

Customer Facemask Policy

By order of the City of Newark, **facemasks** are required to be worn at all times when indoors at NJPAC, regardless of vaccination status. This policy applies to staff, volunteers, vendors and guests, including public audiences. For guests to NJPAC, the only **exceptions** to the facemask policy are as follows:

- Facemasks may be removed when actively eating or drinking, including at the restaurant, in the theaters, and at private events.
- Facemasks may be removed outdoors.
- Children under two years old are not required to wear masks.
- Performers do not have to wear masks when performing or in their dressing rooms.
- Guests with a medical condition preventing the wearing of a facemask may be offered an accommodation to remove their facemask, subject to the conditions noted below.

An **accommodation** may be offered to guests who have a medical condition preventing the wearing of facemasks if there is a reasonable accommodation that NJPAC can provide that would mitigate the risk of COVID-19 transmission to its staff and to other patrons, which will be determined on a case by case basis. In order to request an accommodation, the guest must submit to ticket services by e-mail (ticketsservices@njpac.org) or fax (973-297-5843) a letter from a **licensed medical doctor** or other healthcare practitioner that clearly states that it is dangerous or impractical due to a medical condition for the guest to wear a facemask at a performance and that the medical doctor has recommended that the guest not wear a facemask. It is not necessary for the note to contain any medical diagnosis or other medical information, other than the recommendation that a facemask should not be worn. This note must be received at least 72 hours in advance of the performance, or NJPAC may not be able to make necessary arrangements for an accommodation. Provided NJPAC timely receives the request and supporting documentation, it will advise the customer by e-mail at least 24 hours in advance of the performance if the request for an accommodation can be granted, and the details of such accommodation. If an accommodation is not possible, the customer will have the option of receiving a full refund of the ticket price and fees. Accommodations will not be possible if a request and supporting note is not received at least 72 hours prior to a performance.

If granted an accommodation, the guest must:

- 1) Obtain a negative rapid COVID antigen or PCR test within 24 hours of the performance. The guest may obtain a test from any testing site. Free testing is available across the street from NJPAC by appointment (testnj.online) – NJPAC recommends allowing at least one hour for testing to ensure adequate time for results to be received before the guest is due to arrive at NJPAC.
- 2) Provide to security the e-mail from NJPAC ticket services that confirms that an accommodation has been granted.
- 3) Sit socially distanced from other guests. Ticket services will work with the guest to relocate the guest to accommodate social distancing. Reseating is subject to availability and if there are no socially distanced seats available at the time the accommodation is granted, the customer will be offered a refund.
- 4) Use reasonable efforts to minimize contact with other guests and staff of NJPAC.