TEATRO VISTA'S COVID SAFETY MEASURES #CUIDADO

Read more about our “Cuidado” policy standards covering our COVID-19 protocols at the show! #Cuidado

Teatro Vista is committed to creating a comfortable, joyful and safe environment. Our COVID-19 safety measures outlined here, including COVID-19 mitigation and mask requirements for theater-goers, will remain in effect until further notice and continue to be reviewed regularly based on the needs and comfort of performers, patrons and staff.

We look forward to seeing you at a Teatro Vista event soon!

Please note, other venues in Chicago may have policies that differ from Teatro Vista.

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YOUR SAFETY

PROOF OF VACCINATION OR NEGATIVE TEST

For everyone’s comfort and safety, patrons 5 years of age and older are required to provide either:
• proof of vaccination OR
• a recent negative test

Early arrival is recommended and patrons should have this information ready to present as they enter, as these items will be checked while patrons are checked in.

Proof of full vaccination can be demonstrated by showing:
• a valid photo ID along with either a vaccination card
• a photo of the vaccination card
• a digital record or mobile app
• or printed record from a vaccination provider

Photo ID is required for those 16 and older.

Patrons must be fully vaccinated as defined by the Center for Disease Control and Prevention (CDC).

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PROOF OF VACCINATION OR NEGATIVE TEST

(CONTINUED)

Alternatively, patrons can present proof of a negative COVID-19 test for entry. A PCR test taken within 48 hours of the day of the event, or an antigen test taken within six hours of the event start time, will be accepted. For rapid tests, patrons may show a time-stamped photo of the results.

Testing locations (including free and nearby options) are listed on the Chicago Department of Public Health or Illinois Department of Public Health websites.

FACE MASK REQUIREMENT

All patrons must wear a face covering throughout their visit. Face coverings should be worn properly, covering the nose and mouth, except when eating or drinking in the lobby. All face coverings should meet CDC standards. Neck gaiters and bandanas are not permitted. No food or drink is allowed in the theater space. Patrons arriving without appropriate face coverings will be provided a disposable face mask.

SELF-SCREENING & CONTACT TRACING

All individuals are expected to self-screen for COVID-19 symptoms before entering the Windy City Playhouse. Symptoms may include:

- fever
- chills
- cough
- shortness of breath or difficulty breathing
- sore throat
- fatigue

Patrons who are not feeling well, are exhibiting any COVID-19 symptoms or have had or been exposed to COVID-19 in the past 10 days should not attend and instead contact info@teatrovista.org for ticket options.

If you develop symptoms of COVID-19 or test positive for COVID-19 within 48 hours of attending our show, please call 773-687-8718. We are committed to keeping all information provided to us by our patrons confidential.

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AIR VENTILATION (HVAC) SYSTEM

Our partner venue, Windy City Playhouse meets all CDC-recommended guidelines on fresh air intake and air circulation. Windy City Playhouse has updated their HVAC system and met all ventilation verification requirements as provided by AEA and National Energy Management Institute.

FLEXIBLE EXCHANGES, TICKET TRANSFERS & RETURNS

If you are unable to attend a performance due to a positive case of COVID-19, exposure to COVID-19, or if you are experiencing symptoms, you are encouraged to contact info@teatrovista.org to discuss flexible exchange and refund options. We are happy to accommodate you as best we can and as seating in the theater allows.

If you would like to transfer your ticket to another person, please do so by contacting info@teatrovista.org to ensure all attendees receive show reminders and updates.

Should any program changes or cancellations be deemed necessary, you will be provided with various options up to a full refund, if applicable.

WE’RE HERE TO HELP

Contact us with any questions or concerns—we want to make your experience as joyful as possible. You can speak directly with Teatro Vista by calling 773-687-8718, or sending us an email at info@teatrovista.org.

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