



**Do I need to be vaccinated to come into the building?**

Yes, we require all patrons and staff to be fully vaccinated. We will accept the following at the door as proof of vaccination:

- CDC vaccination card with corresponding government-issued photo ID
- Photos of your CDC vaccination card with corresponding government-issued photo ID
- Photocopies of your CDC vaccination card with corresponding government-issued photo ID
- NY State Excelsior Pass with corresponding government-issued photo ID
- Health Pass by CLEAR with corresponding government-issued photo ID
- EU Digital Covid Certificates with a corresponding government-issued photo ID
- CDC vaccination cards for Astra Zeneca vaccination study with a corresponding government-issued photo ID

**Can I come if I have proof of a negative Covid test?**

Yes, we will accept proof of a negative PCR test taken up to 72 hours prior to performance or proof of a negative antigen Covid test taken up to 6 hours prior to performance.

**Can I bring my child to see the show?**

We recommend *Regina Comet* for children ages 12 and up. Children under 4 are not permitted. Children must be accompanied by a vaccinated adult and have proof of a negative PCR test taken up to 72 hours prior to performance or a negative antigen Covid test taken up to 6 hours prior to performance.

**Are masks required in the building?**

Masks are required for all patrons and staff. Masks must cover the nose and mouth. Masks should fit snugly against the face without gaps and cloth masks should have at least two layers of fabric.

**Is there a health screening to get into the building?**

There are no on-site health screenings at this time.

**What about contact tracing?**

Contract tracing is in effect through purchase information. We ask that you include a phone number when you make a purchase online, and we will ask you for one if you purchase in-person at our box office.

**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 enhanced our HVAC system for greater air filtration, installed MERV-13 filters, and installed a UV-C air treatment system. In addition, we have added HEPA filters to areas prone to high traffic, such as bathrooms. 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.

**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 show is happening. All our cleaning products are CDC/EPA-approved for use against coronavirus.

**When will the building open before an event?**

The building will open half an hour prior to the performance.

**Will restrooms be available?**

Yes, there are public restrooms on the lower level and an ADA-accessible restroom on the ground floor.

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

No, our concessions are currently closed, and food and drink aren't permitted in the venue at this time. We hope this will change in the fall.

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

No. At this time the D-Lounge remains closed, as does the coat check.

**Are there any special effects guests should know about?**

Yes, there are lasers used in *Regina Comet*.

**How long is the show? Is there an intermission?**

*Regina Comet* runs approximately 80 minutes with no intermission.

**What if I need to visit the box office?**

The in-person box office for *Regina Comet* will open on Tuesday, September 7, 2021. We recommend purchasing tickets in advance through Telecharge.com, or by calling Telecharge at 212-239-6200 or 800-447-7400.

### **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.

For Telecharge Customer Service, email [tickets@telecharge.com](mailto: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](mailto:tickets@telecharge.com) if you have any issues with this process.

### **What if I missed my performance?**

Unfortunately, we cannot issue refunds or exchanges. However, any unused tickets may be honored at a future performance as past date tickets. These tickets are issued at the sole discretion of management and are subject to availability and blackout dates. There is no guarantee of a seating location comparable to the location or price of the original tickets. Past dating is generally not available on holiday weeks, heavily sold, and sold out performances.

**On the day of the performance you would like to attend, call the Daryl Roth Theatre Box Office after 1:00pm at 212-375-1110 x1, to see if past dated tickets are being honored for that performance.** If tickets are available, you will be admitted as our guest. This is a one-time courtesy and is only valid for tickets to the same production. No arrangements can be made prior to the day you wish to attend, no exceptions.

Once confirmed by phone, your tickets will be available at the box office 30 minutes prior to the performance. You will need to present your original tickets before the box office will issue new tickets. Latecomers cannot be accommodated.