



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

Yes, New York City requires all patrons over the age of 5 and staff to be vaccinated. Those over the age of 12 must provide proof of full vaccination. Those aged 5-11 must provide proof of at least one dose.

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

Children who do not have a government-issued government ID may show proof of vaccination only.

**Can I come if I have proof of a negative COVID-19 test?**

Those with a valid medical exemption, and those with a strongly held religious belief, we will accept proof of a negative PCR test taken up to 72 hours prior to performance or proof of a negative antigen COVID-19 test taken up to 6 hours prior to performance.

Children under the age of 5 are encouraged, but not required, to provide proof of negative COVID-19 test.

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

We recommend *Rescue Rue* for all ages. Everyone must have a ticket, regardless of age. Reduced price “Lap Seat Tickets” are available in person at the Box Office for children 0-12 months who will be sitting on their parent/guardian’s lap.

**Are masks required in the building?**

Masks are required for all staff and patrons over the age of 2. Children under the age of 2 are encouraged, but not required, to wear masks. 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?**

Contact 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?**

Currently the building will open one 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?**

Our bar is currently open one hour prior to performances of *Is There Still Sex in the City?* for beverage purchases only. No food is available at this time. Only vaccinated patrons are permitted in the D-Lounge. Please note that masks must be worn at all times when not drinking.

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

Both the D-Lounge and coat check are currently closed.

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

There are no special effects used in *Rescue Rue*.

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

*Rescue Rue* runs approximately 70 minutes with no intermission.

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

Our box office is operating at a reduced schedule. Please call ahead. The DR2 Box Office will be open one hour prior to curtain. 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?**

All sales for cancelled performances of *Is There Still Sex in the City?* are to be refunded. Please contact your point of sale for more information.

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.