

## Notification of the coronavirus (COVID-19) measures at the Osaka Shochikuza Theatre

Thank you for supporting the Osaka Shochikuza Theatre and our theatre productions.

We will provide a safe environment inside our theatres by taking the precautionary measures below, and ask all visitors' understanding and cooperation.

### Requests for Customer Cooperation

- To prevent overcrowding, we may ask customers to keep their distance from one another while entering and exiting the theatre. As admission to the theatre may take longer than usual, the theatre may open earlier than scheduled so please come early enough before the performance begins.
- We ask all customers to wear a mask inside the theatre. Admission to the theatre may be denied to those who do not have one due to the potential risk for other customers.
- When visiting the theatre, we kindly ask for your cooperation in washing your hands and using the hand sanitizers available near the theatre entrance.
- Customers who are not feeling well are asked not to enter the theatre. If you are concerned about your health, please take your temperature before visiting.
- When entering the theatre, we ask that each customer tears off the ticket stub by themselves. Please leave the stub in the stub box provided.
- Please refrain from talking as much as possible during performances and in the lobby.
- To reduce congestion, please keep your distance from other customers while waiting for the escalators and the restrooms.
- Shouts by members of the audience (Ô-mukô) will be prohibited.
- Customers with tickets for consecutive programs are asked to leave the theatre once the previous program has ended so that the theatre can be cleaned and sanitized.
- Please refrain from giving gifts and letters, paying visits to cast members and from waiting outside for their arrivals and exits from the theatre during performances.
- Please refrain from eating inside the theatre. Minimal hydration is permitted.
- If a customer is suspected of being infected, that customer's personal information (name and address) may be submitted to public institutions such as the Health Department. Therefore, we ask that the ticket purchaser visit the theatre in person. For customers who have not purchased their own tickets, the personal information of the actual visitor may be submitted.
- We deny entry to customers in the following cases:
  - Customers who have been in contact with persons infected with Coronavirus
  - Customers who are suspected of being contagious
  - Customers from foreign countries with whom the ministry has strengthened border measures after their arrival in Japan within the last two weeks
  - Customers who have symptoms such as a cough, sore throat, fever, physical weariness etc.

### Measures at our Theatre

- Thermography will be installed at the entrance to scan the body temperature of our customers. Customers who are detected to have a high body temperature with a fever of 37.5°C or higher will be asked not to enter the theatre.  
\*Admission may be denied to customers who refuse to cooperate with the temperature measurement, or to those with symptoms such as a cough, sneezing and nasal mucus, smell and taste disorders, physical weariness, etc. \*Customers asked to refrain from entering the theatre will have their tickets refunded.
- Hand sanitizers will be installed in theatre lobbies and restrooms, as well as surfaces that are frequently touched by customers in the theatre.
- We will sterilize the surfaces touched by customers in the theatre frequently every day, such as the display screens on the ticket machines, handrails, doorknobs and armrests. This will be done periodically by using alcohol disinfectant.
- All audience seats will be sterilized every day during the performance run.
- We will put non-circulating ventilation into effect, so that the air conditioning of the auditorium will take in only fresh air and the exhaust will be taken outside of the theatre. Doors will be opened as much as possible during intermissions to increase ventilation. As a result, the effects of the air conditioning may be affected. We recommend that customers wear clothes that are easy to put on and take off for temperature control.
- We will temporarily suspend all lending of blankets and opera glasses.
- The use of coin lockers and cloakrooms may be restricted.
- To avoid overcrowding of the space, elevator capacity will be restricted to 4 people.
- All theatre staff will take their temperature every morning and wear a mask, face shields, etc., to prevent any infection spreading to customers.
- We recommend that customers register with the 'Osaka COVID-19 Tracing System'. If anyone who visited the Osaka Shochikuza Theatre is tested positive, an email will be sent to customers who were present on the same day as the infected person. ( \*Please register the QR code which will be posted at the Theatre )
- We recommend that customers use the 'COVID-19 Contact-Confirming Application (COCOA) ' by the Japanese Ministry of Health, Labor and Welfare.

Additions and changes will be made to the theatre countermeasures if new announcements are made by the government, relevant government agencies and local governments. Thank you for your understanding and cooperation.