise all visitors to carry out the following best practice:

Wash your hands with soap and water often – do this for at least 20 seconds

Always wash your hands when you get home or into work

Use hand sanitiser gel if soap and water are not available

Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze

Put used tissues in the bin straight away and wash your hands afterwards

Try to avoid close contact with people who are unwell

Do not touch your eyes, nose or mouth if your hands are not clean

If you feel unwell please stay home and visit <https://111.nhs.uk/service/covid-19> or call 111 for advice

Frequently asked questions

Are you open and performing as usual?

The building is open as usual and we are performing as scheduled, in line with current Government guidance.

If there are any future changes to our opening, we will update the website and notify ticket-holders

How can I get updates about events I have booked for?

If there are any changes to a performance or event we are hosting, we will update our website and be in touch with you directly by email (or phone if we don't hold an email address) as soon as possible.

Are you offering refunds if I'm feeling unwell?

We offer a credit to your account if you are unable to use your tickets, subject to our [booking terms and conditions](#).

What happens if I feel unwell when I'm attending a performance?

If you feel unwell with Coronavirus symptoms in the theatre building, we have First Aiders on hand available to support you. Our staff will help you to call your GP surgery, or call NHS 111 if your surgery is not open, so you can follow their advice.