



# Customer Best Practices

## Arts & Culture



### RESPONSIBLE PATRON CHECKLIST

- ✓ All customers experiencing any flu-like symptoms (cough or fever) should not enter the store
- ✓ Customers should wear face coverings before entering the building
- ✓ Look out for signs outside and inside the building for any special guidance to be followed
- ✓ Practice the 6' physical distancing rule
- ✓ If you notice a sanitation/washing station at the entrance, disinfect your hands upon entering and exiting
- ✓ Do not handle merchandise if you do not intend to purchase at gift shop or merch booth
- ✓ Limit time wandering in lobby, ticket booth, concession stands, restrooms, etc.
  - Do not gather in groups of more than 10
  - Avoid sitting down
  - Allow space between you and other guests in common areas and while waiting in line
- ✓ Do not use shared water fountains, vending machines, ATM's
- ✓ Purchase tickets and reserve seats beforehand - avoid day of purchases
  - Pay ahead
  - Avoid cash if possible
- ✓ Provide e-ticket from personal device - avoid printed tickets if possible
  - Properly present e-tickets (turn up screen brightness, follow staff instructions)
- ✓ Avoid public restrooms if possible
  - Avoid unnecessary touching in restrooms
  - Always wash hands
  - Notify a staff member if soaps, paper towels, and other cleaning supplies are low
- ✓ Use stairs instead of elevators if possible - do not enter the elevator with members of a different party
- ✓ If not assigned seating, make sure you're practicing 6' physical distancing from other parties

### Other Considerations

- ✓ Check online or call ahead to understand business' expectations and rules that customers should follow
- ✓ When in doubt ask a staff member if you're permitted to do something
- ✓ Remember employee safety is just as important as your own safety
- ✓ Support your favorite theatre, gallery, museum, venue, etc. - remember to follow, rate, and share them on social media
- ✓ Invite them to join the [#ForFortCollins](https://www.fortcollins.gov/forfortcollins) rally