



## **New Work Festival 2023**

### **When All Is Said – Frequently Asked Questions**

#### **Is the show in person?**

No, this show will be delivered over the phone. You will be required to submit your telephone number during the checkout process. This will be shared with Fuel Theatre in order to facilitate to performance.

On the day of the show, on the performance timeslot you have selected during the booking process, you will receive a phone call from the performer and you will then listen to the play over the phone.

The performer will ring the number you've provided twice on an anonymous number. If there is no answer, we will assume you do not wish to take part in the performance. We will not be issuing refunds for anyone who does not answer the call.

Please note that phone numbers will not be made public to the performers, and will be deleted afterwards as per GDPR regulations, for the privacy of the audience member.

#### **How will I be contacted?**

You will be contacted on the phone number you've supplied during the process of booking your ticket. Please make sure you supply the correct number.

If you wish to make any changes to your booking or would like to supply a different number, please contact [\*\*boxoffice@fueltheatre.com\*\*](mailto:boxoffice@fueltheatre.com).

Due to the show being remote, you are welcome to take the call from wherever location you wish to hear the performance. This can be your home, on a walk, or anywhere else you want.

We will send you a pre-show email two days before your phone call reminding you about your booking and outlining these instructions.

### **What happens if there's a technical issue?**

If there's a problem during the phone call, someone from the Fuel Theatre team will be on hand to help. You can contact them on [boxoffice@fueltheatre.com](mailto:boxoffice@fueltheatre.com) to supply an alternative number.

Even though this is a remote event, we would like you treat it like a performance. We ask that you please ensure that on the date and time of your booking that you are in a room where the connection is strong and that there is minimal background noise. We want you to fully appreciate the experience, and distractions or interruptions will adversely effect this.

### **Can I take a break during the call?**

These stories are very short (no longer than 30 minutes). As the artists will be making multiple performances and calls that evening, the entire technical team are running to a tight schedule. We ask that you are available for the full 30 minutes as there will be no availability to pause on the performance or take a break during your call.

### **Is there audience participation?**

No, there is no audience participation during the performance. We recommend for you to mute yourself throughout the duration of the performance in case there is any background noise. If at any point the performer feels uncomfortable due to unsolicited comments from an audience member or other, they have the right to stop the show and hang up.

### **Can I book a specific play from a specific writer?**

You are able to select the timeslot and date you would like to receive the performance. However, you are unable to select a specific piece from a specific writer. We therefore recommend purchasing all five pieces for £25, booking one timeslot per day to ensure you aren't allocated the same play twice.

### **What is the age guidance for When All Is Said**

We have currently set the guidance age at 14+ due to the use of strong language in most pieces.

Further content warnings across all pieces are: depictions of mental illness, abuse, homophobia, transphobia and racism, as well as sexual content and use of strong language.

Please contact [\*\*boxoffice@fueltheatre.com\*\*](mailto:boxoffice@fueltheatre.com), if you would like further information about this.