

Patron Guidelines – Attending a live performance at Not Just Dance

We have taken every effort to educate ourselves on all best practices when creating these procedures. However, things change quickly. When changes are required, we will notify all ticket holders. In generating these procedures, we referred to recommendations by the Event Safety Alliance, along with looking at similar procedures by the CDC and information from the State of VA Health Department.

“There is no guarantee of an illness-free event even if you follow everything in this Reopening Guide. It is indisputable, however, that planning, training, and implementing reasonable health and safety measures are the best way to protect live events and the people who create them, while also inspiring patrons to return to the place where we make magic happen.” Steven A. Adelman, Vice President, Event Safety Alliance, May 11, 2020 in “The Event Safety Alliance Reopening Guide, For Event Professionals During the COVID-19 Pandemic”.

These new rules are for the protection of our patrons and our students. Full compliance is the ONLY way for the “show to go on”.

We have posted those symptoms, on our front door, which “might” indicate that a person entering the building has coronavirus. While we are doing everything in our power to protect everyone from contracting the coronavirus, like with any other illness, there is an inherent risk of contracting an illness (the common cold, flu, coronavirus, etc.) when attending any outing with other people. Our goal is to provide the safest environment possible which hopefully, will keep everyone healthier, in general, against all communicable diseases.

If you have any questions about these procedures, please contact the owner of Not Just Dance. As always, it is your choice to attend a performance at Not Just Dance. Everyone has different comfort levels and some of you have serious underlying medical conditions. We will respect every family’s decisions concerning attendance. In this situation, please discuss, with the owner, ways to turn your ticket purchase into a donation, how to exchange for a future performance, how to exchange for a digital ticket (if available) and possible refunds.

Note: Not Just Dance has secured hand sanitizer, soap, paper towels, tissues and disposable masks. We have placed these supplies in common areas. If a student needs additional items, they should ask a staff member.

Illnesses:

Our first line of defense in ensuring that we can open safely is to encourage anyone who is experiencing coronavirus symptoms to stay home and seek appropriate medical attention. While in the past it has been difficult to obtain a test, it is getting easier. We highly recommend that if you suspect a member of your family has COVID-19, that you seek medical attention and request a test. At this point, we assume that everyone understands the symptoms for COVID-19. If you are unaware or need to remind yourselves please visit the CDC website, the Fairfax County Health Administration website or the Virginia Health Administration website for more information.

Our staff is following the same procedures. If we have a staff member that has a confirmed (positive test) case of COVID-19 and you may have been exposed, you will be informed. In any case, we will take all of the recommended procedures for disinfecting the facility.

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Check in/out Procedures:

NOTE: Only those with tickets will be admitted into the building. We must ensure that we know exactly who is in the building at all times. In addition, if we feel it would be safer to stagger arrival times we will contact those affected ticket holders.

Prior to entering the building, all patrons may queue up outside, separated from each other by 6 feet. (If the weather is bad, please stay in your cars.) Staff members will take all patrons temperatures (using an infrared thermometer) before they enter. Anyone with a fever (100.4 or higher) will be turned away at the door and provided with an option to have the ticket price be a donation to Not Just Dance OR receive a refund.

All patrons must wear a mask UNLESS they meet the exceptions as laid out by the Governor in Executive Order 63. If Executive Order 63 is amended or rescinded, Not Just Dance will update these policies with regard to the wearing of face masks.

No gloves please. We want to ensure that everyone entering the facility has clean hands. Therefore, please leave the gloves in the car. Patrons will have the option of either washing their hands or using hand sanitizer on the way in (but must do one of these). We strongly encourage patrons to use hand sanitizer on the way out of the studio.

At about 5 minutes after the start time of the performance, the front door will be locked, so that we can control who is in the building. Please arrive a couple minutes early to facilitate a smooth check in process.

Unfortunately, if you are running late, you run the chance of not being admitted. Because a live performance will be going on, and our staff is an integral part of ensuring the safety of everyone in the building, we will not be able to accommodate late arrivals.

Seating

We will assign seating. Patrons must sit in the seats you are assigned. Since we know exactly who is coming, we can ensure appropriate spacing between groups in the theatre. All those who have purchased tickets under the same order will be sat together. Once seating, we ask that patrons continue to wear masks. However, we do recognize that you will be appropriately distanced. So, if you need to remove your mask to have a sip of water or to catch your breath, this is fine. Please make sure to wear your masks when moving around the facility.

Food/Snacks/Drinks

No food or drinks will be allowed in the theatre. Patrons may bring their own water bottle (or request a water bottle when entering the facility should you need one). No one is allowed to use the water fountain.

Hand Hygiene and Respiratory Etiquette

All patrons are expected to wash their hands using soap and water, for 20 seconds as follows:

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- After using the bathroom
- After sneezing or coughing

All patrons, students and staff members are encouraged to cover coughs and sneezes with a tissue. Used tissues need to be discarded in the trash. And, per above, hands must be washed with soap and water for at least 20 seconds after disposing of the tissue.

Supplies

As discussed earlier, Not Just Dance has an adequate supply of hand sanitizer, hand sanitizing wipes, soap, paper towels, tissues, no touch trash cans and paper masks.

Signs and Messages

Not Just Dance has placed signs through the studio alerting everyone on the symptoms of COVID-19, how the disease is spread and proper handwashing techniques. In most cases, these signs were provided to us by the CDC through their website. In addition, we have posted warning signs on the front door.

Cleaning Procedures:

Not Just Dance will continue our high execution of cleanliness of all common areas at the studio. While there are patrons in the studio, high touch surfaces (door handles/knobs, light switches, bathroom faucets, etc) will be wiped down before patrons enter and when patrons exit.

At the conclusion of each performance, all chairs will be wiped down with the appropriate sanitizing agent.

Trash will be removed at the conclusion of every day and new liners will be placed in the trash cans.

Our water fountain may not be used. We ask that patrons bring their own water bottle for use as necessary.

All of our general cleaning supplies are kept in our supply cabinet which is behind a locked door in our facility. Hand sanitizing wipes (and all COVID-19 related supplies mentioned above) are kept in a common location for ease of use.

Intermission

Unfortunately, our usual hustle and bustle of the lobby area will not be permitted at this time. So, we will not have concessions, star grams or items for sale in the lobby.

Depending on the show and the level of parental volunteers, some shows may offer the option for patrons (whether coming to a live performance or not), to pre-purchase Star Grams. Star Grams are notes that are sent back to the performers to let them know they are doing a great job. They can include candy or flowers. If you did not receive an e-mail with instructions on participating in the pre-purchase Star Gram program, it means that

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we were not able to find enough volunteers to provide that service for the show you are attending.

In some cases, an intermission is needed to allow actors to grab a drink of water or make a costume changes. Sometimes, intermissions are used to change items on the set. In those cases, we will take a “pause”. We will ask, if possible, that patrons remain in their seats during this “pause”. However, if patrons need to use the restrooms (during the pause or at any appropriate time during the show), they may do so.

Bathrooms

If there is a queue for the bathroom, patrons are expected to maintain 6 feet of separation from other non-family members in the queue. Also, patrons are required to wear a mask while waiting for the bathroom except for those exceptions as already discussed above. Sanitizing wipes will be made available. We will work together with patrons helping to ensure that the bathrooms are being sanitized as they are being used.

End of Performance Procedures

Once the performance is over, we ask that patrons exit the building in their “family units” and maintain distance from other patrons. All patrons must immediately leave the building. Parents, family and friends may wait for their cast members outside the building.

Ventilation

Not Just Dance’s facility is over 5,000 square feet. We have a door in the front and the back of the building, along with a garage door in the back. We will open these doors as much as possible between camp performances to ensure that the building is appropriately ventilated.

Student Safety

Safety procedures have been provided to cast members. These procedures include making sure that all patrons are at least six feet from the front of the stage, having designated changing/waiting areas in the back (that are a minimum of 6 feet from other students) and frequent hand sanitizing.

Designated COVID-19 Point of Contact

The owner, Dawne LeKang, is our designated COVID-19 point of contact. Please contact her via the office phone number, 571-392-3209. If we are unable to answer the phone, please leave a message. This phone is checked regularly and is the best way to get a hold of staff members before and after performances.

Staff Procedures/Training

All of our staff have been trained on safety protocols. Staff is also required to regularly perform temperature checks on themselves and to stay home when sick.

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Emergencies

If there is an emergency in the building and patrons, students and staff must exit, the orderly exiting of the building will take precedence over any procedures in this document. We ask that patrons try to remember social distancing. But, exiting the building will take priority in an emergency.

Isolation of those who are sick

If anyone tests positive for COVID-19 or have been exposed to someone who is a confirmed case, must stay home. Please contact our COVID-19 point of contact. In the extremely rare situation that a patron becomes sick during a performance, they will either be isolated in our front music room until they can safely leave the building or they will be asked to leave immediately. This is an extremely rare situation. However, we wanted you to be aware that we have thought about it and have a plan in place should this happen.

In accordance with state and local laws and regulations, Not Just Dance will notify local health officials, staff and families immediately of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act (ADA).