



Tickets

What are the different ticket types?

Zone A: Premium Visibility

Zone B: Great Visibility

Zone C: Good Visibility

Can I buy tickets at the venue?

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

Can I book a ticket for my carer/caretaker?

Guests requiring assistance throughout the experience are entitled to apply for 1 free pass for their caretaker. Once you have purchased your ticket (it is essential to hold a valid ticket before applying), please [contact us](#) for more information.

Is there an age requirement for the event?

All guests must be 8 years old or older to attend. Anyone under the age of 16 must be accompanied by an adult.

Where can I find my ticket?

You can find your ticket in the "Tickets" section of the Fever app (you can download it from the [Apple App Store](#) or [Google Play](#)). Please remember to log in with the same login method used to make the purchase.

You will also find your QR code in your purchase confirmation email.

Ticket changes

Can I change my ticket?

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.

Are refunds allowed?

No refunds are allowed unless a flexible cancellation ticket has been purchased (see below). Exchanges to other dates and/or times are permitted up to 48 hours before the start time of the originally purchased event and is based on availability. Please contact us here directly to change your ticket.

FLEXIBLE CANCELATION TICKET FAQs**(Applicable in selected events)****What is a Flexible Cancellation Ticket?**

A flexible cancellation ticket allows you to ask for a refund or exchange your ticket in case you decide not to attend the experience.

When can I return my ticket?

You can cancel your flexible cancellation ticket if you contact us requesting it up to 48 hours before the experience starts. Please note that the ticket becomes non-refundable if it is transferred to another user.

What documents do I have to present to cancel my ticket?

No documentation is needed to claim your refund or exchange.

If I opt for a refund, how long does it take to process it and how will I receive it?

If you used a credit card or PayPal account to make the purchase, you will be credited the total amount of the ticket price back to your account. Keep in mind that the money could take 10+ days to appear on your statement. If you bought your ticket(s) using a voucher, you'll find a new voucher in the "Vouchers" section of the app. Keep in mind this voucher is different from your Fever Club Wallet.

Will I get a full refund?

You'll receive a refund for the entire ticket price, with the exception of the 10% fee paid for the flexible ticket option.

If I opt for an exchange of the ticket, when will I receive the new ticket?

You will receive a voucher for the same value as your purchase as soon as you request for it. You can use this voucher to go back to the experience and buy a new date and/or time.

Can I change my ticket for a different experience?

If you opt for an exchange voucher, you can only use this voucher to go back and purchase the same experience.

How do I request my refund?

Please contact us [here](#) to get your ticket refunded.

Venue information**Where is the experience taking place?**

The Grandin Theatre, 1310 Grandin Road, Roanoke, VA 24015

How do I get to the venue?

The venue is accessible by car, ride-share and public transport. We recommend using ride-share services or public transportation.

Are food and drink available?

There are food and non-alcoholic beverages available at consesscions.

Can I bring animals?

Animals are not allowed, except for service animals.

Does this venue have disability access?

Yes.

Is there parking available?

Grandin Village has a two (2) hour parallel parking limit along Grandin Road and Memorial Avenue between 9 am - 6 pm. Patrons can park for free across the street in the back lot behind the Roanoke Natural Food Co-op's behind the alley right of way past the end of the church. There is also paid parking directly behind the Co-Lab and Co+op across the street.

COVID Measures**Do I have to wear a mask?**

We encourage all attendees to wear a mask, however this is not a requirement. This policy is subject to change.

Restrictions

Can I take pictures or videos during the performance?

Photos and videos can only be taken during the final piece and without flash, as indicated by our musicians.

Can I use my phone during the performance?

Your phone must be on silent mode during the entire performance. Photos and videos can only be taken during the final piece and without flash, as indicated by our musicians

Can I leave the concert room during the performance?

Out of respect for the musicians 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 concert starts in order to be assigned a seat within your purchased zone. The concert will begin on time, and the audience must already be seated beforehand. In case you arrive late, to respect the musicians' performance and the experience of the audience, you will not be allowed to enter the show.

Changes to the event

What happens if the weather conditions do not allow for the event to take place?

If the weather conditions affect your experience in any way (change of location/postponement), please rest assured that we will notify you by email in advance.

Tickets

Can I sit together with friends?

Yes, you can sit with your friends if you come together, and you all have tickets for the same zone. We recommend you to arrive in good time, and we will do our best to accommodate you.

Can I transfer my tickets to another person?

Yes, you can transfer your tickets to any other Fever account at no extra cost. It's as easy as clicking "Transfer Tickets" on your ticket on the Fever app. For additional help, please feel free to [contact us](#), indicating your ticket ID.

Are the candles flammable?

Please note that, for the security of attendees, all candles will be flameless.