

# Australia's got Talent

## LIVE AUDIENCE TICKETS

### **AUDIENCE FAQ'S**

#### **HOW LONG ARE THE RECORDS?**

Records will vary, but expect to be at the studio for about 4 hours. There will however be short toilet breaks.

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

Please tick the box requesting disability assistance on the online form and send an additional email to [audience@thatstheticket.com.au](mailto:audience@thatstheticket.com.au)

#### **WHY IS THE MINIMUM AGE 10 YEARS OLD?**

The content of the show may not be appropriate for those younger than 10 years old, we also find that younger viewers tend to become bored and restless and would prefer to enjoy the show from home.

#### **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](mailto:audience@thatstheticket.com.au) for help.

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

If you received an email invitation and clicked CONFIRM / ACCEPT but it's been longer than 24 hours since you confirmed attendance, please email [audience@thatstheticket.com.au](mailto:audience@thatstheticket.com.au)

#### **WHERE IS THE SHOW FILMED?**

AUSTRALIA'S GOT TALENT is being filmed at CAPITOL THEATRE, SYDNEY, NSW which is accessible by car or public transport.

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

Yes, you may transfer your ticket to another person over 10 years of age adhering to the guidelines, 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 waitlist.

#### **WILL I BE ABLE TO BUY FOOD/DRINKS?**

We recommend bringing your own water bottle to refill. There will be limited food options once inside the studio. We advise eating before arriving and/or bringing some simple snacks to tide you over. If you choose to do so, please ensure they are in a clear plastic bag.

#### **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?**

Tickets for all television events produced before a live studio audience are free and distributed in excess of studio capacity to compensate for "no shows". Seats are limited and tickets holders will be admitted on a first-come, first-served basis, based on the capacity of the studio. Admission is not guaranteed for any show, however guests who are not admitted may be offered priority pass seating to a future recording of the same show.

#### **WHAT IS THE DRESS CODE?**

Smart casual, no shorts, closed toe footwear. Please come dressed for all weather as some waiting areas are not under cover. It can get cold in studio, so we recommend being prepared for all eventualities.