

## FAQ

### FREQUENTLY ASKED QUESTIONS

#### HOW DOES TICKET BOOKING AND TESTING WORK?

Book your ticket as usual via [www.toula.de](http://www.toula.de) and complete the booking process.

- o Your ticket, which you buy online or reserve and receive at the box office on the day of the performance, will be issued with your name and first name.
- o Your ticket, which you will receive at the box office on the day of the performance, will be issued with your name and first name. It is not possible to exchange or pass on the ticket.
- o For admission to the performance, please bring your ID and proof of a negative test, full vaccination or recovery.

You will only be admitted to the event with one of the following proofs:

Proof of rapid antigen test: written or electronic confirmation of a negative test result from a point-of-care (PoC) antigen test or PCR test for SARS-CoV-2 coronavirus infection carried out within the last 12 hours.

An overview of Berlin test centres can be found here: [www.test-to-go.berlin](http://www.test-to-go.berlin). Self-tests are not recognised. If your test is positive, please go directly to isolation and inform the health office responsible for you as well as our theatre box office.

Proof of vaccination: Certificate of vaccination with a vaccine against Covid-19 approved by the European Union, the last required vaccination of which was at least 14 days ago.

Proof of recovery: Certificate of a positive PCR test result for an infection with the coronavirus SARS-CoV-2 more than six months ago in connection with at least one vaccination against Covid-19 with a vaccine approved by the European Union at least 14 days ago or proof of a positive PCR test result for an infection with the coronavirus SARS-CoV-2 at least 28 days and at most six months ago.

#### WHY CAN ONLY PERSONALISED TICKETS BE PURCHASED?

In order to implement the hygiene and protection concept and so that a chain of infection can be identified and interrupted as quickly as possible in the event of a suspicion, the personal data of each guest is recorded. First name and surname are noted on each ticket. Tickets may not be passed on to third parties, as it is not possible to subsequently change the personal data. As the organiser, we are also obliged to record the contact details when tickets are purchased.

#### WHAT HAPPENS IN THE EVENT OF A PERFORMANCE CANCELLATION?

You will receive a full refund of your ticket price upon presentation of your ticket.

#### HOW ARE THE STAFF MEMBERS INVOLVED, SUCH AS THE ADMISSION STAFF AND ARTISTS, TESTED?

The staff involved, the admission staff and the artists will be tested in accordance with our hygiene concept.

#### I HAVE ALREADY BEEN VACCINATED. DO I STILL HAVE TO BE TESTED?

No. You will also be admitted if you have been fully vaccinated against Covid-19 with a vaccine approved by the European Union and the last required vaccination was at least 14 days ago.

#### I HAVE ALREADY BEEN THROUGH COVID19. DO I STILL NEED TO BE TESTED?

No. Recovered persons who can demonstrate a positive PCR test result for SARS-CoV-2 coronavirus infection more than six months ago and who have received at least one vaccination against Covid-19 with a vaccine approved by the European Union and whose vaccination was at least 14 days ago will be admitted without testing if they can demonstrate this. Similarly, recovered persons who have tested positive for SARS-CoV-2 coronavirus infection by PCR at least 28 days and no more than six months ago will be admitted without testing.

**DO I HAVE TO WEAR A MASK WHILE ATTENDING THE EVENT?**

Yes, during the event it is compulsory to wear an FFP2 mask without a valve and to comply with the applicable hygiene rules.

**WHAT IF I DON'T FOLLOW THE RULES?**

Visitors who do not comply with the regulations, e.g. do not wish to wear an FFP2 mask, may be excluded from the event. In this case there is no right to a refund of the ticket price.

**WHAT HAPPENS TO MY DATA?**

The visitor lists are maintained in accordance with art. 5 dsgvo and in compliance with data protection principles and are deleted after four weeks.