Employee Screening
Team leaders will continue to check in with their teams on a regular basis to ensure wellness. Employees considered unfit to work will be instructed to immediately return home and consider testing or isolating based on symptoms.

Employee Training
All employees have received training on pandemic prevention practices in order to protect themselves and all other building users. This includes customer service while social distancing, proper sanitization techniques, guest interaction etiquette and emergency response protocol.

Masks
Masks for staff in front of house areas are mandatory. Guests are not required to wear masks, but doing so is welcomed and encouraged.

Ticket Purchasing
Digital tickets will be strongly encouraged.

Ticket Scanning
Contact-free ticket scanning will be present at all theatre entrance points.

Facility Cleanliness & Hand Sanitizer Stations
TCU Place has implemented an enhanced cleaning protocol. Occupied rooms will be cleaned once every 60 minutes. Touchless hand sanitizer stations have been placed throughout the facility. Please refer to TCU Place’s Sanitization Guidelines.

Building Navigation
Floor signage decals have been put in place to assist with crowd direction. Entrance and exit points have been clearly labelled, the Midtown Shopping Centre access point is currently closed to regular traffic.

Restrooms
Visitors will be directed towards facility restrooms with touchless fixtures. Occupied rooms will be cleaned once every 60 minutes.

Contactless Payments Preferred
Contactless point of sale transactions are available throughout the building.

Controlled Egress
Systematic, controlled egress will be directed by event staff following the conclusion of a performance. Staff will be in place to carefully instruct attendees the proper avenues for exiting the facility without jeopardizing the distancing guidelines.

Pre/Post-Event Sanitization
Additional staff will be employed for each event to facilitate the rapid cleaning of the lobby and pre-event space once guests are seated. Following an event, staff equipped with appropriate PPE, will sanitize all facilities. All common touch points will be sanitized.

Corporate Boxes / Suites
Corporate Boxes and Suites are open and available for sale. Call our box office at 306-975-8397 to learn more about our VIP box options. Menu is available for pre-ordering.

Concessions / Bars
All items behind concession and bars will be protected from exposure to customers and cross-contamination. Masks will be mandatory for all staff. Guests are not required to wear masks, but doing so is welcomed and encouraged.

GBAC STAR™ Accredited
TCU Place now has Global Biorisk Advisory Council® (GBAC) STAR™ accreditation for outbreak prevention, response, and recovery. GBAC STAR™ is the gold standard of prepared facilities and provides third-party validation that facilities have rigorous protocols in place for thorough response to biorisk situations.
COVID-19 Warning
COVID-19 is an extremely contagious disease that can lead to severe illness and death. An inherent risk of exposure to COVID-19 exists in any public place regardless of precautions that may be taken. Attendee on their behalf and on behalf of any accompanying minor(s) agrees to (1) assume all risks associated with COVID-19 and other communicable diseases, and (2) comply with all related health and safety policies of TCU Place.

EVENT WALKTHROUGH

ENTER

Arrival at Facility
At least 20 minutes before show, masks are encouraged

Ticket Scanning
Digital & pre-printed tickets highly recommended, contact-free scanner in use

Enter Theatre

Refreshment Bar
Serving staff in PPE, contactless payment available

Performance
Please remain in your assigned seat for the duration

Performance Ends
Merchandise may be available

EXIT

The TCU Place Re-Opening Plan is subject to change. Official government guidelines shall overrule this plan in the event of a discrepancy.