



## **AUDIENCE FAQ'S**

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

Records will vary, but expect to be at the venue for about 4 hours. There will however be 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](mailto: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.

### **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 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?**

Little Big Shots is being filmed at Fox Studios, Moore Park NSW which is easily 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, (all under 16's must accompanied by an adult.) 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. Priority tickets to the show guarantee entry provided guests arrive on time. (These are reserved for Special Guests and VIP's, although sometimes That's The Ticket provide promocodes for their members to allow priority access- these are of limited availability and are offered via the [www.thatstheticket.com.au](http://www.thatstheticket.com.au) mailing list.)