



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 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?

Our records can go for a few hours, and some sessions will run quite late.

We've found children younger than 10 have a shorter attention span and can get tired or understandably have to leave, which then impacts on the show and the contributors. So we apologise for any disappointment, but it might be better for our younger fans to enjoy watching it at 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 for help.

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

If you received an email invitation and clicked CONFIRM but it's been longer than 24 hours since you confirmed attendance, please email audience@thatstheticket.com.au

WHERE IS THE SHOW FILMED?

THIS TIME NEXT YEAR is being filmed at FOX STUDIOS AUSTRALIA which is easily accessible by car or public transport.

SHOW LOCATION: Fox Studios Australia. Access is via: The Entertainment Quarter, Errol Flynn Boulevard (off Lang Road) Moore Park, NSW.

PUBLIC TRANSPORT - Check the information line on 131 500 or see www.131500.com.au

PARKING - Parking is available at the Entertainment Quarter Public Car Park www.eqmoorepark.com.au You

will be able to validate your parking ticket at the audience registration desk for a discounted rate of \$15 flat

rate, please check signage when entering the car park to ensure there is not a better evening flat rate. You may show your ticket if pre-paying.

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?

Water will be available, we recommend you bringing your own water bottle to fill up at the water stations. 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?

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.