



## LIVE FROM THE ROSE

### FAQ

#### 1. What is *Live from The Rose*?

*Live from The Rose* is our virtual performance series, featuring concerts recorded on the main stage and broadcast to audiences at home, as part of the 2020 – 2021 The Rose Presents season. As we adapt to new and evolving guidelines, expect a mix of virtual performances throughout the season, with an aim to return in person events in 2021. The Rose is committed to accessibility to the arts, and continues to offer ways for our audiences to engage in exceptional artistic experiences both virtually and in our beloved venue.

#### 2. What will the virtual performances entail?

Virtual performances will be broadcast LIVE from The Rose's main stage to Vimeo, the world's leading professional video platform. Featuring the same high-quality musical artistry and technical production that audiences have come to expect from The Rose, virtual performances will be up close, intimate, and as close to a front-row experience as possible.

#### 3. What is the length of the virtual performances?

45 – 60 minutes.

#### 4. How much are tickets?

Tickets for virtual performances are free.

#### 5. Are free tickets unlimited?

There is limited ticket availability for *Live from The Rose* concerts. Patrons are advised to reserve tickets to this special experience in advance.

#### 6. How do I reserve a ticket?

On our website, under TICKETS – 20.21 SEASON, select the virtual performance you wish to attend, and click BUY. Follow the steps to fill in your information. Virtual performances are labelled *Live from The Rose*.

#### 7. When do ticket sales close?

Within 10 minutes of the performance start time.



### **8. How do I tune in to watch the live broadcast?**

When you reserve a ticket, you will receive an email containing a digital ticket (PDF), which will have your unique, private video link. Simply click on the link, or paste it into your browser, to access the performance.

### **9. Why do I need to reserve a ticket?**

Similar to a live gig, performances may only be experienced by ticket-holders.

### **10. Will The Rose send me marketing emails?**

We only require your email to send a private video link and help you access the show. We will not contact you unless it pertains to information about your performance. If you wish to receive more information and upcoming show announcements, please consider staying in touch with us – you'll be able to opt in to receive marketing emails when you reserve your ticket.

### **11. Will I only be able to watch the concert once?**

Your private video link will be active for up to 4 hours after the performance ends. You can watch the concert after curtain, and as many times as you wish in that timeframe. After that, the performance will no longer be visible.

### **12. What are the technical requirements for viewing the live broadcast?**

To watch the concert, all you need is access to a device with Internet connection. The video does not require external applications.

### **13. I reserved my ticket, but misspelled my email/didn't receive the link/my computer or Internet won't connect. What now?**

If you are experiencing technical difficulties, please contact [rose.theatre@brampton.ca](mailto:rose.theatre@brampton.ca).

### **14. How will I find out about Live from The Rose shows?**

Stay in touch with us! Follow us on social media, check back here often, and [sign up for our newsletter](#) for announcements and updates. Shows will be announced as they're confirmed to proceed, and as far in advance as possible. We appreciate your patience and support.

### **15. What if The Rose opens by the performance date?**

At this time, virtual performances are not intended to be made available for in-person experiences at The Rose, as Performing Arts venues remain closed to the public until further notice. The City of Brampton Performing Arts Division will continue to monitor the situation, and follow the advice of Peel Public Health on our path to reopening. If anything changes, we'll be in touch to communicate your ticket options.