

# Frequently Asked Questions about the reopening of Glasgow's arts, music and cultural venues

Thursday 9 July 2020

Glasgow Life has set out a phased approach to the reopening of some of the city's public buildings in response to phase three of the Scottish Government's route map. We have identified 61 venues and facilities which we are aiming to restart across four phases between July and October. Some of these will open to the public, while others will help to maintain essential city services, like childcare, in local communities.

As we prepare for a new way of living and working after Covid-19, our priority will be to ensure the facilities we reopen are safe for our staff and the public in the weeks and months ahead.

## Which venues and facilities are you reopening and when?

- View our list of [venues that are reopening to the public](#).
- View our list of [venues that are reopening for essential services](#).

These dates are based on the Scottish Government's route map. They are indicative and subject to change.

## Why aren't you reopening all of Glasgow's arts, music and cultural venues?

Like every charity, Glasgow Life has been hit hard by Covid-19. The complete shutdown of Glasgow's museums, libraries, community facilities, arts and sports venues for more than three months, together with the cancellation of most of the city's events and festivals this year, means the millions of pounds of income which supports our services has been wiped out.

Reopening venues is a complex process and requires careful planning. Current social distancing guidelines mean that a large proportion of our venues are unable to reopen safely, and we may need more staff than before to be working at the venues we are looking to reopen to ensure current restrictions are followed.

Even if social distancing measures are relaxed in future phases of the government's route-map, it's not an exaggeration to say that Glasgow Life is now facing the toughest financial period in its history. Assessing the significant costs associated with adapting our venues to meet social distancing requirements is something that we have to consider in the context of the future sustainability of some of our facilities.

However, the fundamental criteria that will inform which venues and services can restart will be the financial landscape that we will have to operate within for the foreseeable future without the level of income that we previously generated.

## When will you be reopening other arts, music and cultural venues which aren't on your published list?

Our financial and staffing constraints are unlike anything we've ever faced and mean we are not able to operate all of our venues and services just now; it's simply not possible.

Following this phased reopening between July and October, we will continue to work with Glasgow City Council to review and prioritise which venues and services we can restart or reopen and when, but it's highly unlikely that Glasgow Life will be able to return to anything like its normal service provision in the near future.

Although Glasgow City Council has agreed to support us financially during this difficult period, there are no easy solutions and we haven't got all the answers about what Glasgow Life's service provision will look like during or after this transitional period.

We'll continue to keep in touch with our members and customers as and when any decisions on future service provision are made.

### **Why are your facilities only starting to reopen to the public from August?**

As venues have been closed for several months, we have to plan their reopening in line with the Scottish Government's guidance. Adapting the venues that we are reopening to meet social distancing requirements will take time and we have a responsibility to get it right from the outset. We are also creating new operating practices which prioritise the health and wellbeing of our staff and customers.

This means that we can't just simply reopen our doors: we need to undertake risk assessments, test key building systems, install public sanitizer stations and screens where appropriate, deliver revised hygiene and safety training to our staff, implement new booking systems, and engage with our trade unions.

In line with Scottish Government guidelines, theatres and music venues must currently remain closed and no indoor and outdoor live events may take place.

### **Why is Tramway not opening during the school holidays?**

We know how important our arts and cultural venues are to the people of Glasgow and we recognise the vital role they play in supporting our wellbeing and providing access to art and culture for everyone. We also know that our audiences are keen to reconnect with our spaces as soon as possible after lockdown and we're working to make that happen as quickly as we can.

However, our venues have been closed for several months and we have to plan their reopening in line with the Scottish Government's guidance. We have begun to adapt our venues to meet social distancing and hygiene requirements, but this will take time. We also have to deliver staff training and install a new booking system for visitors.

We are eager to welcome visitors back, but we have a duty to ensure people feel safe and confident to return. We plan to reopen with a reduced capacity to ensure the smooth operation of the new procedures we are putting in place. This way we can continue to provide an enjoyable visitor experience for all.

In the meantime, we'll continue to connect digitally with our communities until our doors reopen. The Hidden Gardens, which is adjacent to Tramway, will be reopening as it's an outdoor space and will be offering access during the school holidays.

### **Will Tramway still operate the same opening hours?**

Tramway will reopen on reduced opening hours for an initial period. These are being finalised and will be communicated in due course.

### **Will I have to book to visit Tramway?**

Yes – when Tramway reopens anyone who wishes to visit exhibitions, performances or events curated by Tramway staff will have to purchase a ticket to gain admission and capacity will be limited to allow us to keep social distancing in place.

There will be some events which will be free to enter without pre-booking a ticket. Entry to these events will be controlled by staff to ensure social distancing remains in place. Drop-in entry to Tramway will also be permitted. This too will be controlled by staff to maintain social distancing. This is a new operating procedure and the details are currently being finalised. We will share specifics of how to book as soon as possible before Tramway reopens.

### **How do I book?**

We are finalising the details of our new booking system and will share the specifics of how to book a date and time to visit Tramway as soon as possible, before the venue reopens.

**How many people can I book for?**

The number of people allowed for each booking will vary by event and we will communicate this information at the point of booking.

**Is Tramway moving to a cashless system?**

Yes – customers are advised to book online or in the venue using card payments only.

**How long will I be allowed in Tramway?**

We are eager to welcome people back to our exhibitions and performance programmes and are working hard to ensure the visitor experience continues to exceed expectations, even in these unusual times. Any time limits will be determined by the nature of the event and these will be communicated at the point of booking and/or entry.

**Will there be one way in/ one way out of the venue?**

Yes – we are adapting Tramway in line with the Scottish Government's guidance on social distancing and hygiene measures. To enable us to manage the flow of visitors, we will implement a clearly defined route and signage will display relevant guidance and directions. We ask that people follow these instructions and are mindful of other visitors who are keen to enjoy the same experience.

**What galleries/theatres/public engagement activity will be open?**

Tramway spaces will reopen over a phased timeline from week beginning Monday 7 September. We will continue to gradually programme the spaces from this date via a curated plan to bring back contemporary visual arts, dance and performance to our audiences.

**Can we access Tramway online?**

Yes – you can find Tramway content on our dedicated Instagram, Facebook and Twitter channels. We've also just launched a new online programme called Tramway TV and you can find out more about it here: <https://www.instagram.com/glasgowtramway>.

**When will activity delivered by Glasgow Life's partners be accessible in Tramway?**

We are working to reinstate programmed and partner activity and this will be planned over a phased timeline from week beginning Monday 7 September. We will communicate this in due course and please keep an eye on our website and social media for more details.

**What is happening with exhibitions that were due to open this year?**

The restrictions imposed during lockdown necessitated a break in preparations for some exhibitions due to open this year. We remain committed to a varied events and exhibitions programme within our venues when resource and staffing allow. We will continue to review and prioritise which exhibitions can open and when and will share further details on this as decisions are made.

**Will disabled access be affected in any way?**

There is wheelchair and pram access to all public areas within the building using the lifts. To comply with social distancing measures only one person/household group will be able to enter the lifts at each time.

**How long will these measures be in place?**

The current measures are in line with Scottish Government guidelines and will enable us to accommodate visitors safely. These measures may change as government guidance is updated. Any changes will be communicated through the Glasgow Life and Tramway websites and social media channels.

**Can school groups visit?**

Yes – though school groups are advised to contact Tramway in advance to make appropriate arrangements.

**Will café facilities be available at Tramway when it reopens?**

There will be no catering or retail (gift shop) facilities available in our venues when they reopen.

**What cleaning procedures will you have in place when venues reopen?**

Buildings are being cleaned prior to opening to the public and we will have regular cleaning procedures in place which are appropriate to each venue.

**Will you provide customers with hand washing/sanitisation stations?**

Yes – hand sanitisation stations will be available in reopened venues, though we still advise visitors to follow current government guidelines and to wash their hands thoroughly and regularly with soap and water and/or hand sanitizer.

**Will toilet facilities be available in reopened venues?**

Yes – although, as with all areas in our facilities, social distancing measures will be in place.

**Do I need to wear a mask in venues?**

Current Scottish Government guidance advises face masks are worn in public places, but this is not mandatory. If this advice changes, we will follow government guidelines.

**How can I make a donation to help support Glasgow Life?**

As a charity, Glasgow Life is hugely grateful for the support it has received during the coronavirus pandemic, which has helped us to continue vital work in communities across the city during the most challenging of times. You can continue to help us by donating at <https://forms.glasgowlife.org.uk/Pages/donate.aspx>.

**Ends**