

fever

FAQS

THE EXPERIENCE

What can I expect from *The Laughter Factory Experience*?

Non-stop laughter from some of the best comedy talent in the world

Where is the experience located?

It is a roadshow. There is a venue near you. Please check www.thelaughterfactory.com

Does the experience take place in an indoor or outdoor venue?

The exhibit will be held in an [indoors](#) venue.

How long does the experience last?

[2 hours](#)

Is there air conditioning?

[Yes](#)

Will food and beverage be available on site for purchase?

[Yes](#)

Can I take photos or record the experience?No

Will restrooms be available on site?

[Yes](#)

ACCESS

Do I need to arrive at the start of my scheduled session?

You should arrive 20 minutes before the time stated on your ticket, but you can arrive within the next 10 minutes.

What happens if I arrive late?

Our guests should arrive within 10 minutes of their reservation time.

Can I bring animals?

No

Are service dogs allowed?

No

Is there an age requirement?

21 and over

Is there parking available?

Yes

Is it wheelchair accessible?

Yes

What if the weather is bad?

Since it is an indoor event, the event is going to happen rain or shine.

What are the prohibited items at the experience?

Flash photography, alcohol, anything which may disturb the other patrons.

TICKETS

Can I purchase a ticket at the event?

Yes, you may purchase tickets at the door, however it is subject to availability. And Cash only.

Where can I get tickets?

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

Are refunds allowed? What is the exchange policy?

Subject to availability, changes of date and/or time are permitted up to 48 hours before the start time of your experience. In such a case, please [contact us](#) indicating your ticket ID. Refunds are not allowed under any circumstances. For more information, you can refer to our [T&Cs](#).

Do I need to print my ticket?

No, your contactless tickets will be validated directly in the Fever App.

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.

Can I reschedule my tickets to another date/time, or upgrade/downgrade my ticket?

We may be able to help reschedule or exchange your ticket for another date, time or ticket type that has not already sold out. Please [contact us](#) for more information. Make sure to include your ticket order number.

What are the official sellers for this experience?

Official tickets for the experience can be [purchased on Fever](#), , Platinumlist

Can I make a Group Booking?

If you would like to book for a group, please [contact us](#) to get in touch with your preferred attendance date and the size of your group.

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

You can find your ticket with the QR code in the Fever app, within the Tickets section. If you don't have it installed, you can download it from the 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](#).

Fever takes your safety very seriously. Please make sure to read the safety measures [here](#).