

Health and Safety FAQ

Does the McCallum Theatre have a vaccination policy? Yes, the State of California Department of Public Health has mandated that, as of September 20, 2021, vaccination verification or proof of negative testing is required at all indoor venues with 1,000 or more attendees. The McCallum Board of Trustees had previously endorsed a similar policy requiring all entering the Theatre to be fully-vaccinated, including patrons, artists, staff, volunteers and vendors. Fully vaccinated means your performance or visit to the Theatre is at least 14 days after your final vaccination dose.

How will the entry experience at the Theatre be different than in pre-pandemic days? Each time you visit the McCallum you will be asked to show a government-issued photo ID, along with proof of vaccination and your ticket for the evening's performance. These will be checked at vaccination check points at the South and West entrances to the McCallum. Once verified, you will proceed into the Theatre as you have previously.

What are acceptable forms of vaccination verification? Physical vaccination certificate/card; a photo of your card or a digital verification record are acceptable forms of vaccination verification. Please note that patrons will be required to bring identification and proof of vaccination to every visit to the Theatre.

Are there any exceptions to this policy? Guests under the age of 12 or those who need reasonable accommodation for medical or religious reasons MUST provide proof of a negative PCR test taken within 72 hours prior to your scheduled performance. Children under the age of 6 will not be admitted to the Theatre.

Will I have to wear a mask? Yes, masks must be worn at all times regardless of vaccination status except when eating or drinking. Until such time as county, state and federal health agencies deem it safe to gather in large groups without a mask, this policy will remain in effect.

Why has the McCallum Theatre implemented a vaccination policy? In a directive issued by the State of California Department of Health on August 18, 2021, the State's blueprint for public health was updated to apply new vaccination verification or negative testing policies for indoor "mega events" with crowds of more than 1,000 people. The McCallum Theatre seats 1,127 audience members.

While our audience monitoring survey shows that almost 95% of our patrons have been vaccinated, we continue to deal with a fluid situation surrounding COVID-19 and the Delta variant. The McCallum's vaccine policy is designed to make everyone feel safe and is consistent with current best practices around the country,

from Broadway to Hollywood and compliant with State mandate.

What else has the McCallum done to make it safe for me to enjoy performances at the Theatre?

All McCallum staff and volunteers have been fully vaccinated. All touring productions, artists and crew and all vendors working at the McCallum must follow the Theatre's vaccination policy. Additionally, we installed a bipolar ionization system to service all of our HVAC; replaced all external HVAC duct work to improve airflow and its sanitization; upgraded the air filtration system; added air purification modules in all meeting and office spaces; replaced all of our public toilets, faucets and soap dispensers with contactless units; and maintain hand sanitizer dispensers throughout the lobbies. We will also have individual hand sanitizers available upon request and maintain a stock of masks for staff and guests as needed.

Anything else I should know about how the McCallum is putting patron safety as its top priority? Key management and floor captains are being certified as COVID Compliance Officers and all staff members will be trained on thorough and vigorous sanitizing procedures including frequent cleaning and monitoring of all high-touch areas before, during and after each show.

What if I don't feel comfortable returning?

We understand that some people may not feel comfortable returning immediately upon our reopening. We would encourage you to continue to monitor our calendar of events and follow our up-to-date policies on our website at www.mccallumtheatre.com. If you have any questions about returning, you may contact us by email at information@mccallum-theatre.com or via phone at **760-340-2787**. If you wish to request a refund, you must do so no later than September 30, 2021.

Please note that all staff and volunteers have been advised to stay home if they are not feeling well. If you don't feel well, have exhibited symptoms of COVID-19, have tested positive for COVID-19, or have been in contact with someone with COVID-19 within 10 days prior to your performance, please stay home and contact the box office for a refund or exchange.

And finally...

McCallum Theatre values the safety of our audiences, artists, and staff. It regularly updates its COVID protocols and procedures based on CDC, federal, state, city, and other scientific data. McCallum Theatre reserves the right to alter safety protocols at any time and at its sole discretion including but not limited to social distancing, vaccines/testing, masks, food service limitations, venue capacity, and entrance requirements as it deems appropriate.