



Tickets

What are the different ticket types?

Zone A Seating - Great Visibility

Zone B Seating - Good Visibility

Zone C Seating - Slightly 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. Tickets are non-refundable, except as required under Australian Consumer Law. For more information, you can refer to our [T&Cs](#).

FAQs for Flexible Refund Tickets (applicable for selected events)

What is the Flexible Refund Ticket?

The Flexible Refund Ticket allows you to ask for a full refund in case you decide not to attend the experience.

When can I return my ticket?

You may return your Flexible Refund Ticket and get a full refund if you contact us 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 receive my refund?

No documentation is needed to claim your refund.

How do I request my refund?

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

Venue information

Where is the experience taking place?

Flinders Civic Hall, 56 Cook St, Flinders VIC 3929

How do I get to the venue?

There's no public transport to Flinders Civic Hall on Saturday, please plan your travel accordingly

Is there food served?

There are drinks available at the venue for purchase.

Can I bring animals?

Animals are not allowed, except for service animals.

Does this venue have disability access?

Flinders Civic Hall is accessible for ticket holders of all Zones.

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

There are no dedicated wheelchair car parks at this venue.

Is there parking available?

Limited on street parking near the venue is available

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.

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.