

# WINTER FEST THEATRE

## Frequently Asked Questions (FAQ)

### General Information:

<p><b>What is the event?</b></p>	<p>The City's Winter Fest Theatre will be back in Forrest Place to warm you up this Winter School holidays with a variety of shows featuring plate spinning, acrobatics, comedians, explosions, rope experts, musical storytelling, magicians and amazing circus talent.</p>
<p><b>Where and when is the event?</b></p>	<p>Saturday 6 July to Sunday 21 July 2019 (inclusive) - being 16 consecutive days</p>
<p><b>What are the event times?</b></p>	<p>The event operates between 10am to 4pm, daily. There are 4 x 30-40 minute sessions per day for families.</p> <p><b><u>Week 1 - Saturday 6 to Saturday 13 July*</u></b></p> <p><b>Session 1 – Doors Open 10am, Show starts 10.30am</b> Hey Presto</p> <p><b>Session 2 – Doors Open 11.30am, Show starts 12 noon</b> Beeswax &amp; Bottlecaps presents Who Nose? (A clowning adventure) *Audio Describing can be offered at the shows on Thursday 11 and Saturday 13 July, bookings must be made through DADAA.</p> <p><b>Session 3 – Sat 6/7, Sun 7/7, Fri 12/7, Sat 13/7</b> <b>Doors Open 1pm, Show starts 1.30pm*</b> The Leaping Lillies *Audio Describing and a Tactile Tour prior to the show can be offered on Saturday 13 and Sunday 21 July, bookings must be made through DADAA.</p> <p><b>Session 3 - Mon 8/7 to Thurs 11/7</b> <b>Doors Open 1pm, Show starts 1.30pm*</b> Libby Hammer presents The Adventures of Charlie, Dizzy and Stella* *Shows on Thursday 11 and Wednesday 17 July will feature Auslan interpreting and closed captioning.</p> <p><b>Session 4 - Doors Open 2.30pm, Show starts 3pm</b> Beeswax &amp; Bottlecaps presents The Great Gagliardis - Circus Show Extraordinaire!</p>

**Week 2 – Sunday 14 to Sunday 21 July\***

**Session 1 - Doors Open 10am, Show starts 10.30am**

Magnus' Explosion Laboratory

\*Shows on Wednesday 17 and Sunday 21 July will feature Auslan interpreting and closed captioning.

\*\*Please note - This show features some loud noises

**Session 2 - Doors Open 11.30am, Show starts 12 noon**

The Chipolatas

\*Audio Describing can be offered at the shows on Wednesday 17 and Sunday 21 July, bookings must be made through DADAA.

\*\*Please note - This show features some loud noises

**Session 3 – Sun 14/7, Fri 19/7, Sat 20/7, Sun 21/7**

**Doors Open 1pm, Show starts 1.30pm**

The Leaping Lillies

\*Audio Describing and a Tactile Tour prior to the show can be offered on Saturday 13 and Sunday 21 July, bookings must be made through DADAA.

**Session 3 – Mon 15/7 to Thurs 18/7**

**Doors Open 1pm, Show starts 1.30pm**

Libby Hammer presents The Adventures of Charlie, Dizzy and Stella

\*Shows on Wednesday 10 and Wednesday 17 July will feature Auslan interpreting and closed captioning.

**Session 4 - Doors Open 2.30pm, Show starts 3pm\*\***

The Chipolatas

\*Audio Describing can be offered at the shows on Wednesday 17 and Sunday 21 July, bookings must be made through DADAA.

\*\*Please note - This show features some loud noises

Breaks have been allocated between sessions to allow for families exiting and entering.

**Please contact Jacqueline at DADAA for Audio Describing and Tactile Tour bookings via email [Jacqueline@dadaa.org.au](mailto:Jacqueline@dadaa.org.au) or call 94306616.**

**Reserving your Free tickets**

1. Free tickets for Winter Fest Theatre must be secured online in advance through Oztix - [winterfesttheatre.oztix.com.au](http://winterfesttheatre.oztix.com.au)
2. A reservation system is in place, and a confirmation email will be sent within 15 minutes upon your successful booking.
3. Four (4) days prior to your reserved show booking, you will receive an email to confirm and have the opportunity to release any tickets you no longer require so they may become available

	<p>for other families to book. You will have 48 hours to confirm your ticket booking by replying to the email.</p> <ol style="list-style-type: none"> <li>4. After the 48-hour time frame – all tickets will be sent out</li> <li>5. If you do not respond to this email to confirm your tickets in the timeframe provided, the City assumes the tickets are no longer wanted and tickets will be placed back on sale.</li> </ol>
<b>How many tickets can I select?</b>	<b><u>Maximum of 6 tickets</u></b> per show selected, with a limit of 4 shows.
<b>Do adults need a ticket?</b>	Tickets are required for every person entering the theatre. Parents and guardians are also required to have tickets.
<b>Can my tickets be transferred for another date session?</b>	No. Once tickets have been allocated, exchanges of any type are NOT possible. There is a capacity for each session which must be adhered to.
<b>Do I have to print the ticket/s or can I just show the confirmation on my phone?</b>	Each ticket contains a bar code that must be scanned at the point of entry. The barcode can be scanned off your mobile phone device. Please ensure your 'brightness' is turned up to high under your device settings function. This will allow our scanners to quickly scan your tickets and direct the children to the correct lines. Printed tickets will also be accepted.
<b>What happens if I have a problem with my Tickets?</b>	<p>If you have not received your ticket – please contact: Oztix: 1300 762 545</p> <p>Please note: it may take up to 15 minutes to receive the email with your reservation email as well as the final email with your tickets attached after your conformation.</p>
<b>What If I can no longer attend the event, before I have received the email to confirm my tickets?</b>	<p>If you have reserved your tickets but not yet received them electronically, you can opt to release these tickets when you receive your confirmation email 5 days prior to the show.</p> <p>If you do not respond to this email, the City will assume you no longer require the tickets and they will be placed back on sale.</p> <p>Alternatively, you can respond to the initial reservation email to Oztix and ask to release your reservation.</p>
<b>What If I can no longer attend the event, and I have received my e-tickets?</b>	<p>If you have received your tickets, and are unable to attend you can:</p> <ol style="list-style-type: none"> <li>1) Reply to the email with your tickets attached and let Oztix know so they can re-release the tickets.</li> </ol> <p>OR//</p> <ol style="list-style-type: none"> <li>2) Contact Oztix on 1300 762 545, so that they can re-release the tickets.</li> </ol>

<p><b>What happens when all tickets have been allocated?</b></p>	<p>If the event has exhausted all of the ticket allocation, it will be shown as SOLD OUT. Check back on the ticket page every so often as tickets will be returned to the system. The City's Facebook Event page will make regular updates.</p>
<p><b>What are the terms and conditions for the event?</b></p> <p><b>These will be printed on your ticket.</b></p>	<ol style="list-style-type: none"> <li>1. The sessions are presented for families of all ages. There is a limit of 6 tickets to each show, to a maximum of 24 tickets in total over the various shows.</li> <li>2. Children must be accompanied by a parent or guardian – all persons must have a ticket as it is a seated event.</li> <li>3. Tickets can be presented in hard copy or on a mobile device for scanning to gain entry.</li> <li>4. Seating is unallocated and is on a first come/first seated basis.</li> <li>5. Bookings for each session will close when all tickets have been allocated.</li> <li>6. Tickets are only valid for the date and session time shown on the ticket, and can not be used for different days or shows.</li> <li>7. Ticket holders must arrive at least 15 minutes prior to the session start time, however doors will open 30 minutes prior to the show.</li> <li>8. Admittance to the Winter Fest Theatre is at the discretion of the event staff.</li> <li>9. It is at the City of Perth's discretion to change or reschedule sessions.</li> </ol>

**Accessibility:**

<p><b>I am deaf or have a hearing impairment, what shows would be suitable?</b></p>	<p>Select shows will have an Auslan Interpreter, and closed captioning on a screen. These shows will be identifiable on the City's website and the Oztix website. The select show dates are list on the first page of this document.</p> <p>If you require seating in the Accessible Area to view these items, ensure you select the tickets in this area.</p> <p>In addition to the abovementioned select shows, the following shows have very minimal to no-verbal content:</p> <p><b>Beeswax &amp; Bottlecaps presents Who Nose? (A clowning adventure)</b> <b>The Leaping Lillies</b> <b>Hey Presto</b></p>
<p><b>I am blind or have a vision impairment, what shows are suitable for me?</b></p>	<p>Select Shows feature audio describing, which can be booked within the accessible area. Once you have reserved your tickets to the show, you will need to book the audio describing service with Jacqueline at DADAA via email: <a href="mailto:Jacqueline@dadaa.org.au">Jacqueline@dadaa.org.au</a> or phone: 9430 6616.</p>

	The select show dates are list on the first page of this document.
<b>Is the event suitable for people who use a wheelchair or a mobility aid?</b>	The theatre features tiered seating. The Theatre has an Accessible Area suitable to people who use wheelchairs or mobility aids, and this area can be booked when reserving your tickets through Oztix.
<b>Sometimes my child requires a quiet space away from crowds, do you have a facility for this?</b>	There will be a small marquee area suitable for taking some respite if required. Please ask a staff member on site to assist you.
<b>Where is the closest parking</b>	The City of Perth has a fantastic site to view the closest parking locations with real time bay availability and parking fees. Please visit <a href="https://www.cityofperthparking.com.au/">https://www.cityofperthparking.com.au/</a> or download the CPP app on your smartphone.
<b>Public Transport</b>	Public Transport makes it very easy to get to the City and Forrest Place is located within close proximity of the Perth Underground and City Central train stations. Fees apply to all ticket holders catching public transport.
<b>Toilets</b>	There will be toilets at the event location in addition to the permanent toilet facilities located in the city.

#### On the day of the event:

<b>What is the process when we arrive?</b>	Tickets will be scanned and access granted to the foyer until an usher direct people through to the theatre.
<b>If we arrive late, can we still get in?</b>	Staff will do their best to seat you if you are late, however, depending on the number in your group and the time that you arrive, there may not be seats available altogether. If deemed too late, you may be declined entry due to safety reasons and interruption to others in the theatre.
<b>How early should we get there?</b>	Doors open to the family shows 30 minutes prior to the session and 15 minutes prior to the evening sessions to ensure audience members are all seated prior to the show starting.
<b>Is the event undercover?</b>	Yes, the event area is undercover so sessions will go ahead in wet weather.

<b>What to bring</b>	Your ticket in hard copy or on your mobile device (turned on silent for the show!) Your parent and guardian Your sense of humour
<b>What no to bring</b>	Professional photographic equipment
<b>Is there a pram area?</b>  <b>Can I bring my pram with me to the event?</b>	Yes, there is an area to leave your pram within the marquee, however it is not staffed and the City accepts no responsibility for any personal items brought into or left in this area.  Prams cannot be brought into the main seated area of the theatre as all walkways are to remain clear for emergency procedures.