

# Managing a Dunedin Fringe Show during COVID-19 Restrictions

## Introduction

This document aims to provide information for Dunedin Fringe participants and venues on how they can manage risks around COVID-19.

There are two main areas that this document will cover:

- General advice and restrictions around protecting public health and what your obligations are in terms of running events at the different Alert Levels.
- How to mitigate the effects of any rise in Alert Levels on your event, the options for switching from an in-person event to a virtual event and what happens if you are forced to cancel your events.

If at any stage you are unclear on what your obligations are or have questions about how to best manage your event through the changes in Alert Levels, we are here to help. You can contact us by email or phone. We will also respond to social media messages but this may be not as timely. Contact details are below.

## Your obligations at the different alert levels

### The Fringe at Alert Level 1

At Alert Level 1 there are no limits on the number of people that can attend a Fringe event and no stipulated social distancing is required.

However, all Fringe venues are legally required to display a QR code poster and provide ways for people to record their visit. QR codes are available to download from the [www.covid19.govt.nz](http://www.covid19.govt.nz) and you can request yours by following [this link](#).

While not a legal obligation, we recommend that you provide hand sanitiser for the public to use as they come into your venue.

We would also recommend displaying posters and information to encourage the following behaviours:

Make sure you sign in and use Bluetooth to help contact tracing  
Regular hand washing  
Stay home and get tested if you are sick

Free posters are available from the government that highlight the above measures. These can be ordered / downloaded from the government COVID-19 website [here](#).

What you **need** to do:

- Display QR Codes
- Provide method for people to record visits without a QR code

## **Alert Level 2**

Events, including Fringe shows can still go ahead at Alert Level 2 but there will be limits on the number of people allowed in a defined space.

The maximum number of people that can be held within a venue or defined space is (at the time of writing this) 100, not including workers. However, people must be able to maintain 1 metre social distancing at all times so the actual capacity under Alert Level 2 will likely be under 100 for most Fringe venues.

It is a legal requirement that you are able to maintain social distancing at least 1 meter in your space. Each venue will be different so it is important that venue managers assess their spaces and shows, decide if the 1m social distancing can be reasonably enforced and if it can be, what the capacity of the venue is at Level 2.

At Alert Level 2, we will automatically reduce the capacity of Fringe venues by 50% and prevent customers from buying tickets once a 50% capacity has been reached. We do this to avoid having to refund customers which can be a complicated process. However, if we shift from Alert Level 1 to Alert Level 2 and the event has already sold more than the Alert Level 2 capacity, we will email affected customers (those in excess of Level 1 capacity) and offer them a choice between:

1. A refund.
2. Holding on to the ticket which can be redeemed if there is a return to Alert Level 1 for the performance. This offer will expire 72 hours before the event ie they will

automatically be refunded if Alert Level 2 remains in force three days before the scheduled event.

While 50% capacity will allow many venues to ensure the 1m social distancing, this may not be the case for all spaces. Some small venues may require lower capacities, some venues or events may not require any reduction in capacity at all.

If after assessing your venue you find that the capacity in Alert Level 2 will be more or less than 50%, you must let us know so that we can change this in our box office system. You can change your capacity by emailing [Katrina@dunedinfringe.nz](mailto:Katrina@dunedinfringe.nz)

Refunds, if required, will be issued in the order they have been purchased so that the last people to buy tickets will be the first to be refunded. Advance sale ticketing is the responsibility of the Dunedin Fringe Office; refer to our [ticketing terms and conditions](#) for more information.

In the event that a venue's capacity is reduced, the Dunedin Fringe will adjust its comps accordingly. It's up to you to decide if you want to reduce your own comps (aka Promoter holds) but they need to be accounted for in the revised capacity.

What you **need** to do at Alert Level 2

- Know that at level 2 we will automatically reduce your venues capacity to 50%, including Fringe comps and Promoter holds (your comps).
- Advise the Fringe Office if you choose to revise the number Promoter holds.
- Assess your venue capacity and decide how many audience members you can admit while maintaining the 1-meter social distancing rule. Email [katrina@dunedinfringe.nz](mailto:katrina@dunedinfringe.nz) with the capacity you can work with.
- Display QR Codes.
- Food and drinks must be provided through table service only.
- Provide method for people to record visits without a QR code.

## **Alert Levels 3 & 4**

At Alert Level's 3 & 4, all public venues are legally required to close, and all in-person events will need to be cancelled.

If your show has to be cancelled due to the Alert Level being raised to 3 or 4, you can still present your show virtually.

## Changing from an in-person event to a virtual event.

The Dunedin Fringe Arts Trust box office system allows shows to change from being an in-person event to being presented virtually.

The following sections explain how to prepare for the possibility of changing to a virtual event, how to make the change to virtual and how online shows will work.

### How to Prepare

The ease of changing a show from being performed live to being able to be presented virtually will depend on the show you are presenting and the resources you have. Some shows may translate well to being performed in your own home, others may need to be filmed in the venue they were designed for.

The best way to prepare for a change to a virtual show is to have it filmed at a time when alert levels allow for this. This could be during a rehearsal or during a performance happening before the Dunedin Fringe starts. If suitable, you may be able to film the show in another location.

If you can't pre-record your show, would it translate to a live performance in front of a webcam in your own home? Or would it be possible to film your show in your venue without an audience present?

Please note: It may be that presenting your show virtually is impossible or just not practical. If that is the case, we will cancel the event and offer customers refunds on their booked tickets.

### How to make the change from in-person to virtual

There are two ways to present a virtual show – Live Streamed or Archived Performance.

A live-virtual performance happens at a particular time and requires the audience to watch it at that time or miss it completely.

An archived-virtual performance is pre-recorded and can be watched by audience members at any time the show is available to view (most of the time this will be at some point within the official festival dates).

Once you have decided on whether the show will be live-virtual or archived-virtual, you will need to decide on a platform to present the show on. You can use the following platforms to present your virtual show: Youtube, Vimeo, Zoom or Facebook Live. Choose the platform that best fits with the show you are presenting. Before your show is due to be available to view, we will need you to provide the URL where people can view the show.

For paid virtual events, we recommend providing embedded links from Youtube and Vimeo. This means that the customer is directed to a page on our website that will host the video and help prevent ticket buyers from sharing the link with other people.

If you have decided to move from an in-person to a virtual event, Dunedin Fringe staff need to manually change this for you. You must email [katrina@dunedinfringe.nz](mailto:katrina@dunedinfringe.nz) and confirm that you want to change from an in-person event to a virtual event

We will give you access to the 'Dunedin Fringe Online Venue' in Eventotron. You will then log into your show and add the following information:

- Whether you want to change to a live-virtual (only available at a certain date / time) or a virtual archived event (available at any time over a stipulated period).
- The dates and times your show will be available to view
- The price you want to set for your virtual shows
- A link to where people can view the virtual show (this can be provided at a later date but no later than 24 hours before the show is due to be presented)

### **Advice on presenting a virtual show**

Presenting a show virtually in a way that you are happy with is a challenge in itself. Thankfully, performers from around the world have been doing just that for the past year and there is some excellent advice available if you look.

We have pulled together some key points that we have found here but there is plenty more out there if you look.

- Rehearse your online show as if it was live. Ask friends and family for feedback.
- Music can work well as part of an online show but don't use copyrighted music or your live stream may be interrupted
- You will need some equipment for live streaming – a camera (a phone will do)
- A computer to upload video to the web
- The biggest issue for online shows is the quality of sound so if you were going to invest in equipment, a decent microphone should be high on your list.
- Make sure your lighting is adequate for picture quality.
- Make absolutely sure you understand the technology so that you don't have any hiccups on the night.

### **How customers purchase tickets for virtual shows**

Virtual shows are listed in the same place as in-person events on our website and people can buy or request tickets using the website in the same way they would for any other show.

When a customer buys or requests a ticket, they will be sent a e-ticket with a link to the webpage where your online show will be screened. Every link for every customer is unique and we can tell how often it is used to prevent it being shared around. Audience members will then click on the link at the time the show is available and watch the performance virtually.

Customers that have bought a ticket to a live in-person show that has changed to being an online only show will be emailed and given the following options. They can request a full refund, they can donate the money to the artist or they can change their in-person ticket to virtual ticket. If we do not hear back from them, we will assume that they want a full refund.

## Finally

Managing a show during a world-wide pandemic where Alert Levels can change without warning is a daunting prospect.

Whether you decide that you want to go virtual, cancel or postpone your performances, the Dunedin Fringe will support you in this decision.

If you have any questions about the information here, or you want to talk through your options with a member of the Fringe team, please get in touch. We're here to help.