



PLIANT GIRLS Audience Safety Policy

As of 5/4/22

VACCINATION & MASK POLICY

OVERVIEW

A.C.T. has adopted a set of safety protocols to protect audiences, performers, staff members, and volunteers during live, indoor performances in accordance with applicable health orders and guidelines.

Those protocols are:

- Proof of full vaccination is required for all in-person ticket holders.
- All ticket holders entering the theater will be required to show an ID with photo and full name and proof of vaccination. A physical vaccination card, picture of your vaccination card, or digital vaccination record will suffice. California residents may obtain a digital vaccination card at [cdph.ca.gov](https://www.cdph.ca.gov). A.C.T. will not store this data; the patron is only required to present the documentation for inspection.
- Proof of vaccination must indicate that it has been at least 14 days since the patron's last vaccination dose (two doses are required for the Pfizer and Moderna vaccines, one for the Johnson & Johnson vaccine).
- All ticket holders are required to wear face masks inside the venue at all times except when eating and drinking in designated areas.

VACCINES

- American Conservatory Theater requires that all patrons are fully vaccinated before attending indoor seated performances or events at our theaters and venues. To qualify as "fully vaccinated," an individual must have completed their full course of COVID-19 shot(s) 14 days prior to an event. For information on seeking an exemption, please see the section "Vaccine Exemption" below.
- Patrons must provide proof of vaccination in person when arriving at the theater by presenting a physical vaccination card, picture of your vaccination card, or digital vaccination record. (California residents may obtain a digital vaccination card at [MyVaccineRecord.cdph.ca.gov](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/ImzServices.aspx).) as well as an ID with photo and full name.
- All patrons ages 5-11 must provide proof of vaccination. Children ages of 4 and under, for whom there is no currently available vaccine, are not permitted to enter the A.C.T. event.
- Patrons who are unable to adhere to these policies should contact the Box Office to discuss their options, which include refunds, credit on account or donating tickets back to A.C.T.
- This policy applies to all indoor performances and events.

MASKS

- Well-fitting masks are required for all audience members and are available upon request of ushers and security personnel. Audience members must wear masks unless enjoying refreshments in designated areas. Food and beverages will not be permitted inside the theater.
- Based on the San Francisco Health Directive, A.C.T. strongly encourages all patrons to wear an N95, KN95 or KF94. Masks should fit well, meaning they cover your nose and mouth comfortably without the need for frequent adjustment.
- A well-fitting surgical/procedural mask with a cloth mask worn over it to increase fit is also recommended. A Well-Fitted Mask does NOT include a scarf, ski mask, balaclava, bandana, turtleneck, collar, or single layer of fabric or any mask that has an unfiltered one-way exhaust valve.

ASSISTANCE

- Front of House Staff including Security personnel, ushers, and house managers are trained to assist guests and ensure that safety measures are followed. If you feel uncomfortable or perceive a risk at any time, please speak with one of these team members.

PRIOR TO YOUR VISIT

SICK POLICY

- If you are unwell, please stay home. If you or a member of your party is experiencing symptoms similar to those of COVID-19 or have had known exposure to someone with COVID-19, please stay home.

EXCHANGES & CREDITS

- If you must miss a performance, please contact the Box Office before your show to exchange tickets for a different date, donate your tickets, or receive an account credit. Ticket exchange fees will be waived for this production.

COMMUNICATE WITH YOUR GUESTS

- If you are the ticket purchaser, it is your responsibility to communicate A.C.T.'s vaccination and mask policy to others in your party. Approximately one to two days before your ticketed event, you will receive a Performance Reminder with up-to-date guidelines. Please forward this email to your guests so that they know what to expect before your visit.

WHAT TO EXPECT WHEN YOU ARRIVE

- A.C.T. is a fully vaccinated company. All personnel are required to wear masks, with the exception of actors during performance.
- Please arrive early to allow extra time for vaccination verification.
- Hand sanitizer stations are available throughout the venues.
- Theater entry will take place 30 minutes before curtain. Please move swiftly to your seat and don't linger unnecessarily in the lobby.
- Food and beverage may be consumed in designated areas but are not permitted inside the theater.
- Water fountains are unavailable.
- Stay in your seat unless using the restroom or enjoying refreshments in the lobby.
- Seating capacity will be fully utilized. To limit exposure to individuals who are not in your immediate seating area, we encourage social distancing while waiting to enter. We may limit capacity to small enclosures such as elevators and restrooms. Please note signage, Performance Reminder emails, and instructions from ushers and security personnel.

CLEANING AND AIR FILTRATIONS

- Air quality improvements have been made throughout the theaters which include increased fresh air circulation, upgraded filters and installation of ionization devices in different theaters.
- EPA-approved disinfectant is used to clean all high-touch areas and common spaces before and after events.

VACCINE EXEMPTIONS

- At this time, an accommodation is not available for individuals with qualifying vaccine exemptions. Please contact the Box Office at tickets@act-sf.org for an exchange or refund.