



## Frequently Asked Questions about Streaming Passes

When can I watch *All Shook Up*?

The production will air at the time posted on your ticket receipt. It cannot be played at any other time, and you will not be able to pause, rewind or fast-forward the production. The production will play through once with one 10 minute intermission. It is just as if you were going to the theatre to see the production: there is a set start time as if you are watching it “live.”

Can I play the production on more than one device?

Your unique ticket code gives you access to one stream of *All Shook Up*. The code can be used on one device at a time. Each StreamPass that you purchase helps keep live theatre alive as we plan our future shows - just as with in-person performances, there’s always more to see with multiple viewings!

Will there be a program?

Yes, we will have the program available alongside the stream on BookTix.

You may also purchase an ad for the program that will run during intermission [here!](#)

Can I sponsor the show?

Yes, please go [here](#) to see your options!

What if there are technical difficulties?

Please note that the quality of your internet connection may affect your viewing experience. We suggest checking your internet connection prior to the show. A replacement viewing will be given in the event that BookTix, Ovation Theatre’s streaming partner, experience technical difficulties.

Can I watch the show with a group of people?

Yes! If you are planning to watch the production with multiple people, the Group Streampass is the perfect ticket option for you! Please be safe!

Did Ovation Theatre follow coronavirus safety protocols while performing?

YES! In addition to the general Coronavirus safety protocols, the production followed even stricter safety procedures. This included virtual and outside-only rehearsals, mask-wearing, social distancing, using pre-recorded vocal tracks, and cutting down on the amount of time that individuals spent in-person together.

Can I make a donation separately by check?

Of course! We welcome your support, thank you! You may mail a check to:

*Ovation Theatre, P.O. Box 235395, Encinitas, CA 92023-5395*

*Tax ID is: 47-1388690*

