



AUDIENCE FAQ'S

HOW LONG ARE THE RECORDS?

Records will vary, but expect to be at the studio for about 5 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 email 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.

WHERE IS THE SHOW FILMED?

AUSTRALIA'S GOT TALENT is being filmed at THE SYDNEY COLISEUM, 33 RAILWAY ST, ROOTY HILL.

HOW DO I GET TO THE COLISEUM FROM WEST HQ?

The Sydney Coliseum can only be accessed via WEST HQ, the Theatre is across The Crystal Bridge. The Crystal Bridge entry to Sydney Coliseum Theatre will be open at the times at 11:30am for Session 1 and 4:45pm for Session 2. We ask that you maintain social distancing in the theatre lobby spaces. At the end of the event, we ask that you exit safely and with social distancing in mind. Sydney Coliseum Theatre is operating in accordance with NSW Health and COVID-19 Guidelines.

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 1-2 weeks out from your requested show date with an offer of tickets. Also, keep an eye on our [facebook page](#) as we will announce when we have started sending out tickets on our timeline.

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 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 by emailing us at audience@thatstheticket.com.au so that we can give that ticket to someone on the waitlist.

WILL I BE ABLE TO BUY FOOD/DRINKS?

Water coolers will be available but we recommend you bring your own water bottle to fill up at the water stations. NB no glass or metal bottles - plastic **ONLY**. There will be concession stands open before and after the show. We advise eating before arriving and/or bringing some simple snacks to tide you over during the ad breaks. West HQ is home to several amazing dining and bar options, open pre and post show. In consideration of peak times, we ask patrons to please allow ample time for dining before the show. Note that hot food, hot drinks, takeaway food and glassware cannot be taken into the auditorium.

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 GENERAL ADMISSION 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.

FOR ANSWERS TO VENUE FREQUENTLY ASKED QUESTIONS:

www.sydneycoliseum.com.au/faqs

FOR MORE INFORMATION ABOUT SYDNEY COLISEUM THEATRE

www.sydneycoliseum.com.au/