

## TRAFFIC LIGHT SYSTEM | FAQ'S

### **Will I have to show My Vaccine Pass every time I walk in the door?**

If you are attending an event or show, your information will be stored for the duration of the event or show. You will also need to show your My Vaccine Pass to visit the Box Office in the Pan Pac Foyer.

### **Do I still have to scan the QR code or sign in, and wear a face covering?**

Yes, you are still required to scan your QR code for signing in. According to government guidelines under the new traffic light system, face coverings are required in common areas of the Municipal Theatre.

### **Why has the Municipal Theatre decided to opt into the traffic light system?**

We have carefully considered the implications of the traffic light system on our business and team, as the safety and wellbeing of customers, staff and communities is of top priority.

The Napier Municipal Theatre is managed by Napier City Council. Council has health and safety obligations to staff, contractors, suppliers and general members of the public. COVID-19 poses a very real and serious risk, and those health and safety obligations means it must take reasonably practicable steps to manage and minimise that risk.

Being the type of business we are, if we chose not to ask people for a My Vaccine Pass under the new traffic light system of green, we would have restrictions on services and the number of people allowed into our venue limited to 100. At orange and red levels, we wouldn't be able to operate at all.

### **Will Napier Municipal Theatre staff be vaccinated?**

Yes.

### **What public health measures will continue under this new framework?**

There are a number of measures we have in place to ensure the safety and wellbeing of our customers, team members, and communities. Some of these include:

- All staff, volunteers, visitors and contractors, aged 12 years and over to show their My Vaccine Pass on entry.
- Mandatory QR code scanning and wearing of face masks
- Monitoring the number of visitors coming into our facility
- Cashless transactions are in place
- Physical distancing.

### **Can I still visit the box office to discuss tickets or refunds?**

Unfortunately not, all Napier Municipal Theatre buildings are required to operate under the traffic light system, therefore a My Vaccine Pass will be required to enter the facility.

### **What if I am unvaccinated?**

Staff have the right to refuse entry to people who cannot show a My Vaccine Pass or official medical exemption. Businesses which have opted into the traffic light system but fail to check certificates or exemptions can be fined up to \$12,000, or \$15,000 if the Courts impose a fine.

**If, under the new traffic light system, this makes an event or show unable to be run, or I have tickets to an upcoming show but can't attend as I will not have a My Vaccine Pass – is a refund available?**

We have been advised by Ticketek that they will honour refunds for shows unable to be run due under the traffic light system. If a show is still able to be run but you won't be able to attend as you don't have a My Vaccine Pass, please contact the ticketing company (Ticketek) as you may be eligible for a refund.

**Who will be responsible for scanning and checking My Vaccine Pass? Will you have the appropriate equipment for this?**

The staff at Napier Municipal Theatre will have the New Zealand Pass Verifier App and will be scanning My Vaccine Pass upon entry.

**Where can I find more information on how the traffic light system works?**

For general information, and any updates visit <https://covid19.govt.nz/alert-levels-and-updates/covid-19-protection/>