



Resource Centre for the Arts Visual Guide / Social Story

**For Shows at the
LSPU Hall
Main Stage
3 Victoria Street
St. John's, NL**





The LSPU Hall

3 Victoria Street
St. John's, NL

Visual Guide / Social Story

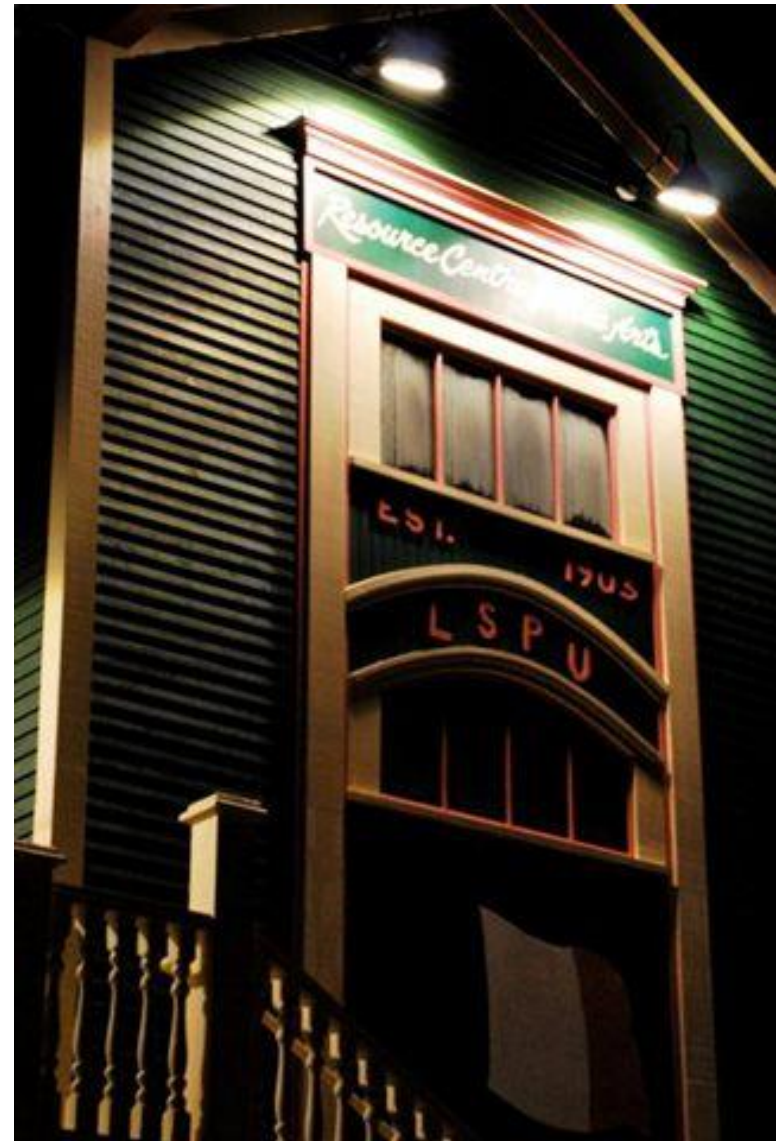


Welcome to the LSPU Hall!

This is the LSPU Hall, located at 3 Victoria Street, in the heart of downtown St. John's.

This visual guide will introduce you to the Hall, so you are familiar with the space before you arrive for the show.

Our protocols look a little different in this new world, but we are so excited to welcome you back to the LSPU Hall!





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Welcome back to the LSPU Hall!

There have been a lot of changes to the way we move around our space since last March, and we have been working hard to make it as safe and comfortable as possible for all patrons. Please have a read through our new building regulations:

Patrons are required to wear a mask when moving through the building as per NL Public Health guidelines. Masks can only be removed once you are seated in the theatre.

Please respect physical distancing and stay 6 feet apart from others while moving around the building. Hand sanitizing stations will be available throughout the building and will be clearly marked.

House opens 1 hour prior to showtime. You will be given an arrival time based on the row you are sitting in. Please arrive in that window to avoid congestion in the lobby.

No latecomers will be admitted to the theatre. Please arrive with enough time to be seated before the show.





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We ask patrons to stay home if:

- they are experiencing any COVID-19 symptoms
- they have been outside Newfoundland and Labrador in the last 14 days
- they live or have been in contact with anyone who has travelled outside Newfoundland and Labrador in the last 14 days
- they have tested positive for COVID-19
- they do not pass the COVID-19 self-assessment found at gov.nl.ca/covid-19 on the day of the event

If you cannot attend due to COVID-19 or COVID-19 symptoms, a full refund will be offered to the patron and to members of their party. Please contact the LSPU Hall Box Office in advance or within 24 hours of the missed performance.

Understand that an inherent risk of exposure to COVID-19 exists in any public place where people are present.





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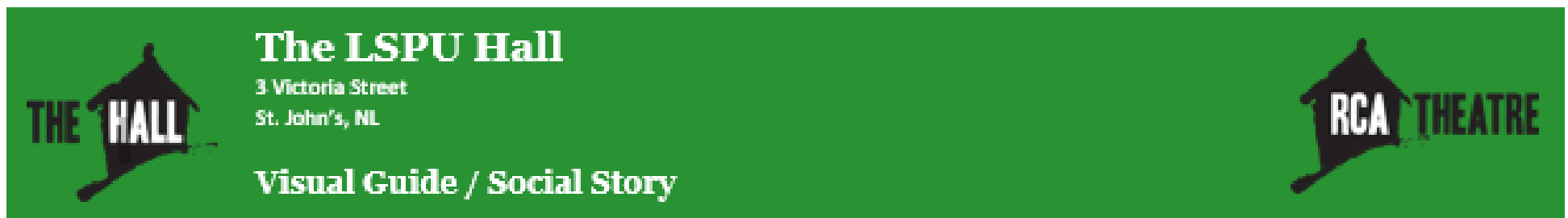
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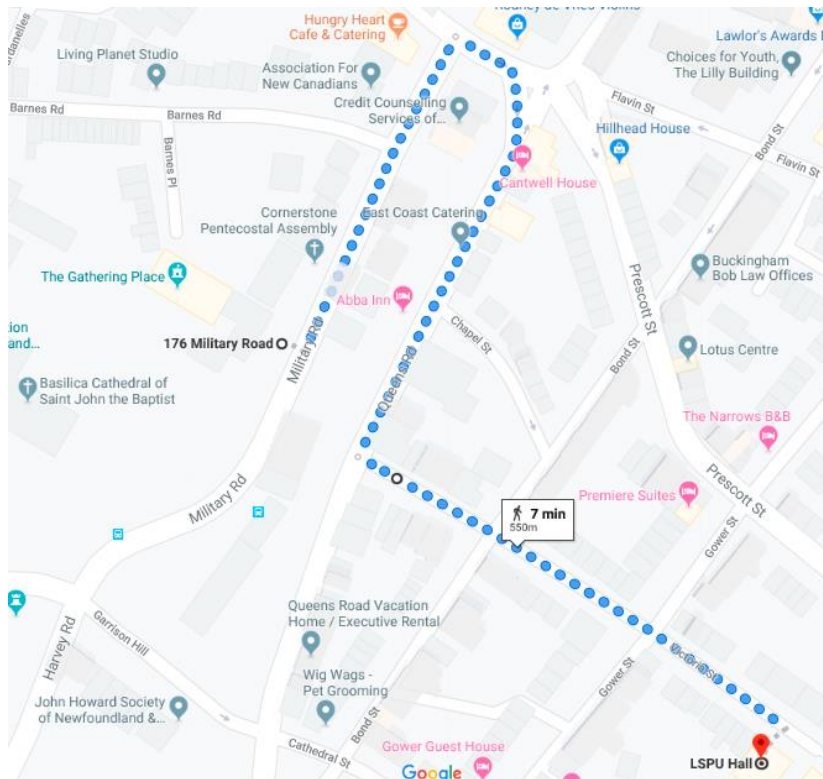
Getting to The Hall:

You can access the entrance to The Hall via Victoria street, or by walking up the concrete stairs that start on Duckworth street and walking up towards the outdoor stage.

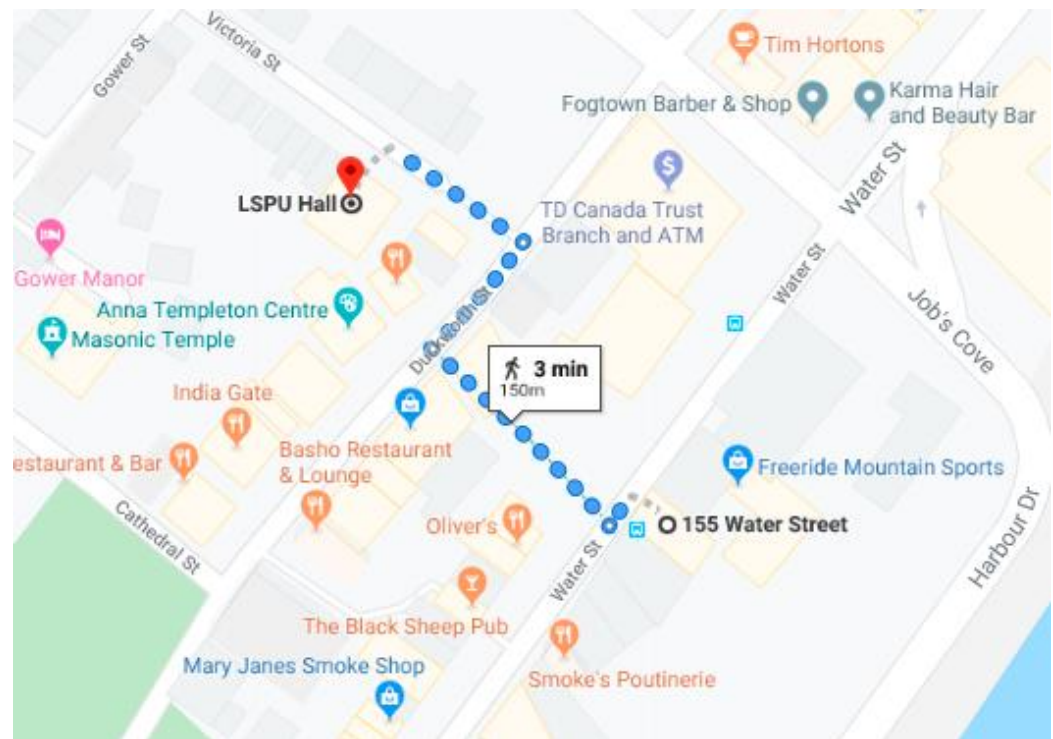




You can take Metrobus to The Hall! The bus does not stop directly at The Hall, but it is a short walk from the nearby bus stops.



The route 2, 10, and 15 all have stops on Military Road, near the Basilica. From these stops, it is a short walk from Military road, onto Queen's Road, and onto Victoria street.



The route 3 and 10 have stops near the Hall on Water street, and it is short walk to the Hall from these stops.

****You can ask the bus driver to help you find the stop that works best for you****



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We have free parking for our patrons after 6 pm on weekdays, and on weekends.

Harbour Drive Parking Lot

Located outside the Fortis Building at Harbourfront and Prescott.
100 parking spaces are available. First Come, First Serve.



There is also parking on Prescott Street, in the Bluedrop Performance Building Parking Lot
Located north of Duckworth, behind the Bluedrop Performance Building.
60 parking spaces are available. First Come, First Serve.





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The entrance to the Hall has concrete steps and a ramp. There is an automated door option on the wall near the door.

The door will swing open towards you.



Victoria Street has a steep incline. Please take care when walking at night, especially during rainy weather, and in the winter.





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This is the **Box Office**.

At this time, all ticket sales will be booked over the phone during Box Office hours (Monday to Friday, 12pm-5pm). There will be no in person or online sales until further notice.

Booking tickets over the phone will allow our staff to collect contact tracing information and to ensure we have physical distancing between you and other patrons/bubbles in the theatre!

If required, the box office will take cash or debit by appointment only. Please call-in advance to arrange a time 😊

Your tickets will be emailed to you at the time of purchase as a **mobile/e-ticket** or print at home ticket. Please save the ticket on your mobile phone or print the attached PDF to bring with you to the theatre. If using e-tickets or print at home tickets is not possible, patrons can pick up tickets at the box office on the night of the performance.

There will be no advance ticket pick up.

There's Kathryn our Box Office Manager holding down the fort!

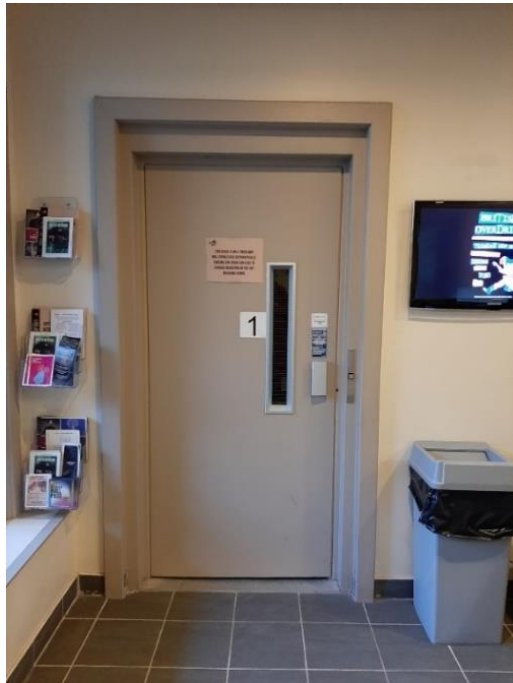




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This is the hall that leads from the elevator to the Main Stage, which is a short distance down the hall and to your right! There will be a volunteer greeting folks who can help you navigate this space!

This is the elevator that will take you up to the Main Stage.

It is located right next to the Box Office desk. Everyone is welcomed to use the elevator. Just inform a staff member who will assist you in using it.





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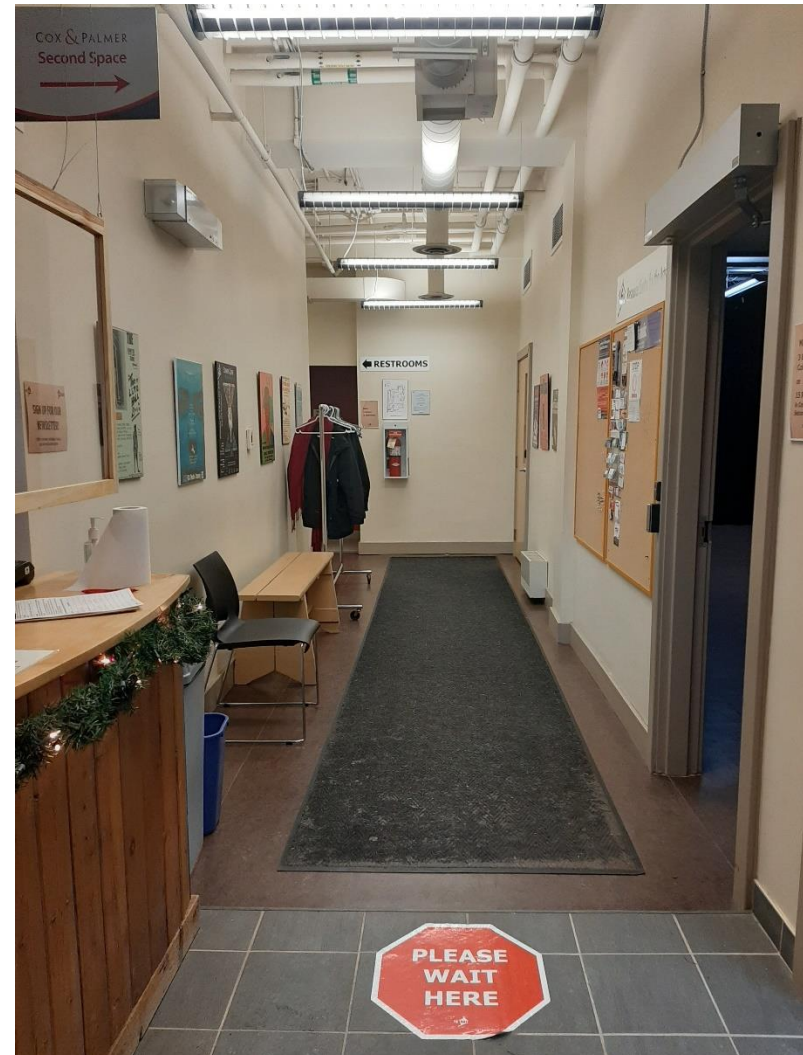


This is the front hallway.

From here you can find the restrooms, entrance to the Cox & Palmer Second Space, and entrance to the main stage.

You can take your coat up into the theatre or hang it on the coat rack; whatever makes you most comfortable!

Due to our staggered approach to seating, there will not be as many folks in this space prior to the show. This allows for safe social distancing.





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You will find these markers on the floor throughout The Hall to help with social distancing! Whenever you see one on the floor, take a moment to look around and see where other patrons are waiting. Then you can decide whether it is safe for you to move forward, or if you should wait on the marker.

The markers are more of a guide than a strict decree; they are a reminder to keep a safe distance between yourself and patrons outside of your bubble. You do not always need to be standing directly on one.





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This is the **Cox & Palmer Second Space**.

It is sometimes used as a venue too, for performances, readings, lectures, or receptions.

You can come to the Second Space during the show if you need a break at any time.

Sometimes it is decorated depending on the main stage show.

The maximum number of people allowed in the Second Space is **15 people** due to Covid-19.

We ask that patrons do not linger in the Second Space upon first arriving at The Hall but move directly to the Main Stage.





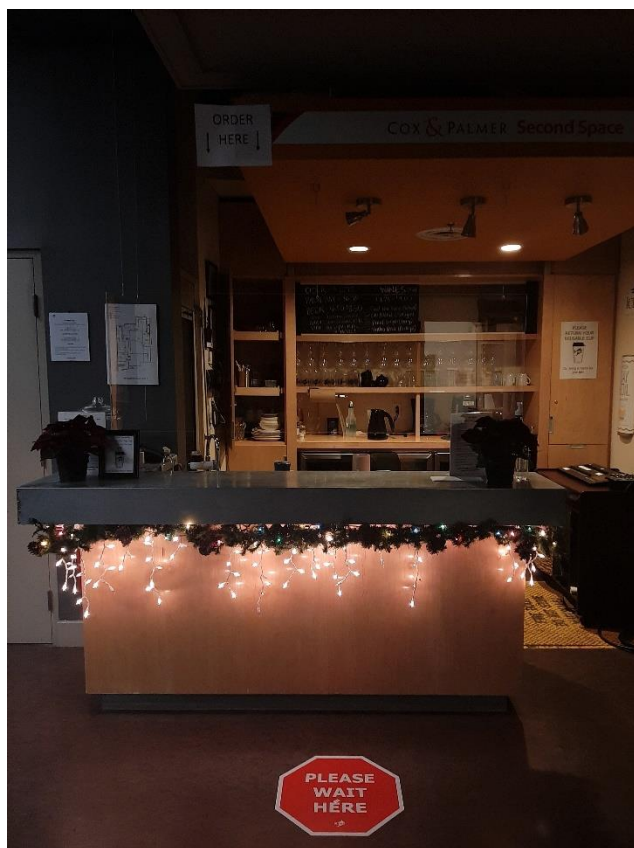
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This is the **Bar**. There is a new plexiglass shield hanging between the bar and patrons. You can barely see it reflected in this picture! Drinks must be purchased directly before moving to the Main Stage. You can purchase hot chocolate, tea, soft drinks, beer, wine, and cider. Water is free.



You may take your drinks up into the theatre in one of our plastic Hall cups. The bar staff will give you a cup so you can pour your drink into the cup. You may also drink directly from a can or glass bottle. No glasses are permitted in the theatre.

You can return your cup in a bin upstairs or at the bar after the show.



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The restrooms are located just before the entrance to the Main Stage. Our restrooms are gender neutral, so you may go wherever you are comfortable. One restroom has just stalls, while the other has a stall and urinals. Both restrooms have change tables and accessible stalls. The restrooms have automatic motion-detector lights, so they may be dark when you first enter. **We ask that patrons limit to 2 folks in each restroom at a time.**



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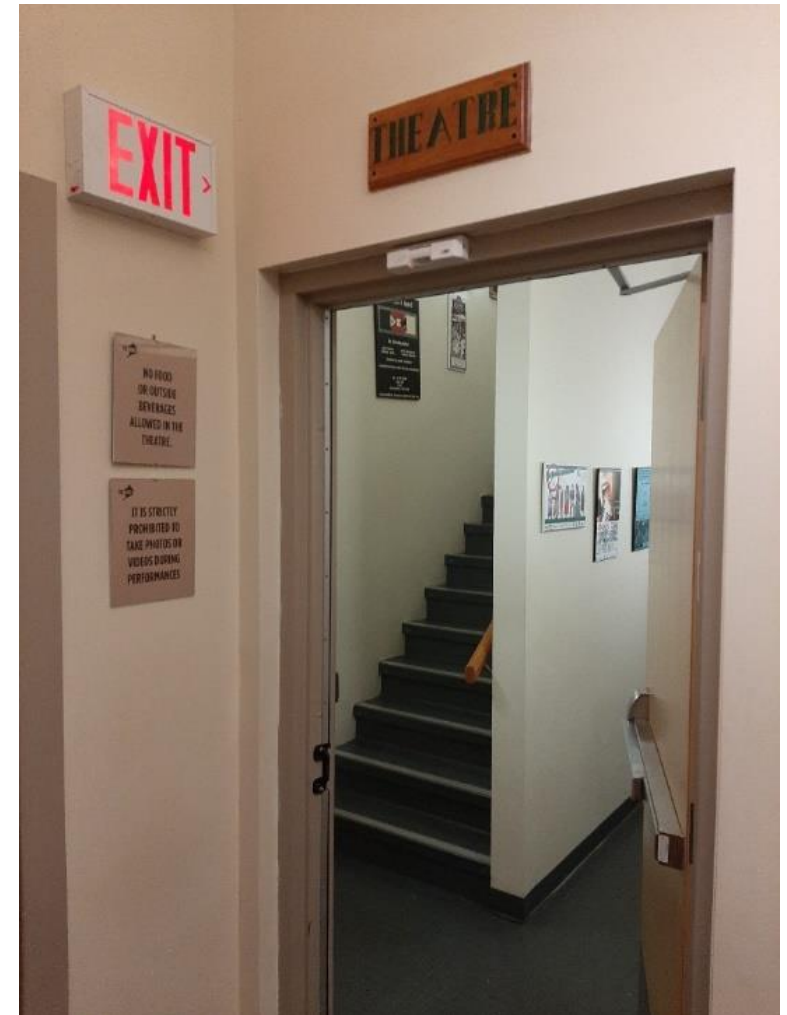
This is the entrance to the Main Stage. A volunteer will be waiting to check your ticket.

You can either have the ticket on your phone, printed at home as a PDF, or have it printed at the box office.

The volunteer will be wearing a name tag around their neck that says, “Front of House”, “Volunteer”, and their name.

Staff/ushers will escort all patrons upstairs into the theatre one bubble at a time.

The house opens **1 hour** before the show starts.





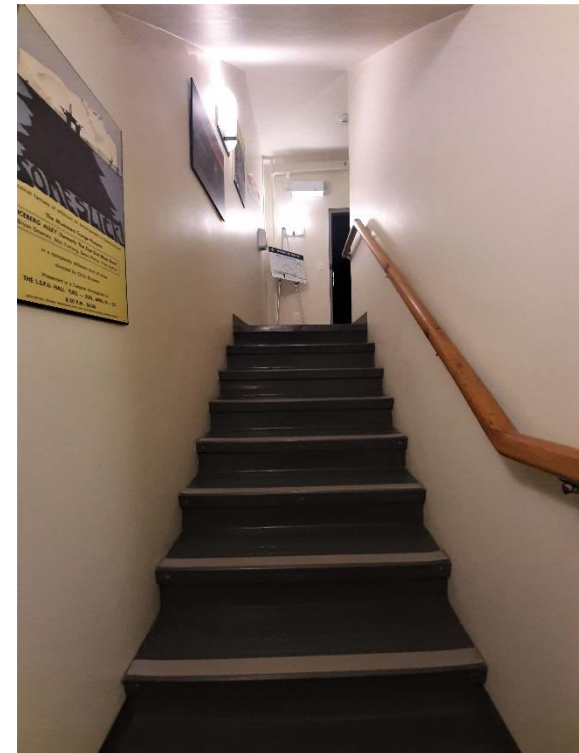
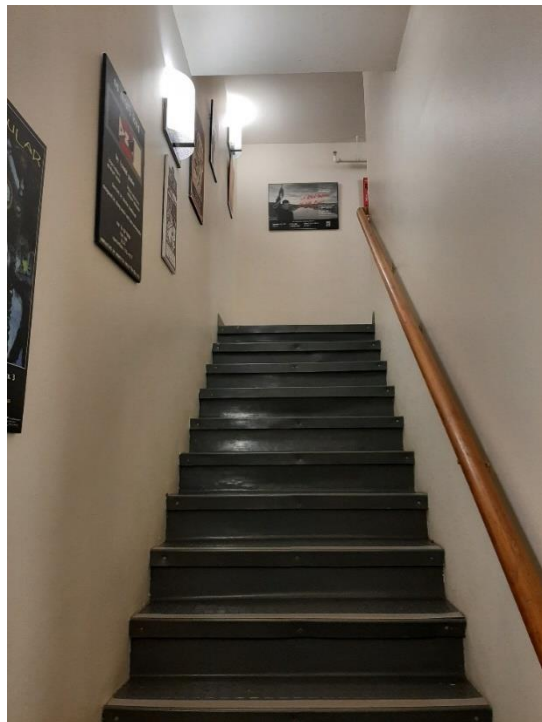
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These are the stairs up into main stage. There are two flights of stairs to the main door. They are narrow, and it is not possible to social distance if folks are coming up and down at the same time. We ask that only 1 person is on the stairwell at a time for this reason. Check out all the cool posters of past shows on the walls!



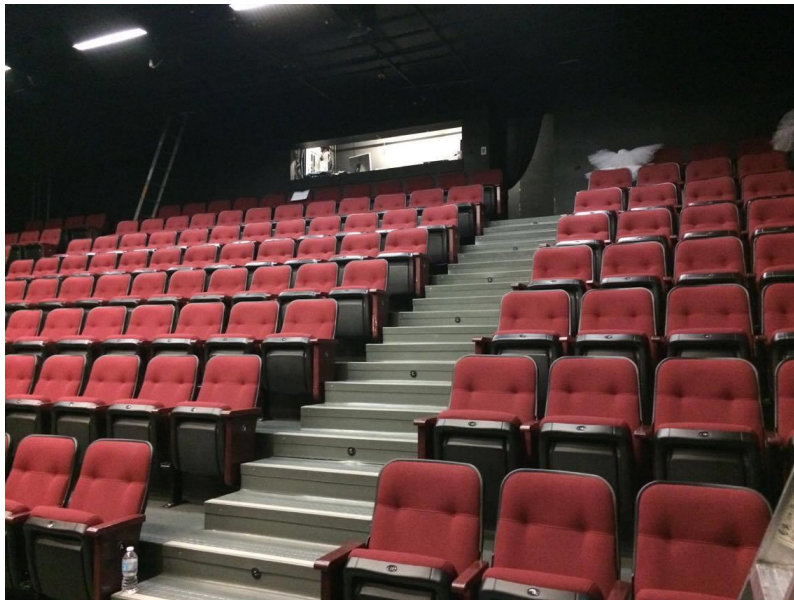
There will be another FOH Volunteer at the entrance of the main stage; they will greet you and offer to help you find your seat. If you do not need assistance finding your seat, that is okay too!



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Welcome to the **LSPU Hall Main Stage!** This is what the seats look like from the main entrance.



^This is what the stage looks like from the last row of seats!

< There is also a balcony on the left side of the theatre (Stage Right).



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Your ticket will have you row letter and seat number.

The seats at the end of each row are lettered so you can find which row you seat is in.

The seat numbers can be found on the underside of each seat.

The FOH Volunteers will be happy to point you to your seat!





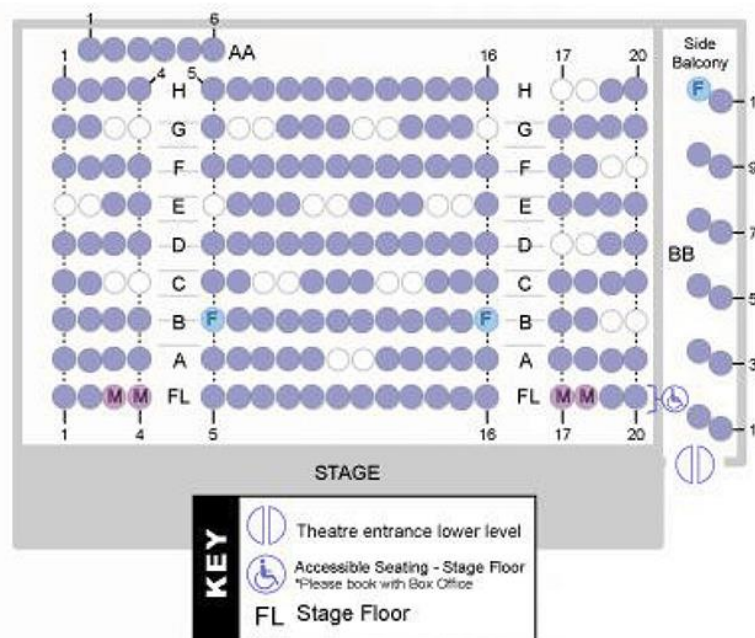
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KEY		
Hold		Seats
*	Kill	161
F	Front of House	3
M	Persons w/Mobility Issues	4
	Open	30



This is a seating map of the LSPU Hall. You can see exactly where your seat is, and how close it is to the stage, and exits!

The seats highlighted in purple have been left open (not sold) to allow for proper social distancing in the theatre.



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If you need to leave at any point during the show, you may exit the stage quietly through the door that you entered from. It may be dark so take your time and be careful!

You may go to the Second Space and enjoy the quiet, or you can step outside the front door to get a breath of fresh air.

The show will keep going while you are gone, but that is okay, you can catch up!

****make sure you have your mask with you****





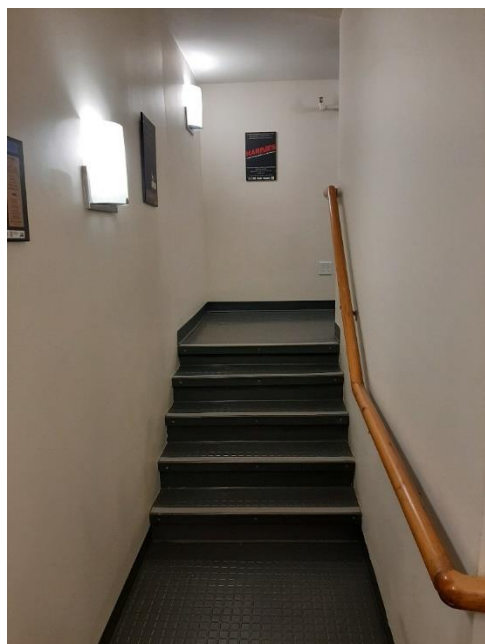
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When you are ready to reenter the theatre, you will have to go up 2 additional flights of stairs and enter through the balcony door.



It will be dark. There will be a FOH Volunteer to help you with the door and help direct you to your seat. The FOH may recommend waiting few moments to walk back to your seat, as to not disturb the performance.



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At the end of the show, the other patrons will clap for the performers; it is how we say thank you for the performance and congratulations to the artists on their work!

Some people may stand while they clap.

There may be a second round of applause, called an Encore. If it is too loud, you can cover your ears. If you do not want to clap, that's okay too.



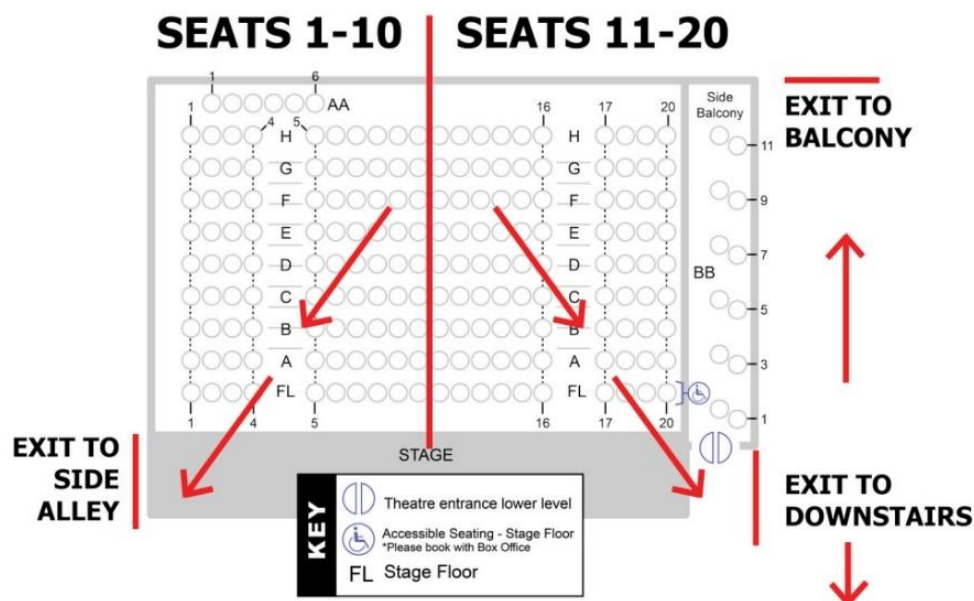
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EXITING THE THEATRE



We ask you to leave the Hall one row at a time once the event is over, starting with the front row to maintain social distancing. Patrons on the right side of the theatre will leave through the side stage exit. Patrons on the left side will either leave through the main exit, or through the balcony exit, or down the lift. Staff/ushers will be on hand to help guide patrons to the appropriate exit.

We ask that you leave the building as soon as the show is over – loitering is not permitted.



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Thank you for spending some
time with us at the LSPU Hall!

We hope you enjoy the show, and
we hope to see you again.

If you have any questions about
anything you have seen in this
guide, please contact our
Communications Manager at
communications@lspuhall.ca.

LSPU Hall Box Office

3 Victoria Street
St. John's, NL A1C 3V2
Phone: (709) 753-4531 ext 200

Resource Centre for the Arts Theatre Company (RCAT)

223-233 Duckworth Street, Suite 207
St. John's, NL A1C 1G8
Phone: (709) 753-4537

