

IMMERSIVE | LDN

A COVID-19 SECURE VENUE

Following conversations with local authorities and the relevant Unions we have implemented a range of measures to ensure the health and safety for our patrons and our staff, and to ensure we comply with all covid-19 secure guidelines. These measures remain under constant review and apply throughout the building.

This information was last updated 17/08/2020

1. We've implemented new venue and zone capacity limits to ensure social distancing is possible at all times.
2. We've implemented a venue-wide sterilisation programme to ensure all surfaces are regularly cleaned.
3. We've introduced hand sanitisation stations throughout the building.
4. All visitors and staff must wear a suitable face covering at all times while within the venue.
5. All visitors and staff must consent to a temperature check on entry to the venue. The venue reserves the right to refuse entry based on the result of this check, with visitors refused entry benefiting from our no-questions-asked exchange policy.

NO-QUESTIONS-ASKED EXCHANGE POLICY

Based on current guidelines our host venue Immersive | LDN have implemented a NO-QUESTIONS-ASKED EXCHANGE POLICY. Any ticket purchased for an event at Immersive | LDN will be exchangeable for an equivalent ticket on an alternative date up until the commencement time of the booked performance. This will be arranged in person, or via email. **This NO-QUESTIONS-ASKED EXCHANGE POLICY is under constant review and Immersive | LDN reserves the right to cancel or amend this policy with immediate effect and at any time. This policy applies to tickets booked at artstickets.co.uk and immersiveldn.com. We cannot guarantee that third party ticket agents will follow the same policy although they will be encouraged to do so. This policy will be reviewed and amended as Government guidelines develop.**