

【NOTICE as of July 8, 2020】

Suntory Hall resumes concerts with a restricted number of the audiences following the government and house guidelines of social distancing.

Requests for visitors of Suntory Hall

In order to provide a healthy and safe environment for all our visitors, we have adopted enhanced sanitation measures in the hall. These measures are by the government and house guidelines.

<Admission guideline>

\* Please note that the following visitors will not be admitted to Suntory Hall:

- Those who have been in close contact with persons who tested positive for COVID-19.
- Those who have lived with or been in close contact with persons suspected of COVID-19 infection.
- Those who have within the last 14 days travelled to or been in close contact with persons residing in countries and regions subject to Japan's entry ban. This includes those that require an observational period.

\* We ask visitors with the following symptoms to refrain from entering Suntory Hall:

- chills
- fever (37.5°C or higher)
- cough
- runny nose
- fatigue
- headache
- impaired sense of taste or smell
- diarrhea
- muscle aches

If you feel unwell after entering the hall, please notify your nearest staff immediately.

We ask that visitors who have a higher risk of complications from COVID-19, such as persons with chronic diseases and expectant mothers, only visit the hall after careful consideration ahead of time.

<In Suntory Hall>

All the visitors are required to wear face masks in Suntory Hall at all times. Visitors are responsible for providing their face masks.

Please note, we reserve the right to refuse admission to any visitors who do not follow this guideline.

We kindly request you to sanitise your hands and fingers as frequently as possible, where we have hand sanitiser installed at various spots in the foyer. Also, please maintain social distancing from your fellow audience.

\* Please note that the following services are suspended:

- Cloak room
- Bar and Refreshment Lounge
- Water drinking fountains
- Gift shop

Your tickets will be checked visually by our receptionists, or you may be requested to tear your tickets on your arrival.

Merchandising, signing by artists are also suspended until further notice.

Visiting artists and giving gifts to artists are not allowed for the time being.

The auditoriums ventilate at all times, and our staff open the doors fully before the concert and during intervals to enhance ventilation.

<Employees and staff>

All the staff members and related personnel undergo temperature checks at the backstage door.

The staff members also sanitise their hands and fingers and have temperature checks and health assessments before work. The staff members are not allowed to work if they have a fever or are otherwise unwell. Some staff members who interact with visitors may wear face masks, face shields, and gloves. We will work together to ensure the health and safety of visitors and staff members.

<Forthcoming concerts>

Suntory Hall will keep striving to prevent further spread of infection in collaboration with each organiser and hall hirer. However, some concerts have been cancelled or postponed in the meantime.

Please check the 'What's on' page on our website for the most updated information.

Thank you for your kind understanding and cooperation.

Suntory Hall

Suntory Foundation for the Arts