UNITED PALACE WELCOMES YOU BACK
Our entire United Palace team is thrilled to welcome you back to business with us. COVID-19 has presented our industry with new challenges. We view this as an opportunity to evolve our practices and meet these challenges with confident solutions. We are facing the new business landscape head-on, incorporating the most up-to-date information and recommendations. The requirements here outline how we are creating a safe and welcoming space for you to work in. It is subject to change as new practices and guidelines daily become available.

As NYC theater venues, arts centers and faith centers reopen for business, our top priority is your safety. We are following the New York State reopening blueprint and we are tracking the industry each day for best practices.

Since March 13th we have joined weekly with groups such as the Upper Manhattan Interfaith Coalition, the Association of Performing Arts Professionals (APAP), National Independent Venue Association (NIVA), League of Historic American Theaters, Utopia Artists, the Consortium of East Coast Theaters, in addition to local law enforcement and health professionals to be on the front line of all information and industry discussions around returning to business successfully.

Since Day 1 of the NYS shutdown and quarantine, United Palace has actively been servicing our spiritual community and leaning forward towards reopening. Our facility and spaces, while having been closed to the public and in strict adherence to all CDC recommendations, local and state guidelines, have been daily sanitized, maintained and prepped for the return to business. Our full staff (facilities, technical, security, management, ministers and executives) has been hard at work creating and implementing processes and procedures to ensure public safety and to bring business back with confidence in what we are very aware is a new landscape for all of us. We are unique in that our entire team has remained intact and poised to welcome you back. Additionally, we have certified six COVID-19 Safety Managers on our staff. We are here to support you in your needs and to make your time with us creative, fulfilling and above all, safe.

We understand that remaining flexible is key to restarting business. Our staff has been trained in all of the following procedures and is ready to work with you. We thank you in advance for trusting us to provide you the first-class experience you can expect at United Palace of Spiritual Arts.

Bishop Heather Shea
CEO & Spiritual Director
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FOR EVERYONE’S SAFETY

As recommended by the Department of Health and CDC, we require all staff, patrons, production staff or other participants who have exhibited any of the below symptoms within 14 days to be excluded from activities at United Palace:

- Fever of 100.4 or greater
- Cough
- Chills
- Shortness of breath/difficulty breathing
- Headache
- Repeated shaking with chills
- Muscle pain
- Sore throat
- New loss of taste or smell

For everyone’s safety please stay home if you feel sick and seek a doctor’s advice.
ENTERING THE VENUE

Masks:
Cloth, fabric or medical-style face coverings are required for entry to the venue. Masks must be worn throughout the building covering the nose and mouth. (Exceptions include protected class and artist/talent in performance or recording.)

Temperature Scan:
United Palace security staff will conduct a touchless infrared temperature scan to all persons entering the venue. This is a mandatory procedure and any person registering a temperature of 100.4 degrees Fahrenheit or higher will be unable to enter the premises, without exception.

For ticketed events, guests who register 100.4 at the initial security scan checkpoint will be provided a secondary temperature check in a private area with an EMT staff. If temperature readout is consistent, admittance to the venue will be prohibited without a COVID Rapid Test. Any ticket holder denied entrance for medical reasons will receive a full refund.

COVID Rapid Test:
United Palace is at the forefront of the industry with onsite rapid test capability. Any person registering a temperature scan of 100.4 degrees Fahrenheit or higher at both the initial security checkpoint and at the secondary medical screening by a 3rd party EMT provider, on a fee for service basis, may choose to perform the rapid test which will confirm a positive or negative COVID-19 result. Only guests with a negative result will be allowed entrance.
HAND SANITIZING STATIONS:
The United Palace has strategically installed touchless hand sanitizing stations at all ingress/egress locations. Additionally, there are stations located throughout the theater lobby areas. We strongly recommend all persons to utilize these stations upon entering, throughout time spent in the building, and upon exiting to ensure proper sanitization.

ENTRANCE DENIAL POLICY:
We hold the safety of our guests in the highest regard. We believe it is our responsibility as private venue operators to make decisions (sometimes difficult ones) that protect those inside the facility.

To that end we will deny entrance/expedite exit for reasons, including, but not limited to:

Refusal of temperature scan | Temperature scan of 100.4 degrees Fahrenheit or higher | Not wearing a mask | COVID Rapid Test resulting in positive | Disregard of social distance guidelines | Non-compliance to limited restroom capacities | Non-compliance to backstage and green room limited capacities

**Please refer to our website for a full list of prohibited items.**

**Any ticket holder who is turned away at the door due to a COVID-19 health screening will be refunded.**
FACILITY SANITIZING PRACTICES

The United Palace has developed, implemented, and is maintaining a plan of routine cleaning and disinfecting according to the CDC’s Guidance for Cleaning and Disinfecting, local, state and federal requirements which includes:

2X
2x daily sanitization of high-touch surfaces (doorknobs, handrails, doors, office equipment, etc.)

2X
2x daily sanitization of all bathrooms and bathroom surfaces utilizing CDC approved product Virex II 256 One-Step Disinfectant diluted with water

All public sinks are touchless and all restrooms containing paper towels instead of hand blowers

All bathrooms utilizing Acquaint Anti-Bacterial Foam hand soap
SIGNAGE AND FLOOR MARKERS

We understand that new procedures and guidelines for theater spaces have the potential to be confusing for our guests. To help in this regard we have supplied signage throughout the building and floor markers/directional assist markers to support social distancing. Additionally, our ticketing platform and our main website have been updated to include all public health safety protocols and expectations for the venue. Please follow guidance from our uniformed staff.

SOCIAL DISTANCE GUIDELINES

As recommended by the CDC, 6-foot distancing between guests where possible is the safe social etiquette we have adopted. Social distancing will occur at our entrances/exits, security procedures, front of house logistics, ticketed seating map, restrooms, green rooms and technical production practices.

ONE-WAY FLOW FOR GUESTS

In order to make the guest experience flow with more ease, we have implemented one-way directional lanes for moving through the venue, ensuring that guests can maintain comfortable distancing etiquette. Floor markers, signage, stanchions and our trained staff will guide our guests safely.

AIR FLOW

Our venue is equipped with an internal intake and exchange air-flow system that will be engaged for all events. We will also utilize our venues’s fresh air exchange when outside temperature permits. Additionally, we are investigating UV technology for our HVAC system.
WHAT'S NEW

WHAT WE’VE CHANGED

SOCIAL DISTANCE COMPLIANCE SEAT MAP

As a strictly seated house, we have restructured our seating plan to comply with social distance guidelines. Our ticket provider closely monitors ticket requests and group sizes to ensure that parties of specific size will be seated together while continuing to maintain mandated 6-feet distance from other guests. See our map (pg 14), or download it from our website.

BOX OFFICE

In order to mitigate touch points between our staff and our guests we are strongly recommending all customers to utilize our digital ticket option which allows for the purchase and use of event tickets via mobile device. Additionally, we will be following all CDC recommendations for sanitization and social distancing regarding box office operations.

CONCESSIONS GUIDELINES

All concessions sold at United Palace must be individually wrapped and packaged. Buffet-style food or open food containers are prohibited. Food items must be individually wrapped. Concession staff is required to wear masks and gloves at all times. All beverages must be pre-packaged and individually wrapped. Cashless sale points and pre-order digital technology (concessions App) are highly recommended.

RESTROOM POLICY

Our public restrooms will be monitored and restricted to a maximum of 10 persons at a time. Sinks and soap dispensers are touchless and paper towels are utilized in place of hand dryers. United Palace maintenance staff will clean and disinfect all restrooms on a strict schedule. This schedule will be posted in the restroom areas.
TECH GUIDELINES FOR PRODUCTION

All tech personnel (stagehands, loaders, production crew, etc.) are required to wear masks at all times and socially distance where possible. All building entrance procedures (temperature scan, rapid test, etc.) apply. Work gloves are highly recommended to mitigate high-touch surface contact.

The United Palace tech staff will wipe down and sanitize internal equipment: mic stands, amp knobs, boards, etc. Our team will also ensure sanitized handrails, house tables and chairs, and all backstage areas.

It is the responsibility of vendors and production teams to ensure sanitization of incoming equipment: cables, backline, cases, microphones, etc.

**Stage access is strictly restricted to technical staff and artists/talent.**

Meet and greets, entourages and access to backstage/side-of-stage by any persons not working on a technical team is strictly prohibited.
GREEN ROOM POLICIES

In order to maintain safety in our dressing rooms and green rooms we must greatly reduce activity in these spaces. Access to these areas is strictly restricted to essential production staff. Dressing rooms are strictly limited to artist talent or designated production staff. We highly recommend utilizing trailers, tour buses or other production vehicles on adjacent street spaces to safely accommodate larger productions. Social distance of 6 feet between persons when possible, mask wearing, frequent hand washing and sanitizing, and reduced capacity are in effect in green rooms and dressing rooms. Currently, we are not permitting ticket holders, guests, friends or family to enter the green room. Artist and production health and safety is our number one goal.

*Additional onsite spaces may be available. Please inquire.*

Furthermore, all food and beverage available for consumption must be individually wrapped and packaged. Any meal service must be managed by a certified catering professional. Buffet-style catering and communal food service is prohibited in the venue in all areas.

Our building maintenance team will clean and sanitize dressing room and green room spaces prior to and post events. High-touch areas including restrooms will be cleaned and sanitized during production as well.

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Below are the NYC Mayor’s Office requirements for media production (as of July 22nd, 2020). Our team is here to assist you in working within the guidelines. (subject to change*)

- Limit indoor occupancy to 50% of maximum capacity in an area. Maximum capacity includes employees, cast, and crew.

- Make sure that employees, cast, and crew maintain 6 feet of distance in all locations. When 6-foot distancing is not possible, users of the United Palace must make sure that everyone wears a face covering, provided they are older than 2 and medically able to tolerate face coverings.

- Make sure that employees, cast, and crew who must be in close contact with others get tested for COVID-19 before they report to work and again at least once per week when they will be on-site or location.

- Establish protocols to reduce risk for core functions that require close contact and mask removal: for hair, makeup, wardrobe, rehearsing, performing, filming. Performers may remove face coverings for these activities but must replace face coverings following these activities.

- Make sure that anyone who provides a core function that requires close contact and mask removal wears a face covering and eye protection like a face shield or safety goggles when they are working with performers. This includes makeup artists, sound technicians, stunt coordinators.
• Limit workforce to essential employees, cast, and crew only and prohibit non-essential personnel like friends or visitors. Users of the United Palace should make sure there is sufficient security to limit access to only essential individuals.

• Secure production locations from the general public, ensure adequate space for physical distancing, and maintain appropriate disinfection and sanitation standards.

• Reserve space so cast, crew and other workers can observe social distancing while eating meals and prohibit shared food and beverage.

• Make sure that everyone wears a face covering if more than one individual rides in a vehicle.

• Establish designated areas for delivery and pickup to limit in-person contact as much as possible.

• Prohibit live audiences unless they consist only of cast and crew. Users of the United Palace must limit audience to no more than 100 individuals and make sure everyone maintains 6 feet of distance in all directions.

• Regularly clean and disinfect all media production equipment and tools using products identified by the U.S. Environmental Protection Agency (EPA) as effective against COVID-19. Equipment and tools include cases, cameras, eyepieces, lenses, monitors and touchscreens, dollies. Users of the United Palace should clean and disinfect all props, costumes, and set materials between each use and store them in sealed containers between use.