

Parent or Guardian.
By Hand

27th September 2020

Dear Sir/Madam,

RE: Welcome back to Reel Cinema

I would like to take this opportunity to welcome you back to Cinema!

The last few months have been difficult for all of us across the country, and the 'new normal' has meant changes to our everyday lives that we are all slowly becoming accustom too. UK Cinemas across the country have been making a slow return, and we are pleased to say that all Reel Cinemas in the UK are now currently open and operating. We have been working in accordance with the UK Cinema Association and, of course, the UK Government Guidelines surrounding COVID-19 to help make your return to cinema as comfortable and safe as possible.

We have numerous measures in place to help us do this including: Online Ticketing with seats automatically blocked around you to ensure a 2m distance between you and other guests. Screen Capacity capped at 25% which allows the screen you are in to never get busy enabling a safe and relaxed cinema experience. To minimise contact, we are currently only accepting card payments on site, with contactless card payments of up to £45 accepted. Screenings in auditoriums have been staggered to allow a safe entry and exit for all guests and to minimise 'overflow' in the concessions and foyer areas and bigger gaps between showings to allow sufficient time for thorough cleaning to take place between each showing. Cinemas have also been deep cleaned and use Zoono Advanced Surface Cleaner throughout the entire cinema. Our staff will be wearing PPE including face masks and some will also be wearing visors and have been trained specifically about COVID-19 prior to opening. Social Distancing has been setup throughout, and there are multiple hand sanitiser stations throughout the cinema.

As per Government Guidelines, it is mandatory for guests to wear a face covering inside the cinema, when not consuming food and/or drink and we comply with all Test and Trace requirements.

We have a vast variety of films available and even more coming in the next few months. Perfect for kids, families or even just for the grown-ups. We also have our Reel Kids Club every Saturday and Sunday Morning from only £2.50 and everyday during school holidays.

On behalf of the entire Reel family, we look forward to welcoming you back to your local cinema escaping into a world of action, adventure, magic and mystery.

All the best,

Aidan Crawford
Assistant Manager
Reel Fareham



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