



FAQ for Blindness at the Daryl Roth Theatre

Are masks required in the building?

Masks are always required over the nose and mouth when in the building. This rule applies to everyone, guests and staff alike. Masks should fit snugly against the face without gaps and cloth masks should have at least two layers of fabric. Neck gaiters and bandanas do not meet CDC guidelines and will not be allowed. Disposable surgical masks are available upon request.

Is there a health screening to get into the building?

Yes. All guests and staff will be asked to fill out an online health questionnaire before entering the building. This will be emailed to ticket purchasers approximately 24 hours before their event to be filled out on behalf of or forwarded to any guests they may be attending with. If there are any issues, a paper copy of the questionnaire will be available. Additionally, touchless temperature checks will be conducted at the door. If a guest's temperature is elevated, they will be asked to leave and their ticket will be past dated into another performance. If a guest believes their temperature reading is inaccurate, they may request to be rescanned up to two times for a total of three checks. The Daryl Roth Theatre will not keep any record of guests' temperatures, though we reserve the right as granted by the Department of Health to record if a guest or employee doesn't pass their temperature check.

What information is collected on the health questionnaire?

The health questionnaire will include yes or no questions regarding the following information:

- Have you tested positive for Covid-19 in the past fourteen (14) days
- Are you caring for or have you had close contact with someone diagnosed with Covid-19
- Do you have symptoms of Covid-19 including but not limited to:
 - Fever above 100.4°F/38.0°C or chills
 - Cough or sore throat
 - Shortness of breath or difficulty breathing
 - Fatigue, muscle or body aches
 - Headache
 - New loss of taste or smell
 - Congestion or runny nose
 - Nausea, vomiting, or diarrhea
- Have you traveled outside of the tri-state area in the past fourteen (14) days

What about contact tracing?

We ask that any guests who attend *Blindness* contact the theatre if they test positive for Covid-19 and their symptoms manifested within 48 hours of being at the showing. Contact information for the venue will be provided in your post-show email and on the Daryl Roth Theatre website. We will ask for guest

contact information on our questionnaire for contact tracing purposes only. Any contact tracing efforts will be confidential in full accordance with state and federal law, as well as our own commitment to guest privacy.

What other COVID-19 precautions are in place?

The Daryl Roth Theatre is committed to creating a safe environment for guests and staff. To do this, we have installed MERV-13 filters into our air filtration system, and the vents for the HVAC system will be kept in the open position for maximum air circulation. We have also placed NanoSeptic self-cleaning tape on all door handles to restrooms and the theatre. We have installed automatic touchless faucets, soap dispensers, and toilet flushers to eliminate those as high-touch areas. Hand sanitizer will be available throughout the space, and there will be indicator marks both inside and outside the building to assist with social distancing.

How is the building cleaned?

We have a full-time porter on staff who cleans and disinfects daily, with additional cleaning in high-touch areas. Front of house staff will also be assisting with wiping down high-touch areas while the event is happening. After each performance the theatre chairs will be power sprayed with disinfectant. All our cleaning products are CDC/EPA-approved for use against coronavirus.

This event uses headsets. How are those cleaned? Can I bring my own?

Attendees will hear the narrative unfolding around them through *binaural* headphone technology, which are specialized and cannot be replaced by personal headphones. Each headphone set will be waiting for the guest at their assigned seat in a sealed plastic bag, after having been sanitized with disinfectants that are CDC and EPA-approved for use against coronaviruses.

Can I buy a single ticket to *Blindness*?

Tickets will be available to purchase in pods of two seats only. The number of seats included within a pod cannot be changed. Because each pod, or pair of seats, must be shared by people who have chosen to be in close contact under social distancing guidelines, we cannot break up pods into individual tickets.

When will the building open before an event?

Because the Daryl Roth Theatre does not have enough space for all guests to congregate in our outer lobby, we will be opening doors ten minutes before each event. Please plan accordingly. If guests arrive earlier than that, a line will form on the west side of our door at 101 East 15th Street. Marks on the sidewalk will assist with social distancing.

Will there be any special accommodations for guests who arrive early and can't wait in line?

Yes. When you arrive, please see our house staff and we will assist in accommodating you in a socially distanced, safe manner.

Will restrooms be available?

Because the lower level of the building is currently closed, the only restroom available will be a single-stall, ADA accessible restroom on the ground floor. We highly encourage you to use the restroom before coming to the theatre in order to reduce lobby traffic.

Will concessions be available? Are other food and drink allowed?

No. Our concessions will not be open, and food and drink aren't permitted in the venue at this time. The exception to this is water, and we ask that you use best practices if you need to take a drink, including distancing yourself from other guests, only removing your mask immediately before, and replacing it immediately after.

Will the D-Lounge be open? What about the coat check?

No. The lower level of the building will be closed, so the D-Lounge seating area and coat check will not be available.

Will it be cold in the theatre?

Efforts to increase airflow may make the theatre chilly. Please plan accordingly.

Can I be seated if I arrive late? Can I re-enter if I leave?

Due to the nature of the event, which has periods of blackout and moving lights, we are not able to seat anyone after the doors to the theatre have closed. If you have to leave at any point during the show, a staff member will be available to see you safely out of the theatre, but you will not be permitted to re-enter.

Are there any special effects guests should know about?

Yes, there will be haze, strobe lights, loud noises, and blackout periods during the show.

Is there an age recommendation for *Blindness*?

Due to the subject matter of the show, it is recommended for ages 15+. *Blindness* includes discussions about sexual assault and psychological trauma, as well as descriptions of a physical assault.

How long is the show? Is there an intermission?

Blindness runs approximately 70 minutes with no intermission.

What if I need to visit the box office?

We will not be doing any in-person sales for *Blindness*, so we will not have in-person box office hours as we have in the past. A box office representative will be available at showtime in the case of any ticketing issues.

All tickets should be purchased through Telecharge online, including on the day of a performance.

Telecharge online: <https://www.telecharge.com/Off-Broadway/Blindness/Overview>

What if I need an exchange or refund?

There are no refunds once a ticket transaction has been completed. Exchanges due to health concerns will be available through Telecharge Customer Service or online up to two days prior to the ticketed performance, subject to availability. Guests who purchase VIP Flex tickets can exchange up to noon the day of their performance.

For Telecharge Customer Service, email tickets@telecharge.com.

To exchange online, visit the Order Status page on Telecharge.com. Enter your email and order number to bring up your order details and find the exchange button. The Order Status page can be found here: <https://www.telecharge.com/orderstatus.aspx>.

What if I'm unable to attend my ticketed performance?

If you're unable to attend your ticketed performance due to health concerns and it is **more than two days before the scheduled performance**, visit the Order Status page on Telecharge.com. Enter your email and order number to bring up your order details and find the exchange button. The Order Status page can be found here: <https://www.telecharge.com/orderstatus.aspx>. Please contact Telecharge Customer Service at tickets@telecharge.com if you have any issues with this process.

If you're unable to attend your ticketed performance due to health concerns and it is **less than two days before your scheduled performance**: The unused pair of tickets may be honored at a future performance as past date tickets. To past date your tickets, send an e-mail to BlindnessNYCpastdate@gmail.com 72 hours before the new performance you would like to attend. If there is availability, the box office will confirm your new performance date and send your updated tickets electronically within 24 hours.

Tickets can only be past dated in pairs. If one ticket out of a pair is used, the other will not be eligible for past dating. If you miss your past dated performance, you will be ineligible for further past dating as this is a one-time courtesy. Past date tickets are issued at the sole discretion of management, are only valid for the same production as the original tickets, and are subject to availability and blackout dates. This policy may be changed at any time without notice.

What if I have more questions or an ADA concern?

To buy tickets, visit Telecharge online.

For Telecharge Customer Service, email tickets@telecharge.com.

Telecharge online: <https://www.telecharge.com/Off-Broadway/Blindness/Overview>

Links for More Information:

Blindness event website: <https://www.blindnessevent.com/>

Blindness on Telecharge: <https://www.telecharge.com/Off-Broadway/Blindness/Overview>

State guidance about temperature checks:

<https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf>