



Safer at Home

MOVIE THEATERS

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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Safeguarding Guidance:

1. Review and comply with the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. If serving food, provide [ServSafe COVID-19](#) training or similar training to all employees.
3. Review and follow CDC [guidance for businesses and employers](#).
4. Review and follow CDC [guidance for cleaning and disinfection](#).
5. Staff must wear face coverings over their noses and mouths while at work within the facility, in public locations or shared staff areas (e.g. break rooms), and when interacting face to face with clients:
 - a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. People wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their face masks without first sanitizing their hands. After touching faces or adjusting masks, their hands must be sanitized again.
6. All customers should wear cloth face coverings when entering and exiting the facility, waiting in lines, buying tickets or food/drink, and transiting to/from the movie theater or to/from the restrooms when social distancing is difficult to maintain. Cloth face coverings are not required when seated and watching the movie in an appropriately physically distanced theater, as outlined below.
7. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the facility, including at entryways to the facility, at ticket counters, and in food and beverage locations. Hand sanitizer must also be provided in non-public settings such as work areas, offices, and break areas.
8. Commonly touched surfaces, work areas, restrooms, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#) at a minimum every 2 hours and at the end of each shift.
9. Staff and customers should maintain a distance of at least 6 feet from others at all times. Processes should be built into theater operations that promote and maintain physical distancing between staff and customers, including at ticketing, food service areas, restrooms, waiting in lines, etc.
10. Assign dedicated staff (i.e. a safety officer) to monitor and ensure compliance with social distancing, hand hygiene, cloth face covering use, and other protective actions.

Employee Guidance:

1. Employees must be provided with education and training around safe practices as they relate to physical distancing, use of cloth face coverings, hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidance](#) and this guidance document.
2. Employees must be screened (questioned about) symptoms and risk factors for COVID-19 before each shift as outlined in the [COVID-19 employee travel, screening,](#)



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and exclusion guidance. Staff with any symptoms or identified risk factors shall not be allowed to work or remain in the facility. Contractors and vendors must be screened if they are entering any public area or require prolonged contact with site personnel.

3. Employers shall require all employees, contractors, and vendors to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor.
4. Employees must work at least 6 feet apart at all times and must maintain at least 6 feet of distance with customers.
5. Shared equipment shall be cleaned and disinfected after each use.
6. Employees should frequently practice hand hygiene throughout the day, including upon arrival at the facility, before and after going to the bathroom, before and after touching their face masks or face coverings, before and after eating, before and after food service, and prior to leaving the facility for the day.

Consumer Protection:

1. All facilities should have a communication plan to educate customers prior to their visit about the health and safety practices at the theater and what the customers need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email or other electronic communication, such as reservations or confirmations, and print mailings to the customers.
2. Prior to ticket purchase, customers must attest that they have reviewed the below questions and answer “no” to all questions in order to be admitted. The questions should be clearly posted at entry points and near ticket purchase windows. This process can also be accomplished as part of an online ticket purchasing platform.

Questions:

- a. Have you been in close contact with someone who is suspected or confirmed to have had COVID-19 in the last 14 days? (**NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
- b. Have you had a fever or felt feverish in the last 72 hours?
- c. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or difficulty breathing?
- d. Are you experiencing any new muscle aches, significant tiredness, or chills?
- e. Have you had any new changes in your sense of taste or smell?
- f. Have you traveled in the past 14 days either:
 - i. Internationally (outside the U.S.),
 - ii. By cruise ship, or
 - iii. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.. not including commuting for work)?



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- iv. Customers shall be told: If you answered “yes” to any of these questions, please do not put our employees and other customers at risk and come back another day when you feel better. Any ticket price will be refunded.
3. Signage must additionally be prominently posted at the entrance informing customers about [symptoms of COVID-19](#) and customers should be reminded:
 - a. Remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
 - b. Keep a safe distance of at least 6 feet from other people visiting the movie theater at all times; and
 - c. Practice frequent hand hygiene/washing; and
 - d. Wear cloth face coverings over their mouths and noses to protect others when in public locations and social distancing is difficult to maintain.

Business Process Adaptations:

1. Admissions per theater is limited to 50% occupancy, or to the number of people where at least 6 feet of physical distancing is able to be consistently maintained between people or groups when seated in the theater, whichever number is lower.
2. Customers should be encouraged to pre-purchase admission tickets prior to arrival. It is recommended that customers be given a timeframe to enter the theater and go through ticketing to be seated in order to avoid congregating and waiting in the lobby.
3. Enough time should be scheduled between showings per theater to allow for all customers to exit without congregation in hallways or at exits, enhanced cleaning and disinfection of all seating areas to occur, and new customers to arrive and be brought to appropriate seats.
4. Theaters must develop a process for seating customers in a theater so that customers who are not part of the same group are seated at least 6 feet apart from others. This includes maintaining at least 6 feet of distance side-to-side and front-to-back in the theater. Some options to consider include:
 - a. Develop an assigned seating plan for each theater which customers can reserve spots for ahead of time and is adjustable to the size of the booking party and allows couples and small groups to sit together while maintaining at least 6 feet of distance from other individuals/groups.
 - b. Allow only individual seating within theaters with pre-arranged single seats available spaced at least 6 feet apart from adjacent seats to maximize capacity (non-available seats would be blocked off). This would not allow groups or couples to sit together.
5. Customers should be informed either verbally, via signage, or on-screen displays that the exiting of a theater after a showing should occur in an orderly fashion so



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- that people sitting in the middle of a row or back of the auditorium should wait for others in front to exit so that people are not coming in close contact with others.
6. Physical barriers (e.g., plastic or Plexiglas shields) should be placed between staff and customers at ticketing and food service counters.
 7. Separate and clearly designated entrances and exits should be established to facilitate physical distancing between arriving/exiting customers.
 8. Congregating in the lobby and waiting lines should be avoided or minimized. Theaters must ensure all areas that create waiting lines have clear demarcations that space customers at least 6 feet apart.
 9. Alcohol-based hand sanitizer should be made readily available within the theater, and customers should be asked to practice hand hygiene upon arrival to the theater.
 10. Seating and high touch areas should be cleaned and disinfected between each performance/showing.
 11. In common areas (e.g., the lobby and restrooms), frequent cleaning and disinfection of commonly touched surfaces should be performed every 2 hours at a minimum, including door handles, faucets, counters, and other common touch points.
 12. Clean and disinfect all front-of-house surfaces including door handles, screens, phones, pens, keyboards, and other areas of hand contact every two hours, at a minimum.
 13. Facilities should evaluate their buildings' ventilation systems to increase auditorium and overall building ventilation, increase the number of air exchanges, increase outdoor air ventilation, limit internal air circulation, and improve central air filtration. Ventilation systems' filters must be routinely replaced and other necessary maintenance should be performed as needed. CDC guidance should be reviewed and used in evaluating building ventilation.

