Protocol for reopening pop music, improvisation and jazz venues

COVID-19

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Introduction

The corona epidemic is having an unimaginable impact on Dutch society. The daily reports about hospitalizations and deaths and the poignant personal stories will stay with our generation for the rest of our lives. At this time nearly all sectors have to deal with restrictions or (partial) business closures, as a result of the measures that have been announced to limit the spread of COVID-19. This also applies to the Dutch popular music, jazz and improvisation venues, which have been completely closed since 12 March.

Fortunately the figures about the number of hospitalizations are now showing a positive trend, which justifies a gradual relaxation of the measures. We hope that this positive trend will continue and that we as a society will be able to control the corona outbreak little by little.

As an industry we consider it important to remain visible to our public and where possible to use our buildings for cultural and also social purposes. Moreover we should like to offer our employees meaningful work. This therefore concerns creating opportunities for activities in popular music, jazz and improvisation venues, within the restrictions. The safety of our visitors, artists, tenants, suppliers and employees always takes precedence in that connection. To offer all these people a safe environment we shall always take account of the applicable RIVM (National Institute for Public Health and the Environment) guidelines, which will be elaborated in this protocol specifically for the industry. In this elaboration we shall proceed for the time being on the basis of performances with assigned seating. For the time being visitors will only be able to sit on chairs, stools or other seating arrangements. Standing places are not permitted.

This protocol contains guidelines for employees, visitors, artists, tenants and suppliers in the popular, jazz and improvisation music venues in the Netherlands. This protocol has been developed at the request of the Ministry of Education, Culture and Science and has been brought about by cooperation of a delegation of members of the VNPF and the ViP, with account being taken of the diversity of the different popular music, jazz and improvisation venues in the Netherlands. The VNPF has 111 members, of which 59 are popular music venues. The remainder of the VNPF members is made up of popular music festivals, for which a separate protocol will be developed. The 22 members of the ViP, mainly consisting of jazz and improvisation venues are joining this protocol.

This protocol concerns general outlines and has been composed on the basis of the information now available. It may be adjusted whenever necessary, for instance as a result of changing circumstances or regulations and lessons learned from recent practice. After reopening it will be a matter of adjustment and improvisation. Programs will not be available immediately. Much will be asked of the creativity of the employees and the whole chain.

The opening with these restrictions cannot replace the essence of our activities in any way, namely the collective experience of artist and public in an environment where there are hardly any restrictions. It will moreover be clear that an industry that is characterized by crowded halls and swirling, sweating masses of people cannot possibly organize its programs and activities profitably in this situation. The extra measures will entail extra costs that will not be offset by any income generated. The gradual start-up must therefore not be achieved at the expense of the claim on the instituted support measures, which, by the way, are already falling short for our industry. The VNPF and the ViP have already indicated this to the authorities.
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Preamble

1. The arrangements in this protocol apply to popular music venues that are members of the VNPF, jazz and improvisation venues that are members of the VIP and other venues that wish to commit to this protocol on their own initiative.

2. The starting point is that arrangements are clear, manageable and workable for all venues, employees, visitors, artists, tenants and suppliers.

3. Venues, employees, visitors, artists, tenants and suppliers will observe the guidelines of the government and RIVM.

4. This protocol is a document of the industry itself. It has no legal status, the existing legislation and regulations will remain in force at all times. Enforcement will therefore be on the basis of the emergency decrees (see: https://www.veiligheidsberaad.nl/COVID-19/) and not on the basis of the different protocols. You should therefore always maintain good contact with your own municipality and safety region.

5. It will hold at all times that the employer has the responsibility to provide safe and healthy working conditions, not only for employees, self-employed persons, trainees and volunteers but also for anyone else who is in the workplace. Besides it may be required of employees and other persons concerned that they themselves also take responsibility for a good performance and observance of this Protocol and any additional rules for each organization. Arbo (working conditions) legislation, collective bargaining agreements and company rules will continue to apply and will not be overruled by this protocol or another protocol.

6. Venues will not hold themselves liable for behaviour of guests and/or suppliers contrary to the protocol and the applicable 1.5-metre rules. The organization will practice enforcement also in conformity with house rules applicable locally or the general visitors' conditions (https://www.vnfn.nl/dossiers/bedrijfsvoering-ondernemerschap/algemene-bezoekersvoorwaarden).

7. The starting point is a controlled opening to activities and the prevention of (excessively) large numbers of visitors.

8. This protocol contains generally applicable measures, which may demand further elaboration for a particular venue for a particular situation. The VNPF and the VIP advise their members to convert this more or less general protocol into manuals of their own, supplemented with specific measures possibly called for by the situation locally. This to make it clear what effect this protocol has on visitors, employees, tenants and artists on the spot.

9. In this protocol we mention a number of explicit advices, besides the arrangements and generally applicable measures. Both the members of the VNPF and VIP and the venues which are willing to commit to this protocol on their own initiative can decide if they want to follow that advice at their own discretion. Starting point will always be the safety of guests, artists, suppliers, employees and volunteers.

10. In the event of reopening VNPF members and VIP members will implement this protocol and continue to execute it as long as is necessary.

11. VNPF, VIP and the authorities will communicate about the arrangements. The relevant delegation of VNPF members and VIP members will consult with one another every two weeks, and more frequently if necessary, to optimize this protocol on the basis of experience, best practices and/or new RIVM guidelines.

12. The visitors, artists, tenants and suppliers will be informed about measures that apply in general but also specifically for each venue.

13. Venues will make the arrangements visible to visitors:
   - At all entrances of the building
   - Inside the building in as many places as possible
   - At the outdoor cafés (if applicable)
   - On the digital media channels

14. On https://www.vnfp.nl/dossiers/COVID-19-protocol the latest version of the protocol for venues will be published. Adjustments of the protocol will be communicated to the visitors as soon as possible internally and via digital newsletters.
Definitions

1. **Artist**: popular musician(s) or DJ(s) or other (performing) artist(s), creator(s) or speaker(s) who give a performance or lecture in the presence of an audience or organize an exhibition.

2. **Visitor**: a person who visits the venue because of the program presented.

3. **Capacity**: the maximum number of visitors that is admitted at any time on the basis of the rule that the persons present must keep a distance of 1.5 meters from each other. The maximum number of persons to be admitted will be protected by limiting the number of available admission tickets by date and starting time. These admission tickets will be sold or reserved via an online or telephone reservation system.

4. **Disinfection**: disinfection is the thermal or chemical killing or deactivation of micro-organisms whereby the number of micro-organisms is reduced to an acceptable level.

5. **Triage**: using a questionnaire to determine whether someone has COVID-19 complaints or symptoms. If all questions are answered with "no", the person is among "persons without COVID-19 complaints or symptoms on the basis of triage". If one of these questions is answered with "yes", that person is among "persons with proven COVID-19, or relatives with proven COVID-19, or persons with symptoms of COVID-19 or relatives with fever or shortness of breath".
   a. Do you have one or more of the following (also mild!) symptoms: nose cold or coughing or shortness of breath or fever (starting at 38°C)?
   b. Have you had any complaints (COVID-19 symptoms) during the past 24 hours?
   c. Do any housemates/family members have a fever and/or shortness of breath?
   d. Have you or a housemate/family member been diagnosed with COVID-19 in the past 14 days?

6. **Group**: a number of people who are subject to the definition of "joint household" according to the applicable local emergency decree.

7. **Hygienic measures**: provisions in hygiene, in this case to prevent infection with COVID-19. This at any rate concerns the following:
   1. Maintain a minimum distance of 1.5 meters from others. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
   2. Do not shake hands and avoid physical contact with others.
   3. Wash your hands regularly (at least 6 times a day) each time for a minimum of 20 seconds with water and soap, after which the hands are dried with a paper tissue or blower.
   4. Cough and sneeze into your elbow.
   5. Use paper tissues to blow your nose and throw them away immediately into a closable bin. Wash your hands afterwards.

8. **Supplier**: a person or organization supplying goods, services or merchandise necessary for the operation of the popular music venue.

9. **Tenant**: a person or organization that has hired (part of) the building for an event of his/its own in the popular music venue, whether or not private.

10. **Measures in the event of health complaints**: this at any rate concerns the following:
    1. Do you have health complaints resembling a cold, such as a cold in the nose, running nose, sore throat, mild cough or a temperature (above 38 degrees Celsius)? Stay at home!
    2. Do you have complaints resembling a cold and fever (above 38 degrees Celsius) and/or shortness of breath? Stay at home, and this also applies to housemates.

11. **Employee**: the person who has concluded a contract of employment or a volunteer’s agreement with the popular music venue as employer, including the ultimately responsible director(s) and/or manager(s).

12. **Organization**: the systematic entity fully described in a legal person that operates the popular music venue and that has one or more employees in its service.

13. **Employer**: organization that operates the popular music venue and that employs one or more employees.

14. **Client**: organization that operates the popular music venue and has concluded a contract for professional services with a contractor.

15. **Contractor**: the party that gives the client the undertaking to perform work for the performance of a contract for professional services.
16. **Corona officer**: the employee who is designated by the employer and given a mandate for the implementation and supervision of observance of the provisions from this protocol and all government rules surrounding the limitation of the spread of COVID-19. Responsible for the composition of a corona team.

17. **Corona team**: a team of employees (for instance managers, evening coordinators and/or stage managers) that is designated by the corona officer as executive team that maintains supervision of the observance of the provisions from this protocol and all government rules surrounding the limitation of the spread of COVID-19.

18. **Personal protection devices**: gloves, masks and physical screening.

19. **Venue or popular music venue**: a closed space accessible to the public at which for the public present popular music (in the broadest sense of the word) is performed professionally directly by artists (in the broadest sense of the word). The building has been equipped in such a way that various activities may be performed.

20. **Activities**

   **Activities mean:**
   a. that possibly (popular) music will be performed in a manner deemed professional by the industry.
   b. that the public can be received adequately and in accordance with the applicable rules.
   c. that catering activities may be performed.
   d. that commercial letting may be done.
   e. that there may be practice spaces in which rehearsals may be held or music lessons may be given.
   f. that film screenings may be held.
   g. that exhibitions may be held.  

To keep the text readable the protocol text also mentions venue when referring to the organization that operates the popular music, jazz or improvisation venue.

21. **Public spaces**: spaces where visitors of popular music, jazz and improvisation venues are present during the program (halls).

22. **Other spaces**: foyers, practice spaces, exhibition spaces and meeting halls.

23. **Cleaning**: daily cleaning of the venue in accordance with the regular cleaning program, with extra attention for contact surfaces and touching points during the corona period. This may be done in the regular manner, both with the traditional method and with the micro fibre method.

24. **Following guidelines**: the current RIVM guidelines about health and hygiene are the basis of this protocol and will be observed strictly. In addition guidelines of the relevant safety region will be used. Visitors, employees, artists, tenants and suppliers will be informed explicitly both before and during their visit and urged to adhere to the guidelines.

25. **Catering function**: food and beverage establishments in public spaces and other spaces

**Conditions**

1. The ability to comply with the guidelines from this protocol is conditional for a safe and justified opening. Every venue must make its own assessment whether opening under this protocol is feasible in an organizational, personal and financial sense.

2. The protocol has been drawn up by the VNPF and ViP in cooperation with the Kunstenbond and with recommendations from the Ministry of Education, Culture and Science.

3. It is of essential importance that venues receive financial support from the government, funds, sponsors or donors.

4. Every employer will provide a safe work space. If necessary, personal protective devices will be made available to employees. There must be enough qualified employees available to be able to reopen safely.

5. The responsibility to counter the spread of the COVID-19 virus is a shared responsibility. This will only be possible if everyone observes the guidelines from this protocol in a responsible manner and actively pursues enforcement.

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1 Therefore also club nights
6. Exceptions apply to the protocol. These can be found at:

1. Protocol provisions

1.1 General guidelines for the organizations (venues)

1.1.1 Organization
1. Create a corona team consisting of employees. This team is responsible for the implementation of measures and their enforcement.
2. Plan consultations with relevant managers in the first instance as often as possible about possible problems that arise about observance of the measures.
3. Schedule employees in public services, event-related jobs and catering as much as possible in fixed teams with different starting times. In this way the chance of contact among them is minimized.
4. Isolate, if possible, the employees mentioned in point 3 as much as possible from employees who work behind the scenes or at the office.
5. Use, if possible, different entrances for different types of employees. In this way the chance of contact among them is minimized.
6. Declare this protocol applicable and make available the text of the protocol to every employee. Explain the protocol and offer opportunities for asking questions.
7. Programming may also be done in time slots.
8. Plan a debriefing after the end of every program under the direction of a manager with the employees of the venue who worked during the relevant program to discuss bottlenecks and possible solutions with one another.

1.1.2 Execution
1.1.2.1 General
1. Ensure that the general hygiene prescriptions of the RIVM may be observed and supervise this.
2. Ensure that during activities a member of the corona team is always present at the venue.
3. Ensure that, before entrance, guests are asked for their contact details (full name, telephone number and email address), as well as permission to use their contact details for any source and contact investigation by the GGD. Also register the date, time and location of the guests’ visit.
4. During activities apply triage at the entrance and only admit persons without COVID-19 complaints or symptoms on the basis of triage. This applies to visitors as well as employees, artists, tenants and suppliers.
5. Ensure that employees of the venue can be recognized.
6. Prevent gatherings of guests near the entrance, for instance by making the distance of 1.5 meters visible by means of marking on the ground, by deploying public attendants and/or working with time slots.
7. There is a maximum of 30 guests allowed per separate room. A visibly separated stage is considered as a separate space. These numbers do not include personnel. Exceptions apply, see Conditions, point 6.
8. Catering function is not allowed: there will be no selling, offering and provision of food and/or beverages.
9. Develop a protocol appropriate for the location for the use of the sanitary facilities. They may be used under strict conditions (maximum number of visitors, no loitering in the space near the washbasins, guiding of visitor flows). Possibly not all toilets will be in use.
10. Ensure guidance of public flows for toilet use.
11. Provide placement via a chair plan with observance of the 1.5-metre distance. Standing room will not be permitted for the time being.
12. Assign places to visitors and guide visitors by means of walking routes to their places in the hall, with observance of the prescribed necessary distance among visitors.
13. Limit the number of persons that may use an elevator at the same time, if present.
14. Make sure that visitor flows cannot cross each other, by not planning starting times and ending times of different public activities at the same time.

15. As of December 1, 2020, it is mandatory for visitors from the age of 13 to wear a non-medical mouth-nose mask in public indoor areas. Only when seated at the location of the activity, visitors do not have to wear the non-medical mouth-nose mask. Employees will actively address visitors on the use of the non-medical mouth-nose mask. Possibly supply non-medical mouth-nose masks to those who do not have one.

16. As of December 1, 2020, it is mandatory for employees and suppliers to wear non-medical mouth-nose masks in public indoor areas. For employees that have to wear non-medical mouth-nose masks, the masks will be provided by their employer, and employees will receive instructions on the correct use of the masks.

1.1.2.2 Facilities

1. Provide protective devices at points where it is impossible to keep a distance of 1.5 meters between visitors and personnel (for instance cash desk, ticket check, catering distribution points, bars, cloakrooms, etc.).

2. If payment is made with tokens at the venue: provide transfer without manual contact and disinfect returned tokens after every use.

3. Provide disinfecting hand gel, soap pumps, papertissues and surface sprays.

4. Ensure regular intensive cleaning of the contact surfaces in the building, such as for instance sanitation, door knobs, banisters and elevator buttons.

5. Provide adequate cleaning products at the toilets, so that users themselves may disinfect the sanitary fixtures.

6. Create walking routes and mark them, where possible, as one-way routes.

7. Locker spaces have a walking route and have been arranged in such a manner that a distance of 1.5 meters may be maintained.

8. Equip the emergency response team organization with additional protective devices.

1.1.3 Communication

1.1.3.1 General

1. Urge visitors, employees, tenants, suppliers and artists not to come in the event of health complaints.

2. Urge visitors, employees, tenants and artists to avoid public transport as much as possible during peak hours (17:00 - 19:00 hours).

3. Mention the guidelines for visitors to the venue on the home page of the venue (in short, clear wording). Possibly supplemented with an instruction video.

4. Communicate updates of these provisions as soon as possible with employees, artists, tenants, suppliers and visitors.

1.1.3.2 Ticket sales

1. Indicate clearly before purchase that a bought ticket is no guarantee for admission. If it appears that on the day itself the visitor has or has had symptoms of COVID-19, admission will be refused as yet.

2. Send the visitor who has bought the admission ticket an email with the bought tickets and request the visitor to print them or download them to the mobile phone. Give instructions on that occasion how they will be checked at the venue.

1.1.3.3 Before the visit

1. Send visitors that made a reservation an email in advance, with information about the walking routes/entrances at the venue. This email will contain a link to the adjusted house rules that refer to this protocol.

2. In the event of programming in time slots: make clear beforehand at what time the visitor is welcome and at what time the visitor must have left the venue again in connection with the following performance.

3. Instruct visitors that they must always follow the instructions of the staff.
1.1.3.4 **At the venue**

1. Refer to this protocol in the house rules.
2. Inform visitors in the building about the adjusted rules that apply inside the venue.
3. Inform visitors at the entrance of the venue about the walking route that they must follow.
4. Display instructions clearly legible for visitors, artists and suppliers at relevant entrances of the building and repeat these instructions inside as much as possible.
5. Use for communication to the different target groups, where relevant and possible, sufficient text in combination with sufficient imagery (pictograms, ground stickers, signposting).
6. Inform visitors about use of the sanitary facilities and determine the maximum number of visitors per space.
7. Clearly communicate for every hall/pace the applicable rules and what the maximum allowable number of persons present is.
8. Communicate a route in the hall in connection with leaving the hall.
9. Instruct employees to perform this protocol correctly.

1.1.3.5 **After the visit**

1. Send, if possible, a short "aftercare" email to visitors who have attended and inquire about their experiences with this special situation at the venue and about possible tips or matters that merit improvement.

1.2 **General guidelines for the employees**

1.2.1 **Office staff and preparatory production staff**

1. For office staff the protocol ‘Veilig naar kantoor’ (Safely to the office”) of VNO-NCW, MKB-Nederland, FNV, CNV and De Unie is followed. This protocol has been attuned with the Ministry of Infrastructure and Water Management and the Ministry of Economic Affairs and Climate Policy.
2. Work that can be done as such will be performed from home as much as possible.
3. As of December 1, 2020, it is mandatory for employees to wear non-medical mouth-nose masks in public indoor areas. For employees that have to wear non-medical mouth-nose masks, the masks will be provided by their employer, and employees will receive instructions on the correct use of the masks.

1.2.2 **Employees in public services**

1. If you have a cold or flu symptoms: stay at home and do not come to work.
2. Maintain a distance of 1.5 meters as much as possible, both in the spaces where only the staff comes and in the spaces where visitors also come. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
3. You will be scheduled as much as possible on a fixed team. Try to have the least possible contact with employees who work in other teams, behind the scenes or at the office.
4. As of December 1, 2020, it is mandatory for employees to wear non-medical mouth-nose masks in public indoor areas. For employees that have to wear non-medical mouth-nose masks, the masks will be provided by their employer, and employees will receive instructions on the correct use of the masks.
5. Warn visitors as well as colleagues when the rules are not being observed.

1.3 **General guidelines for the visitors**

1.3.1 **Before the visit**

1. The admission ticket for activities can only be bought beforehand online via the website of the venue, or via the ticketing company that works by order of the venue, or by making a reservation at the venues box office. Access to the venue without a reservation is not possible.
2. Print the bought admission ticket that has been sent by email or download it to the mobile phone. In the ticket mail instructions are given about the way in which the tickets will be checked at the venue.

3. Before or upon arrival of your visit, you will be asked for your contact details (full name, telephone number and email address), as well as permission to use your contact details for any source and contact investigation by the GGD.

4. Stay at home if you have a cold or symptoms of flu.

1.3.2 On arrival and during the visit

1. Maintain a distance of 1.5 meters to other visitors and the employees. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.

2. Visitors may form a group to a maximum of 4 persons, always keeping a distance of 1.5 meters from each other, except when they are a joint household.

3. Catering function is not allowed: there will be no selling, offering and provision of food and/or beverages.

4. The venue may refuse visitors if there is any suspicion that they have a cold and/or complaints of flu.

5. Disinfect your hands when entering.

6. Wash your hands thoroughly after going to the toilet.

7. Make contactless payments as much as possible (pin or mobile).

8. On the spot you will be informed about the safe use of the cloakroom and/or lockers and whether the coat will have to be taken along into the hall.

9. The sanitary facilities may be used under strict conditions. You will be informed about this on the spot. Possibly not all toilets will be in use.

10. Take care that your behaviour does not lead to the spread of drops of saliva (such as singing along, screaming, whistling with your fingers). If the venue believes that your behaviour is not appropriate, you will be warned about this and requested to stop this behaviour. If you do not do so, admission may be denied. Damage that the venue suffers as a result of your behaviour contrary those rules may be recovered from you.

11. Always follow the instructions of the staff.

12. As of December 1, 2020, it is mandatory for visitors from the age of 13 to wear a non-medical mouth-nose mask in public indoor areas. Only when seated at the location of the activity, visitors do not have to wear the non-medical mouth-nose mask. Employees will actively address visitors on the use of the non-medical mouth-nose mask. Possibly supply non-medical mouth-nose masks to those who do not have one.

1.3.3 Observance

Observance will be practised by employees of the organization throughout the whole building, together with visitors, suppliers, tenants and artists. The organization will designate a specific corona officer for the purpose, who will be given a mandate by the management/directorate. It will compose a corona team. The corona team will supervise observance of the protocol inside the venue.
2. Catering

The following are additional measures for catering.

2.1 Public spaces

**Catering function is not allowed, therefore article 2.1 does not apply until further notice.**

1. Maintain and supervise a distance of 1.5 meters (between employees and guests but also between guests and guests). An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older. Exceptions apply, see Conditions, point 6.
2. Guests may form a group to a maximum of 4 persons, always keeping a distance of 1.5 meters from each other, except when they are joint household.
3. As of December 1, 2020, it is mandatory for visitors from the age of 13 to wear a non-medical mouth-nose mask in public indoor areas. Only when seated at the location of the activity, visitors do not have to wear the non-medical mouth-nose mask. Employees will actively address visitors on the use of the non-medical mouth-nose mask. Possibly supply non-medical mouth-nose masks to those who do not have one.
4. During the activity no glasses will be collected by employees.
5. There is a maximum of 30 guests allowed per separate room. A visibly separated stage is considered as a separate space. These numbers do not include personnel.

2.2 Restaurant

**Catering function is not allowed, therefore article 2.2 does not apply until further notice.**

1. Upon entering the restaurant:
   a) Only work with reservations (for example via website, apps, by telephone, or cash register).
   b) Upon receipt, a check-up must take place to assess whether there are health risks (is / are the guest / guests having a cold and / or do they have flu complaints?). If so, access must be refused.
   c) Guests may form a group to a maximum of 4 persons, always keeping a distance of 1.5 meters from each other, except when they are a joint household.
   d) If this is not the case, a minimum distance of 1.5 meters must be maintained. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
   e) If there are no health risks, guide the guests to their table at an appropriate distance.
   f) Make markings to prevent groups that have to wait a while from within 1.5 meters of each other.
   g) Have all guests wash their hands upon entry (either with soap and water or with a disinfectant hand gel).
   h) As of December 1, 2020, it is mandatory for guests from the age of 13 to wear a non-medical mouth-nose mask in public indoor areas. Only when seated guests do not have to wear the non-medical mouth-nose mask. Employees will actively address visitors on the use of the non-medical mouth-nose mask. Possibly supply non-medical mouth-nose masks to those who do not have one.

2. On departure: if possible, use a different door for departure than for entry.

3. Keep a minimum distance of 1.5 meters between people sitting at different tables. More than 2 persons at one table who are within 1.5 meters of each other are only allowed if this concerns persons who form a joint household. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
4. When the control interview has taken place at the reception, employees within 1.5 meters at the table can take the order, serve it and clear it while the guests are seated at the table.
5. Thoroughly clean tables, chairs and menus when guests have left the restaurant room.
6. During checkout, use contactless means such as pin or credit card as much as possible.
7. Workspaces in the kitchen must be 1.5 meters apart.
8. Avoid permanent cross lines in the kitchen so colleagues do not come within 1.5 meters of each other.
9. Employees in the kitchen wash their hands at least every 30 minutes in accordance with RIVM regulations.
10. Work surfaces in the kitchen should be cleaned every hour.

2.3 Outdoor café

Catering function is not allowed, therefore article 2.3 does not apply until further notice.

1. If the outdoor café is in front of (an) entrance to the building, the organization will provide a path to the entrance where a distance of 1.5 meters to the tables on the terrace is possible.
2. Only work with reservations (for example via website, apps, by telephone, or cash register).
3. Visitors may only sit in the outdoor café, not stand.
4. When you arrive at the outdoor café, a control interview must take place to assess whether there are health risks (is / are the guest / guests having a cold and / or do they have flu complaints?), If so, access must be refused.
5. As of December 1, 2020, it is mandatory for guests from the age of 13 to wear a non-medical mouth-nose mask in public indoor areas. Only when seated guests do not have to wear the non-medical mouth-nose mask. Employees will actively address visitors on the use of the non-medical mouth-nose mask. Possibly supply non-medical mouth-nose masks to those who do not have one.
6. Guests may form a group to a maximum of 4 persons, always keeping a distance of 1.5 meters from each other, except when they are a joint household.
7. If this is not the case, a minimum distance of 1.5 meters must be guaranteed. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
8. Thoroughly clean tables, chairs and menus when guests have left the outdoor café.
9. The organization ensures a minimum distance of 1.5 meters between people sitting at different tables, or ensures 'cough screens' between different tables.
10. During checkout, use contactless means such as pin or credit card as much as possible.

3. Pre-production and engineering

The following are additional industry-specific measures in the workplace and during work for employees in pre-production and engineering.

1. For every activity the venue will refer to this protocol as being a contractual condition.
2. Before the start of the set-up the organization will have a hall and stage plan drawn by the artist, tenant and, if applicable, supplier, in which the distance of 1.5 meters among the persons in the public spaces and on stage is guaranteed.
3. The venue will only work with artists, tenants and, if applicable, suppliers who can deliver a foolproof plan for observance of the 1.5-metre distance rule. Artists, tenants and suppliers who cannot comply with the guidelines from this protocol may be refused. The venue will determine whether an activity can take place safely, in which connection the final word is always up to the corona officer of the venue.
4. The venue and the artist, tenant and, if applicable, supplier will give each other a reciprocal health statement, in which they confirm to each other that they have applied triage to their own employees. Create an attendance list of artists, crew and other people present backstage. This facilitates possible source and contact research by the GGD.
5. The organization will do everything possible to respect the 1.5-metre distance during work such as loading and unloading, setting up and dismantling and assisting event-related jobs during the program.
6. The organization will make personal protective devices available if the 1.5 meters cannot be guaranteed.
7. Employees, artists, tenants and suppliers will try to limit collaboration at distances of less than 1.5 meters as much as possible and will strictly supervise the hygienic requirements in conformity with RIVM guidelines.
8. The organization will try to spread breaks from work as much as possible.
9. The organization will ensure that material (such as tools) that is also used by others (artists, tenants, suppliers) is cleaned immediately after use. Disinfect materials and products with cleaning alcohol of 70% (IPA).
10. The organization ensures that control panels of lifting installation, light tables, mixing consoles, keyboards etc. are clean and are cleaned again after use.
11. The organization will schedule employees in such a way that they work on the same teams as much as possible, so that employees limit contact among themselves as much as possible.
12. As of December 1, 2020, it is mandatory for employees, artists, tenants and suppliers to wear non-medical mouth-nose masks in public indoor areas. For employees that have to wear non-medical mouth-nose masks, the masks will be provided by their employer, and employees will receive instructions on the correct use of the masks.

4. Event-related jobs (backstage)

The following are additional measures for employees with event-related jobs not being public services.

1. Have employees, tenants, suppliers and artists enter the building at different starting times, so that contact among them is avoided as much as possible.
2. Only open the required dressing rooms and limit the number of users of these spaces.
3. Communicate the guidelines and provisions of the protocol, the safety regulations and hygienic measures in the traffic spaces backstage and in dressing rooms. Use means of communication that are also used in the public spaces for the purpose.
4. Safeguard enforcement of the rules together with the representative of the artists and any tenants and suppliers. Actively discuss observance of the provisions with visitors, artists, tenants and suppliers.
5. Also involve the responsible representative of the artists and tenants about the provisions to be observed for every program.
6. Determine previously planned one-way routes (with marking) as much as possible.
7. As of December 1, 2020, it is mandatory for employees, artists, tenants and suppliers to wear non-medical mouth-nose masks in public indoor areas. For employees that have to wear non-medical mouth-nose masks, the masks will be provided by their employer, and employees will receive instructions on the correct use of the masks.

5. On stage

The following are additional measures for employees, artists and tenants on stage.

1. On stage a minimum distance of 1.5 meters will always be observed, irrespective whether the players or tenants belong to a group. Wind instrument players will always observe a minimum distance of 2 meters.
2. If necessary, adjustments of the production on the stage will be made that are in keeping as much as possible with the provisions about the 1.5 meter provisions from this protocol.
3. If in principle it is not possible to observe the 1.5 meters, arrangements will be made beforehand how work can be done safely nevertheless in agreement with the guidelines for hygiene of the RIVM. If necessary the venue may contact the competent authority to have the plans tested.
4. All safety rules, measures and provisions that apply to visitors, suppliers and employees and tenants also apply to artists.
5. Ventilate the room where artists are singing together, with fresh air in and old air out. If in doubt about the ventilation and airflows in the room, it is advisable to seek professional advice.

6. Other spaces

The following are additional measures for users of other spaces.
1. Make sure that the users of the space can stand 1.5 meters apart and give a maximum number of people for every space. Spaces in which the distance of 1.5 meters is not possible will be closed. An exception applies to persons under the age of 18, who do not have to keep a distance of 1.5 meters from each other, but do have to keep a distance of 1.5 meters to persons aged 18 or older.
2. Ensure that paper tissues, disinfecting gel and surface sprays are present in every space near the entrance.
3. When entering the spaces users of the space will wash their hands with the disinfecting gel or spray. When leaving this space they will do so again.
4. Users of the space will clean amplifiers and used equipment with the disinfecting spray after arrival and repeat this when leaving the space.

7. Security

For the additional measures for security employees reference is made to the protocol of the security industry, in which explicit attention is devoted to catering and events. At the time of writing that protocol, just like this protocol, is still being developed.
1. Security will observe the (professional) guidelines as they are drawn up by the relevant organizations.
2. In cases during work where contact cannot be prevented, additional measures will be taken, which may consist of physical screening and protective devices.
3. The organization will follow the current RIVM guidelines, in which all restrictions in connection with the prevention of the spread of the COVID-19 virus will be observed as much as possible.

8. Emergency Response Team employees

The following are additional measures for Emergency Response Team employees.
1. The Emergency Response Team will adhere to (professional) guidelines, as they are drawn up by the relevant organizations (for instance Rode Kruis, Oranje Kruis, NIHBV).
2. In cases where contact during the rendering of aid cannot be prevented, additional measures will be taken that may consist of physical screening and protective devices.
3. The Emergency Response Team will adhere to the current RIVM guidelines, in which connection all restrictions in connection with prevention of the spread of the COVID-19 virus will be observed as much as possible.

9. Deliveries

The following are additional measures for deliveries of goods.
1. The organizations will have suppliers make deliveries as much as possible at previously agreed times, in which connection the supplier will indicate the exact time of delivery 10 minutes in advance.
2. The organization will take receipt of goods in a space in which the distance of 1.5 meters may be observed.