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**LIVE FROM COVENT GARDEN CONCERTS - BRIEFING NOTE**

**ARRIVING AT THE BUILDING: ACCESS TO SITE**

Only authorised staff who have been given explicit permission by their line manager/ are working on the Live from Covent Garden Concerts and are required to be at ROH will have their passes reactivated. Individuals attempting to enter the building without permission will be turned away by Security.

**PASSES – ROH STAFF**

Your pass will have been reactivated in advance if Security know you are attending, i.e. your line manager has submitted a work approval form. If you are attending for the Live from Covent Garden concert, please contact xxxxx if your pass has not been activated. Otherwise, contact your line manager.

**PASSES – VISITORS**

Security have a list of names and printed passes. Please let them know your name and they will put the pass on the separate table for you to collect.

**ARRIVING AT COVENT GARDEN**

All staff should enter through xxxxx (FOH entrance) on Bow Street.

Swipe your pass at the reader at the entrance before entering and then follow all signage and floor markings.

If there are several people waiting please queue at a social distance (2m/6ft) using the floor markings.

A hand sanitiser station will be positioned at the entrance.

**TEMPERATURE SCREENING**

A temperature screening thermographic bullet camera is installed at the Security desk in for the purposes of checking that all those who enter the building do not have a raised temperature.

If the screening indicates you have a raised temperature of 37.8˚C or above, you will be asked by Security to wait in the designated isolation area xxxxx. Please go straight there and wait in the seating area.

Another temperature check will be made after a 10-minute interval. Security will ask you to walk pass the camera again to retake your temperature. If it detects a temperature a second time, you will not be allowed in the building. You will be asked to return home by the most direct means and make contact with your line manager/HR.

If your temperature check is satisfactory the first or second time, individuals will be allowed to proceed into work.

All staff are expected to co-operate fully with this process. Thank you for your patience during any waiting time.

**Note:** Security will not record your name if your temperature check is too high – they simply won’t allow you in the building. It is your responsibility to inform your line manager or whoever you were visiting that you are not attending site.

**CYCLE PARK**

After you’ve passed the thermal imaging camera, you can park your bike (if you have one) in the new Main Entrance Foyer. Then follow the one-way route to xxxxx on Level 5.

**PARKING FACILITIES 12- 28 JUNE**

The National Theatre and Horizons Car Parking have kindly made some special arrangements for the Royal Opera House.  They have adjusted their opening hours 06:00 – 22:00 and to also be open on Saturday and Sunday.  The daily rate is £5.00.

They have updated the website, and provided a hidden site to reflect the times and discount provided for the Royal Opera House. This can be found on the following link;

<https://horizonspaces.co.uk/locations/show/4294961169>

Or alternatively via [www.horizonspaces.co.uk](https://protect-eu.mimecast.com/s/EZ7TCPjzrcKGzEPFjwkr6?domain=urldefense.proofpoint.com) and entering the code 18374 as you’ll note below;

For those parking, you will need to book through the website, selecting the date and time you require and open an account. We would suggest you confirm the entry and exit time as near as possible, so Horizon colleagues are aware of the arrival and departure times and can manage this as required, the price is set for the full day so if people arrive early or late this won’t create any issues (as long as they are within the opening times listed above).

For subsequent bookings, once people have an account, this is much simpler and can be booked in advance, and for multiple days too.

**CONGESTION CHARGE**

Please be aware of the Congestion Charge weekdays 07:00 – 18:00

If you sign up to Auto Pay, the charge is reduced to £10.50, see link below.

<https://tfl.gov.uk/modes/driving/congestion-charge/paying-the-congestion-charge>

**GETTING TO WORK**

From the FOH, go xxxxx to Level 5.

Please wash your hands for at least 20 seconds using soap and water in the bathrooms xxxxx (Level 5) before proceeding further into the building. Follow the one-way route and maintain a social distance from other staff as far as practical.

Staff can then proceed to their work areas, as agreed in advance.

Please only visit the parts of the building you have agreed in advance to work in. This allows us to ensure they are properly cleaned and ventilated. If you are in any doubt, please ask your line manager.

Avoid exiting and entering the building during the day, as far as practical.

**GOING HOME**

Please exit xxxx and go out of the new Main Entrance Foyer doors on Bow Street. You will be able to collect your bike from the cycle park as you go.

**PERSONAL FACILITIES**

To ensure we adhere to social distancing guidelines please bring everything that you may need with you.

* There is no catering or food service on site, please bring your own food and drinks, cutlery, napkins etc.
* Please bring your own towels if necessary. Showers are not in use unless specifically requested.
* There will be no hair, make up or costume support on site and so please come prepared to be ‘self sufficient’.

In addition to the areas agreed to work in, the follow spaces are available for breaks, rest time and eating and drinking:

* xxxxx

**Please observe social distancing during breaks. Teams who are working together may take their breaks together but should avoid close contact with other teams whenever possible.**