

Kronberg Academy Hygiene Protocol

All Kronberg Academy events are subject to strict protective and hygiene measures that will help continue to curb the spread of COVID-19. Please ensure that you observe the following precautions:

Only come if you are well

We kindly request that you only attend events if you are well, i.e. you have no symptoms whatsoever of COVID-19, if you are not required to quarantine or self-isolate by official order, and if you have not been classed as a contact by the tracing system.

Keep your distance

Please maintain a distance of at least 1.5m from others. In areas where this is not possible, e.g. in lifts, toilet facilities etc, please enter these spaces one at a time. Please do not shake hands or give anyone a hug.

Wear a face covering

It is obligatory for masks covering the mouth and nose to be worn at all Kronberg Academy events, irrespective of the venue. This not only applies to the concert halls themselves, but also to the whole building (corridors, toilets, wardrobe areas etc) at all times. At certain designated venues, masks may be removed at the start of the performance, but only for the duration of the performance. They must be replaced immediately as soon as the concert ends.

Observe general hygiene guidelines

Please ensure that you always sneeze or cough into a handkerchief or the crook of your elbow. Thoroughly wash or sanitise your hands regularly when you come to one of our venues – hand sanitiser is freely available at all our events.

Ticket purchases

To ensure that the chain of infection can be tracked in the event of a suspected case, as the event organiser we are required to take your contact details when you purchase a ticket to facilitate any necessary tracing. On the date of the event itself, you are obliged to re-confirm your contact details via a contact form. This will be destroyed after a mandatory storage period of one month. We also request that you carry your identity card with you on the day of the concert.

Procedure for admission to events

There will be a minimum of two separate doors for entry and exit at each concert, which will be labelled accordingly. In the event that large numbers of audience members converge when arriving or leaving a performance, please ensure that you still maintain distance from others and factor in extra time for waiting. Our team will be happy to help you find your seats as quickly as possible so that queues can be avoided.

Using the wardrobe

For events where a wardrobe service is available, please ensure that you maintain a distance of 1.5m from other guests and place small items such as hats, scarves etc, ready in your coat pockets or sleeves to speed up the process.

Using the toilets

Owing to social distancing requirements, toilet facilities can only be used by a limited number of guests at a time. Please continue to wear your mask in this area and maintain a distance of 1.5m from others.

Food & drink

No food or drinks will be served.