



# RE-OPENING FAQs

## **When will campuses open for us to gather together?**

Live services are available at the following campuses and times:

Raleigh – Thursdays at 7:00pm and Sundays at 9:30am and 11:15am

Apex & Morrisville – Sundays at 9:30am and 11:15am

Garner - June 6 at 11:15am (outdoor service)

## **Is KidCity Open?**

Yes! KidCity is open on Sundays only. KidCity is our ministry for birth through 5th grade. All environments, nursery - 5th grade, are now open. Please remember to reserve tickets for your child ahead of time. Reserve tickets at [gethope.net/services](http://gethope.net/services).

## **Can I take my children into the main worship service?**

Of course! If you still aren't ready to bring your kids to KidCity, we invite families to worship together in the auditorium.

## **Do I need to register for in-person services?**

Yes! We will be limiting capacity for each of our services. Please reserve your free ticket here. Tickets will be scanned upon arrival for service. Please remember to reserve tickets for children who will be attending KidCity and MSM.

## **Will there still be Hope Online Services?**

Absolutely! [gethope.tv](http://gethope.tv) has become a very important part of loving people where they are during this time. We want to continue to reach as many people as we can so we will continue online for you to watch until you are ready to come back on campus!

## **What if I'm not ready to come back to a campus, but I really miss my Hope family?**

We miss you too, but we understand! Think about hosting your small group or a group of friends to watch [gethope.tv](http://gethope.tv) together.



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## **What procedures is Hope taking with regards to COVID-19?**

We will continue to follow the CDC guidelines and mandates set forth by the Governor to maintain social distancing, wearing masks and cleaning our building to prepare for your arrival.

## **What about Social Distancing?**

When you enter and exit the building, just pretend you are at the grocery store and leave 6 feet around you and anyone not in your family. Keep your eyes open for the signs designating entering and exiting, directional dots on the floor, and wait for the Ushers to help you find seats.

## **What about masks?**

We are following the Governor's mandate for Wake County to wear masks while out in public. Our volunteers and staff will be wearing masks, and we will have them at the front doors in case you forget yours. We ask that you wear your mask the entire time you are in the building, even during worship.

## **What you can expect from us?**

Hope will provide a safe environment for all of our attendees while following suggested government-guidelines by doing the following:

1. We will thoroughly sanitize prior to your arrival.
2. We will provide hand-sanitizing stations throughout the building.
3. We will provide disposable masks at the entrances of each building and auditorium.
4. Our staff and volunteers will wear cloth masks while serving you.
5. We will not have complimentary coffee during this time.
6. All water fountains will be closed.

## **What we ask of you**

*Keep your family together.*

As you enter the building, please make sure your family members are with you so we can seat you all together.

*Stay at home if you're not feeling well.*

Please stay home if you aren't feeling well or have health concerns. Be sure to tune into [gethope.tv](http://gethope.tv)!