

fever

FAQs

EXPERIENCE

What can I expect from the event?

Ballet of Lights is a magical experience where ballet and modern technology unite to create an unparalleled artistic masterpiece, where talented dancers literally light up the stage with brilliant sequences and phosphorescent costumes. It's a breathtakingly beautiful production that transcends tradition and takes you on a journey beyond imagination.

How long does the experience last?

The experience lasts approximately 60 minutes.

TICKETS

Do I need to print my ticket?

You don't need to print anything, you only need to show your Fever ticket(s) in the app or email upon arrival at the venue.

Are refunds allowed?

No refunds are allowed. Exchanges to other dates and/or times are permitted up to 48 hours before the start time of the originally purchased event and are based on availability. Please contact us [here](#) directly to change your ticket.

Where can I get tickets?

On the Fever App, available on [Google Play](#) and [Apple Store](#)

On the [Fever website](#)

Can I purchase a ticket at the event?

Tickets are not available for purchase at the venue. All tickets must be purchased through the app or website (www.feverup.com) before arriving at the event.

Can I transfer my tickets to another person?

Yes, you can transfer your tickets to anyone for free. It is as easy as clicking "Transfer Tickets" on your ticket on the Fever App. Please [contact us](#) for additional help. Make sure to include your ticket order number.

I can't find my ticket. What can I do?

You can find your QR Code ticket in the Fever app, within the Tickets section. If you haven't downloaded the app, you can download it from Apple Store or Google Play. Remember to log in using the same account that you used when buying the tickets. If you still cannot find your ticket, please [contact us](#).

How do I book a ticket for my carer?

Carers are welcome at the event for free upon showing the appropriate documentation at the entrance, however, they will be there to assist you rather than participating in the activity. Please note that the guest requiring assistance must have a valid ticket. Here are a few of the documents we accept:

- Middle or Higher rate DLA for care and/or mobility
- Receipt of Personal Independence Payment (PIP)
- Evidence of being severely sight-impaired
- CredAbility Access Card – + 1 category requirement

ACCESS

Is the venue wheelchair accessible?

Yes, the theatre is wheelchair accessible. The front row of the seating area has removable seating to allow for accessible seatings.

Is there an age requirement for the event?

Yes, this event is 5+. Minors under the age of 16 must be accompanied by an adult.

What happens if I arrive late?

No late entry is permitted as this would disrupt the flow of the class for other attendees.

Will restrooms be available on-site?

Yes, there are toilets available on-site, which are cleaned and disinfected regularly.

What is the venue?

The venue is located at 17360 Lahser Rd, Detroit, MI 48219.

Is there air conditioning?

Yes, there is air conditioning.

Is there parking available on site?

Yes, the Redford owns and leases several lots surrounding the north end of the building.

Are service animals allowed at the venue?

Yes, service animals are welcome inside the venue. However, no other pets or animals are allowed.

What do I do if I accidentally leave any of my belongings behind at the venue?

If you leave behind any of your belongings at the event you should start by phoning the venue or dropping by to see if your item has been found. If this doesn't work, please contact us [here](#) so that we can contact the venue about your missing item and arrange for you to pick it up from the event location.

RESTRICTIONS

Can I take pictures or videos during the performance?

Photos and videos can only be taken during the final piece and without flash.

Can I use my phone during the performance?

Your phone must be on silent mode during the entire performance.

Can I leave the concert room during the performance?

Out of respect for the performers and the audience, you will not be able to leave your seat except in the case of an emergency.

When should I arrive?

Please arrive at least 30 minutes before the show starts in order to be assigned a seat within your purchased zone. The show will begin on time, and the audience must already be seated beforehand. In case you arrive late, to respect the artists' performance and the experience of the audience, you will not be allowed to enter the show.

Can I bring my own food and drink?

Food or beverages purchased elsewhere are not permitted at the venue.

Can I smoke or vape during the experience?

No smoking or vaping is allowed inside the venue.