



REOPENING FAQs

Which locations are hosting in-person gatherings?

In-person gatherings are held at both our Newark and Hockessin locations. Visit yourjourney.tv/rsvp for all gathering times.

Do I need to RSVP?

Yes! We are limiting building occupancy in order to maintain appropriate social distancing of 6 feet away. Please visit yourjourney.tv/rsvp to register online for the gathering you want to attend. Shortly after registering, you will receive an email confirming your registration. (Please check your junk mail folder.) Save your email so that we can scan the QR code at the door when you arrive.

Please be aware although we would love for as many people to gather in-person as possible, our gatherings will be at limited capacity.

When should I arrive?

Please plan on arriving 15 minutes prior to the gathering start time to allow time for check-in and being seated by an usher.

Can I invite guests?

Absolutely! If they are not part of your pre-registration, please have them make their own RSVP so we know how many individuals we have coming. Please be aware that groups will only be seated together if they are in the same family or household in order to maintain safe social distancing.

What can I expect when I arrive?

A mask will be required to be worn by every individual ages 12+ at all times in the building and is recommended for children ages 3+. We encourage you to bring your own mask, but if you don't have one, we will have some available.

A greeter will scan the QR code on your confirmation. Please have your confirmation email printed or the QR code displayed on your mobile device as you enter the building.

You will then be seated by an usher in a manner that maintains physical distancing. After the gathering, the ushers will direct you to the exit, dismissing you by row.

What if I'm uncomfortable attending?

Please don't feel any pressure to attend church in person. Whether it's because you or someone you love is at a higher risk of COVID-19 complications, or you just are not comfortable around larger groups of people, we want to encourage you to continue to engage online.

Who needs to stay away?

If you are feeling sick in any way or are part of a vulnerable population, we encourage you to join us online instead of in person.

What if I RSVP but need to cancel or change?

If you pre-register and need to make a change, please cancel your reservation online using the link in the confirmation email that reads "view and manage your order online" or email communications@yourjourney.tv and we'll make the change for you.

Who can I sit next to?

Each individual will be seated 6 feet away from the person next to them (3 full seats), unless they are in the same family or household, in which case they will be seated together.

What can I expect as a parent?

Journey Kids will be open in-person at a limited capacity at our Newark location. Visit journeykids.tv for complete times, details, safety guidelines, and to RSVP your child. You are also welcome to bring your kids to in-person gatherings in the main auditorium. Parents are encouraged to bring some activities for their young children to help keep them occupied during the gathering.

What extra cleaning are you doing?

We will be deep cleaning and disinfecting high touch surfaces before and after each of the gatherings.

What are the hygiene requirements?

Everyone is encouraged to use hand sanitizer when they enter and leave the facility, and to wash their hands thoroughly after they use the restroom. Hand sanitizer stations are available at all entrances and exits.

Are the bathrooms available for use?

Our bathrooms will be open for emergency use only.

Are masks required?

A mask will be required to be worn by every individual ages 12+ at all times in the building and is recommended for children ages 3+. The only exceptions are the stage communicators and worship team, who will not be masked when they are on the stage. Wearing a mask protects others and makes it a safer environment for everyone. If you do not have a mask, we will provide you with one upon arrival.

How are you maintaining physical distancing?

Everyone who wants to attend a gathering needs to pre-register online. The capacity of each gathering will be limited to ensure physical distancing can be maintained, and ushers will seat people to maintain space between each person.

Will the café be open?

Our coffee stations and our water fountains in the café will be temporarily closed at this time.