

# THE NATIONAL LOTTERY'S BIG NIGHT OF MUSICALS

## Frequently Asked Questions

### **EVENT INFORMATION**

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#### **WHAT IS THE NATIONAL LOTTERY'S BIG NIGHT OF MUSICALS?**

The National Lottery's Big Night Of Musicals will bring together, for the first time, the biggest shows from the world of musical theatre for one night only at the AO Arena Manchester on Monday 24th January 2022 at 7.30pm. The event, hosted by actor and comedian Jason Manford, will see spectacular performances from West End and touring musicals including Dear Evan Hansen, Bat out of Hell, The Lion King, Back to the Future, The Drifters Girl, Beauty and the Beast, School of Rock, Dreamgirls, The Wiz and Frozen with more to be announced. Tickets are on general release and all of them are free for National Lottery players as a 'thank you' for funding over 2,000 theatres through the Covid crisis thanks to the £30m they raise every week for Good Causes. Theatre enthusiasts can reserve up to four free tickets on a first-come, first-served basis. A £2 booking fee applies per person upon booking and proof of purchase of a National Lottery product is required on the day of the event by the ticket booker. Participating musicals may be subject to change and the show may be filmed for broadcast.

#### **WHEN IS THE EVENT TAKING PLACE?**

Doors will open at 5.45pm. Please allow sufficient time to go through the Covid-19 check & venue security. Attendees must be seated by 7.15pm as the event is being filmed. The event will start at 7.30pm and finish at 9:00pm. There will be no interval, and no readmission will be permitted during the event. It may not be suitable for very young children. Any attendees arriving after 7:15pm may not be admitted or may be reseated. This means that your seats may differ from those confirmed on your ticket(s). We strongly advise that you also check venue site which will be kept up to date with key information including the latest Covid-19 information [here](#)

#### **WHAT COVID PROTOCOLS ARE IN PLACE?**

To access the AO Arena on the day, adult audience members will need to show a NHS COVID Pass as proof of vaccination or proof of a negative PCR or lateral flow test. Masks will be mandatory for anyone over the age of 11. These measures are implemented in accordance with the current advice and guidance from the UK and Local Government and will be continually reviewed. Please go to the AO Arena site [here](#) for the most up to date information on Covid protocol

### **TICKET INFO**

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#### **HOW DO I GET TICKETS TO THE EVENT?**

As a big thank you to National Lottery players who have helped support theatres during the pandemic, tickets will be available to book on [Ticketmaster](#) from 9am 15<sup>th</sup> December 2021 on a first come first served basis. Each ticket is subject to a £2 booking fee. You are

encouraged to book early to avoid disappointment. Tickets are also being distributed to hundreds of National Lottery-funded community and grassroots arts organisations.

#### **DO I NEED A NATIONAL LOTTERY PRODUCT?**

You acknowledge that by booking tickets, you undertake that you are a National Lottery player and possess a ticket for a National Lottery product. All National Lottery products qualify, whether a National Lottery draw-based game, scratchcard or online instant win game, whether purchased in store, on The National Lottery website, or via The National Lottery app. Proof of purchase is required at point of entry to the Venue, and you may be asked to show your National Lottery product in digital or hard copy form, prior to entry to the Event.

#### **WHEN ARE TICKETS AVAILABLE?**

Tickets can be booked on [Ticketmaster](#) from 9am on 15 December. All seats are allocated on a 'best available' basis.

#### **HOW MANY TICKETS CAN I BOOK?**

National Lottery players may book up to a maximum four (4) tickets, and only one booking for tickets per household is permitted. Every person attending and taking a seat will require their own ticket, even if a child. For National Lottery funded projects applying for tickets, please see your original email for details of ticket quantities

#### **WHY IS THERE A BOOKING FEE?**

The booking fee is payable to Ticketmaster and meets the cost of administering the ticket through the ticketing and box office process.

#### **ARE ALL TICKETS SEATED?**

Yes, this is a fully seated event.

#### **I DON'T HAVE A SMARTPHONE – HOW CAN I ACCESS MY TICKETS?**

If you do not have a smartphone you can transfer the tickets to someone in your group coming to the event who has a smartphone. Please see [this page](#) for more information.

#### **CAN I SELL THE TICKETS OR TRANSFER THEM TO SOMEONE ELSE?**

The tickets are strictly not for resale, however, they can be transferred if you can no longer attend the event. If tickets are transferred, at least one member of the new party must be over 18. Please click [here](#) for details on how to transfer your tickets. Please note, you may be asked to see your ID for proof of age on entry. Tickets that appear and/are purchased on resale sites will be invalidated.

#### **WHAT IF I CAN NO LONGER ATTEND THE SHOW?**

If you have received your ticket/s but can no longer attend, you can transfer your tickets to someone else as long as at least one member of the new party must be over 18. Please click [here](#) for details on how to transfer your tickets. Alternatively, please contact Ticketmaster [here](#) who will arrange for your tickets to be cancelled. For more detailed information on ticket entry conditions please see the event T&Cs below and Ticketmaster's T&C's <https://www.ticketmaster.co.uk/legal/purchase.html>

### **WHAT SHOULD I DO IF I REQUIRE AN ACCESSIBLE TICKET?**

If you have accessibility requirements and/or need a care please call the AO Arena on 0161 950 5229 (10.00am – 5.00pm Mon - Fri, 10.00am - 4.00pm on Saturdays, excluding Bank Holidays). Further contacts and other accessibility is detailed here: <https://ao-arena.com/accessibility/>. Please note the show will also have a British Sign Language team.

### **DOES THE VENUE PROVIDE HEARING LOOPS?**

Yes, they have infra-red hearing assistance system available in the auditorium. Please contact the venue for more information <https://ao-arena.com/accessibility/>

### **WHAT ARE THE TICKET AGE LIMITS?**

National Lottery players booking tickets must be over 18, however you can bring guests of any age. Any attendee under the age of 18 must remain under the control or supervision of an adult aged 18 years or over, at all times whilst at the Event. You may be asked to verify your age with a photo ID.

## **INFORMATION ABOUT THE AO ARENA, MANCHESTER**

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### **HOW DO I GET TO THE AO ARENA AND WHAT FACILITIES ARE AVAILABLE?**

To help plan your visit, including travel, accommodation and catering options, venue facilities and safety information please go to [Your Visit](#).

### **CAN I BRING MY OWN FOOD AND DRINK INTO THE VENUE?**

You can bring confectionery, but drinks and food cannot be brought into the Venue. A variety of food and beverages will be available for purchase within the Venue and free water is available on the concourses from the water dispensers.

### **CAN I SMOKE IN THE VENUE?**

No, the venue does not have any smoking areas.

### **I NEED TO BRING MY MEDICATION OR BABY MILK ALONG TO THE EVENT - AM I ALLOWED TO KEEP IT WITH ME?**

We'll do everything we can to make sure you're safe and comfortable. If you need to carry medication, please see the venue site [here](#) for assistance.

## **STAYING SAFE**

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### **WILL A COVID PASSPORT BE REQUIRED TO ATTEND?**

Please see up to date information on the AO Arena site [here](#) for the most up to date information on Covid protocols.

### **HOW CAN I BE SURE I WILL BE SAFE AT THE AO ARENA?**

From 19th July 2021, large events can take place without any limits on attendance or social distancing requirements, and we look forward to welcoming a full-capacity audience at the Big Night of Musicals in January. The safety and comfort of our audience, guests, performers and crew remains our top priority. The AO Arena, Manchester will be operating under the most up to date guidance and legislation in place and is supported by its environmental

hygiene protocol - VenueShield. This is a comprehensive, industry-leading programme of cleanliness which is being implemented across more than 325 global facilities around the world. For more information please go to venue protocol.

**CAN I BRING MY BAG INTO THE VENUE?**

For security reasons, the venue does not have cloakrooms. No backpacks, or any bag larger than an A3 piece of paper (approx 35cm(W) x40cm(H) x19cm(D)) are allowed into the venue. Please limit what you bring with you as the AO Arena does not have storage facilities on site.