



AUDIENCE FAQ'S

HOW LONG ARE THE RECORDS?

Records will vary, but expect to be at the venue for about 3.5 hours.

I REQUIRE SPECIAL ACCESS/ASSISTANCE. WHO DO I NOTIFY?

Please tick the box requesting disability assistance on the online form and email audience@thatstheticket.com.au

I'M APPLYING FOR TICKETS AND IT MENTIONS A PROMO CODE. DO I NEED ONE?

Not at all. This is for administration purposes on certain submissions. Please continue with your application and just leave that field blank.

PLEASE NOTE: If you are using autofill to complete this form, please check that your postcode has not been auto-populated into the Promo Code field. As having incorrect information in this Promo Code field will stop your submission from processing.

I'VE APPLIED FOR TICKETS ONLINE. HOW DO I KNOW IF I'VE GOT THEM?

If your request has been successful, we will be in touch via email with an offer of tickets.

I'VE GOT AN EMAIL ASKING ME TO CONFIRM MY ATTENDANCE IN ORDER TO RECEIVE TICKETS, BUT THE BUTTONS AREN'T WORKING. WHAT DO I DO?

You may have taken too long to confirm your attendance and your ticket offer has expired.

Otherwise, there could be a technical error. Please email audience@thatstheticket.com.au for help.

I'VE CONFIRMED MY ATTENDANCE BUT HAVE NOT RECEIVED ANY TICKETS.

If it's been longer than 24 hours since you confirmed attendance, please email audience@thatstheticket.com.au

WHERE IS THE SHOW FILMED?

ALL TOGETHER NOW is being filmed at FOX STUDIOS, Moore Park.

MY FRIEND/S CAN NO LONGER MAKE IT. CAN ANOTHER FRIEND TAKE THEIR TICKET?

Yes, you may transfer your ticket to another person over 12 years of age, if the registered guest can no longer attend.

However, each ticket has a unique barcode and will only admit one person to the specified show.

If you cannot find a replacement, we would really appreciate you letting us know so that we can give that seat to someone on the wait list.

WILL I BE ABLE TO BUY FOOD/DRINKS?

Water will be available, but there will be limited food options once inside the studio lot. We advise eating before arriving and/or bringing some simple snacks to tide you over.

AM I ALLOWED TO BRING MY CAMERA?

Sorry, no photographic or recording equipment will be allowed in the venue and we ask that phones be switched off as soon as you arrive. We reserve the right to remove you from the venue if we believe recordings or photographs have been taken.

DOES HAVING A TICKET GUARANTEE ENTRY TO THE STUDIO?

We try and ticket accurately for the show however General Admission ticketing operates on a first come first served basis and at the discretion of the Producer.