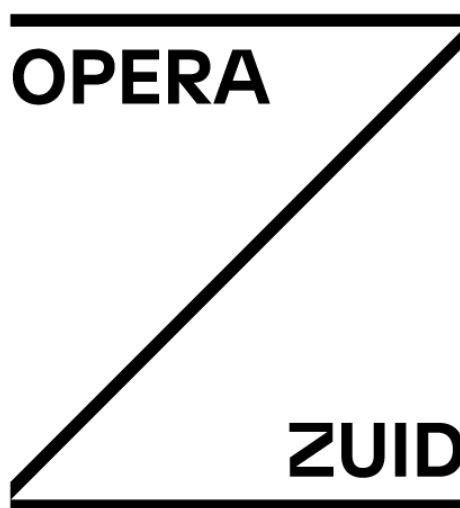
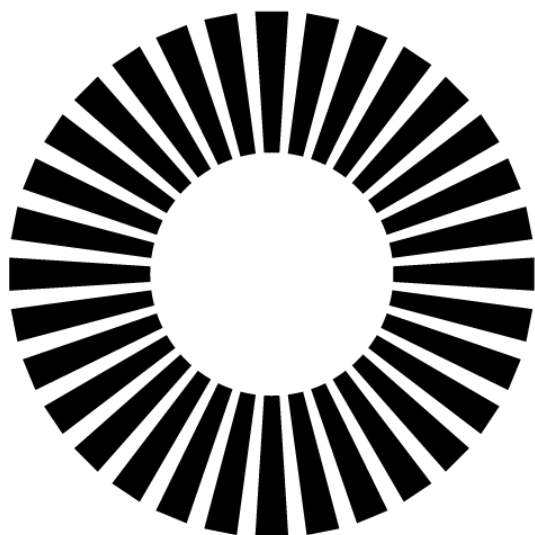


# WELCOME

## INFO BOOKLET



**WELCOME!**  
TO OPERA ZUID



# INFORMATION UPON ARRIVAL

WELCOME TO OPERA ZUID! DREAM WITH US, AND ENGAGE WITH OUR EXPERIENCE.

We are happy to have you with us: We hope you feel comfortable with us and wish you a pleasant, creative and successful stay at Opera Zuid.

## VISITING ADDRESS OPERA ZUID

Malpertuisplein 60  
6217 CD Maastricht  
+31 43 321 01 66  
office@operazuid.nl

## BUS TO OPERA ZUID

From the train station you can take bus 1 to Malberg or 2 to Oud Caberg. Get off at the stop Malpertuisplein.

## BUS TO THE STATION

From Opera Zuid take bus 1 to De Heeg via MUMC. Get off at the stop Station Maastricht.

## WIFI & PRINTER

NETWORK: OPERAZUID

USERNAME: OPERAZUID Productie

PASSWORD: OperaZuid2020

(It can take a while before you get a connection)



# CATERING & FOOD

We will provide you with (vegetarian/vegan) catering during rehearsals. This will be either lunch or dinner, depending on your rehearsal/performance schedule. Coffee, tea and water are offered to you by Opera Zuid free of charge. Drinks and food brought along may be consumed in the canteen. Please contact Anna at [anna@operazuid.nl](mailto:anna@operazuid.nl) if you have any dietary restrictions or needs.

## CATERING DURING REHEARSALS

- Rehearsal in the morning: no catering
- Rehearsal in the morning and afternoon: lunch
- Rehearsal in the afternoon: no catering
- Rehearsal in the afternoon and evening: dinner
- Rehearsal in the evening: no catering

**NO food or open drinking cups are allowed in the rehearsal studio! ONLY bottles with a lockable cap are allowed in the rehearsal studio. NOTHING should be placed on speakers, the piano or other technical objects in the rehearsal studio.**

Feel free to use the kitchen facilities and microwaves of Opera Zuid. Options for take-out and delivery food can be found through [thuisbezorgd.nl](http://thuisbezorgd.nl) or [ubereats.com](http://ubereats.com).

**PLEASE CLEAN UP** after yourselves: we appreciate your collaboration in the maintenance of a clean and pleasant working environment, also for your colleagues.

## CATERING DURING TOURING

During our tour catering will be provided in the theatres unless told otherwise by the production manager. It is obligatory to be present at the theatre two hours before the start of the performance. Further information will be provided by the production management.

# IN CASE OF AN EMERGENCY OR ILLNESS

## EMERGENCY

Fire Police Ambulance  
DIAL: 112

## NON EMERGENCY POLICE CONTACT

DIAL: 0900-8844  
Police Office  
Prins Bisschopsingel 53  
6212 AB Maastricht

## FIRST AID

DIAL: +31 (0)43 3 87 67 00  
Hospital MUMC  
Professor Debyelaan 25  
6229 HX Maastricht

## ILLNESS

In case of illness or health worries, don't hesitate to contact our  
Production Manager Anna Trentelman: [anna@operazuid.nl](mailto:anna@operazuid.nl)

## GENERAL PRACTICE CENTRE

Huisartsenpost (between 5pm and 8am)  
DIAL: +31 0 43 7 50 01 23  
Professor Debyelaan 25  
6229 HX Maastricht

## EAR NOSE THROATH SPECIALIST

Appointment only through a general practitioner.

# INTEGRITY, SAFETY & CONFIDENTIALITY

#OPERA KINDNESS

## KINDNESS AND DIGNITY PLEDGE

Opera Zuid wants to be an open, safe, creative and pleasant working environment for all. Our top priority is the well-being and feeling of safety for all our collaborators during the rehearsal- and creation process and performances of our productions. We pursue an absolute safety-policy for all, and a zero-tolerance policy against all forms of improper, unsafe, unacceptable or undesired behaviour, in any form whatsoever.

We therefore pledge, together with everyone who works with us:

- To treat each other with kindness, consideration, generosity, respect and the awareness that we all bring different perspectives and lived experiences into the process;
- To make the rehearsal and production process a safe space for every one of us involved in the project, a space free of fear, bullying or harassment of any kind, a space of creativity and honesty;
- To consider each other's well-being, and to take responsibility for our own;
- To try to resolve any concern respectfully and directly with the person involved if we feel able to, and if not, to share our concern or report the incident to the pre-designated staff members: our production manager and our general manager, or to feel free and unburdened to contact the independent Fiduciary agency.

We want to assure the Opera Zuid premises and all the contexts of our touring venues are a safe space for all our collaborators at any given time. Every issue concerning inappropriate behaviour will be carefully addressed by Opera Zuid's management with respect for all involved. You can always share concerns with our staff.

You can at all times contact and confide in an external Confidant/Fiduciary Instance. The confidant is independent of Opera Zuid and is bound by confidentiality. No contact with the agency will be shared with Opera Zuid's Management. The agency has a specialized support system in place and will independently report to the authorities if necessary.



## EXTERNAL FIDUCIARY

YVONNE PATJE

Landelijk Bureau Integriteit en Vertrouwenspersonen  
(National Bureau for Integrity and Fiduciary Affairs) LBIV.nl

DIRECT PHONE: +31 6 28 63 22 67

EMAIL: y.patjelbiv.nl

## GOOD TO KNOW

- **COSTUME FITTINGS.**

Before, during and after rehearsals there can be costume fittings.

- **ACTIVITIES DURING REHEARSALS.**

During and after rehearsals there can be marketing activities, such as photo- or video shoots and guided tours.

- **MARKETING INFORMATION TOUR**

All information about tickets (free + discount) pictures, videos and reviews can be found on the information webpage by scanning this QR-code:



For questions concerning tickets contact [anouk@operazuid.nl](mailto:anouk@operazuid.nl).

- **ACTIVITIES DURING REHEARSALS**

Before, during and after rehearsals there can be marketing activities, such as photo- and/or videoshoots and guided tours.

Before, during and after rehearsals there can be costume fittings.

- **SUPERMARKETS**

The closest supermarkets nearby Opera Zuid are Plus (Clavecymbelstraat 31), Jumbo (Malbergsingel 74) and Aldi (Malbergsingel 46).

- **TAXI'S**

Taxi's in Maastricht are best available through Taxi Frenske +31 (0)43 3 63 63 62, Taxi Zuid +31 (0)6 31 33 04 97 and Taxi Service Limburg +31 (06) 47 15 38 78.

