

# VISITOR CODE OF CONDUCT

Welcome back, and welcome to the "new normal"!  
We missed you!



**TICKETING:** Please book in advance, where possible.  
We'll collect the name and phone number of the person booking for your group. This is in line with Test & Trace requirements.  
Your seats will be assigned, and our box office system will automatically add in spaces to 1m around your seat - please don't add extra "spare" seats!



**CONTACTLESS PAYMENT:** We'll be contactless for the foreseeable future!



**HYGIENE:** Hand sanitiser will be available as you come in, please help yourself.



**CINEMA SEATING:** Stick to your assigned seating so that we use the space safely and efficiently.

**AIR CONDITIONING:** We have an air-exchange system, which means our aircon system works by extracting air and exchanging it with fresh air from outside. We do not recirculate "old" air around the auditorium.



**SOCIAL DISTANCING:** We may ask you to queue outside the cinema when you arrive to avoid overlap between audiences. Inside we have a one-way system, with floor markings and clear signage. Due to the layout of the building, please respect other people's space when going to and queuing for the toilet.



**FILM TIMES:** With your seat already allocated, arriving not more than 20 minutes before the show still leaves plenty of time to get a snack, get a drink and get comfortable in your seat.



**SAFETY SCREENS:** We've installed perspex screens at the box office and kiosk so our volunteers and staff can work without masks, if they wish.



**INCREASED CLEANING:** We've got the Clean Team on the job, with increased cleaning before and after your visit. This is on top of our daily full clean, and our new regular Deep Clean.



**FACE COVERINGS - YES:** We ask customers to wear masks at all times inside the Lexi (unless eating / drinking). It's the law, folks. Our staff may be unmasked while working behind the safety screens, if they choose. While there are exemptions to the law, we're committed to keeping everyone in the Lexi safe, and masks are a recognised part of doing that.



**STAFF TRAINING:** All of our team have been trained on our COVID-19 protocols, and you are in good hands!



**AND FINALLY...BE KIND:** Thank you for following our Code of Conduct to keep us and you safe and relaxed. It's been a stressful time for everyone, and we're all adjusting to the new 'normal'. The staff & volunteers will be operating in a completely different way, things may not run as smoothly as usual, so we kindly ask for your patience whilst we all adjust.