

fever

FAQs

THE EXPERIENCE

What is The Jazz Room and what can I expect?

The Jazz Room is a one-of-a-kind concert experience consisting of a mix of carefully chosen classics and spontaneous improvisation. Enjoy a signature cocktail, with or without alcohol, as you're taken on a journey through the rich history of jazz.

How long does the experience last?

The experience will last approximately 1 hour.

Can I purchase drinks on-site?

Yes, there is an on-site bar from which you can purchase beverages during the experience.

Will there be strobe lights?

No, there will not be any strobe lights.

Are seats numbered?

No, seats are not numbered. Seating is on a first-come, first-served basis.

TICKETS

I bought tickets to *We Call It Jazz* is *The Jazz Room* the same event?

Yes! *We Call It Jazz* has now been rebranded to *The Jazz Room*. It's the same show, just with a new name.

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 make a group booking?

Yes, you can select a group ticket on the event page when making your booking. For private or large group sessions, please click [here](#).

Can I purchase a ticket 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) 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 should 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?

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.

ACCESS

Is the venue ADA compliant?

The Den Theatre's entire first floor is handicap accessible.

What is your bag policy?

The Den Theatre permits small bags and backpacks. Please note that any large bag may be subject to a bag check at security. The Den Theatre does not offer coat check, so please be mindful of the size of your personal belongings as they will need to be comfortably stored at your seat.

Is there parking onsite?

The Den Theatre does not currently have parking or valet. We strongly urge the usage of the following applications [ParkChicago](#), [Spot Hero](#), [Park Whiz](#), and [Parq Ex](#).

Public Transit - By Train:

North of Blue Line to Division

South of Blue Line to Damen

Public Transit - By Bus:

56 Bus Milwaukee & Paulina

North of 9 Bus Milwaukee & Ashland

North of 70 Bus Division & Ashland

South of 50 Bus Damen & Milwaukee

South of 72 Bus North Ave & Milwaukee

Is there an age requirement for the event?

Yes, this event is 18+.

When should I arrive?

Doors will open 60 minutes before the start time of the experience.

What happens if I arrive late?

No late entry is permitted as this would disrupt the show for other attendees.

Will restrooms be available on-site?

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

Where is the experience located?

The venue is The Den Theatre, located at 1331 North Milwaukee Avenue, Chicago

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

This experience takes place at an indoor venue.

Are service animals allowed at the venue?

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

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.

Is there air conditioning?

Yes, there is air conditioning at the venue.

Can I take photos or record the experience?

Video and photography is strictly prohibited in all performance spaces.