



Tickets

What are the different ticket types?

Zone A Seating - Great Visibility
Zone B Seating - Good Visibility
Zone C Seating - Slightly Restricted Visibility
Zone D Seating - Restricted 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. Refunds are not allowed under any circumstances. For more information, you can refer to our [T&Cs](#).

Venue information

Where is the experience taking place?

Adamstown Uniting Church
228 Brunker Rd, Adamstown NSW 2289

How do I get to the venue?

Taxis & Ridesharing

The rideshare services UBER and DIDI can be accessed via their respective smartphone apps.

Public transport

You can take a bus from Newcastle to Adamstown. Check the local bus routes and schedules to find the one that stops near Adamstown Uniting Church.

Is there food served?

No.

Can I bring animals?

Animals are not allowed, except for service animals.

Does this venue have disability access?

Yes. The carpark also includes designated accessible parking spaces. Please note that ramp access to enter the church and memorial hall is via the gate at the top of the carpark. There is an accessible toilet on both floors of the building. Service animals are welcome inside the venue.

For Wheelchair assistance please [email link](#) so we can notify onsite staff.

Is there parking available?

Yes. Adamstown Uniting Church has a carpark that includes designated accessible parking spaces. Entrance to the carpark is on Brunker Road. There

is also considerable on-street parking, plus a large carpark a few minutes walk from the church behind the Brunner Road shops, accessed via Date St.

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.

Snapshot by Candlelight FAQs

What is "Snapshot by Candlelight"?

This package offers a unique photo experience, exclusively available to guests who purchase it. You'll have the opportunity to have your photo taken in a specially designated area we've set up. As a souvenir, you'll receive a printed picture in a polaroid style. Each purchase offers 1 instant picture.

Can I buy "Snapshot by Candlelight" photos at the venue?

Photos can be purchased at the venue, provided we haven't reached the sold-out threshold. Customers who purchase the photo opportunity via the website when they purchase their concert tickets enjoy priority over those who make on-site purchases. On-site purchases are limited to credit card transactions only – no cash will be accepted.

When is my picture taken?

Your photo will be taken prior or post event, note the photo experience will conclude 10 minutes before the concert starts. Please ensure you arrive at least 30 minutes prior to the beginning of the concert to allow us sufficient time to take your photo.

When do I get my results?

You will have the opportunity to choose your picture before it is printed. Our staff will be responsible for printing them during the concert, allowing you to collect your pictures at the exit afterward. Please ensure, before leaving, that you have your physical pictures with you, as we will be unable to retain any pictures for you.

In the event that a user forgets about the experience and leaves without taking their pictures, we regret that we won't be able to provide a refund or reschedule the opportunity

Where do I have to go to have my picture taken?

The venue staff will provide explanations about the photo experience once you are inside the venue where it is located. Additionally, announcements will be made to ensure that attendees do not forget about this special experience. Please do not hesitate to approach any of our staff members if you have any questions.

How do I show proof that I have purchased the photo opportunity?

You will have a QR code emailed to you; this will be in a separate email from your concert ticket confirmation. Please have your QR code validated by the photographer at the venue in order for us to take your picture.

