

Tickle the Ivories Performers' Code of Conduct



You must not play a piano at or visit Liverpool ONE if you have COVID-19 symptoms, a positive test, have been asked to isolate by NHS Track and Trace, or are living with someone who has a possible or confirmed case of COVID-19.

2m social distancing must be maintained between each performer from a separate household or social bubble, and between performers and the audience.

The amateur performance group must consist of no more than 6 people from separate households or social bubbles. Large groups (3 – 6 people) should book on the piano by the Sugar House Steps where there is more space for social distancing.

If your group is a business, charitable organisation or public body, up to 30 people may perform providing they take reasonable steps to mitigate the risk of transmission, in line with COVID-19 Secure guidance and including completing a risk assessment which must be submitted to Liverpool ONE in advance. Any groups larger than 6 people must book in advance and provide specific details to Liverpool ONE.

If you wish to collect for charity please send a letter of authorisation from the charity including the registered charity's number with your booking.

An antibacterial wipes dispenser and sanitiser are installed on the side of the piano. Please wipe the piano keys before and after you play and sanitise your hands before and after you play and after touching any money in the collection bucket.

You may wash your hands in the toilets on Wall Street in Liverpool ONE which are open during Tickle the Ivories and are currently free to use.

Performances may take place during Liverpool ONE's retail opening hours which are:

Mon – Sat	10am – 6pm
Sun	11am – 5pm

Facemasks must be worn in the following areas in Liverpool ONE:

- All stores
- Toilets
- In cafes, bars or restaurant for when going in to purchase takeaway items and pre-ordered collections.
- In cafes, bars or restaurants when dining in, at all times apart from when you are seated eating and drinking at your table. You should wear a mask when arriving, going to your table, leaving and when moving around the restaurant to visit the toilet.
- ODEON cinema, Junkyard Golf
- The Galleria outside The ODEON
- Enclosed walkways to/from the car parks

Please keep the contact details of all performers in your group in case they are required for the NHS Track and Trace programme.

The nature of your performance should not encourage audience participation or communal activities within the audience such as dancing or singing. Please be mindful of what is happening around you and stop performing if an audience is building who are unable to maintain social distancing or if they are singing/dancing/shouting or undertaking other activities which may increase the risk of transmission.

Amplification may not be used on either piano. Any additional instruments or vocals must be at a level so the audience and passersby can speak at a normal level, as shouting or raised voices are shown to increase the risk of COVID-19 transmission.

You may go straight to your performance area to start performing. If you cannot locate the piano or have any problems please see a member of the Customer Support Team in a red jacket or a member of the Cleaning Team in blue. The Liverpool ONE Information Centre is currently closed so for all enquiries regarding piano tuning or bookings please email tickle@liverpool-one.com. In an emergency please call 0151 232 3199.

Free Play is available for a maximum of one consecutive hour per pianist on each piano. Pianists must vacate the piano after one hour and allow other people to play after which they may then return to play. Please do not leave belongings/people with a piano to reserve it if you are not playing. If you would like to reserve a slot please email tickle@liverpool-one.com

There is no vehicle access to the piano locations. You must be able to carry everything that is part of your performance. The lid on the piano seat lifts to provide storage.

Our car parks are run by an external operator, Q Park, so we unfortunately cannot provide any free parking. Details of parking can be found here <https://www.liverpool-one.com/plan-your-visit/parking/>

Please close the piano lid when you have finished, especially if you expect rain. Cover the piano if it begins to rain – a showerproof cover is tucked into a pack mounted on the side of the piano.

Please do not create any trip hazards where you are performing or cause a danger to anyone. Don't climb on the pianos or use them as a prop in your performance. Do not attempt to move the piano, tune it, open the front or carry out any repairs or alterations.

You are performing in a public area, please ensure your conduct and performance is appropriate for a family audience.

Performers are responsible for their own Tax and National Insurance.

Please be aware that we may have photographers or film crews capture your performance. Tickle the Ivories locations are public places. As such, any member of the public may wish to record your performance or photograph you.

Liverpool ONE may withdraw Tickle the Ivories at any time based on government advice, regulations or further lockdown.