

FREQUENTLY ASKED QUESTIONS AND ANSWERS

What is a Priority Customer?

A Priority Customer is someone who expresses an interest in finding out more about our shows. By registering as a priority customer you may receive early booking opportunities or special offers from Feld Entertainment. Anyone can register, it is free, and you can unsubscribe at any time.

Do you have family tickets?

A 'traditional family' is hard to define, so we do not have a 'family' ticket as such. There are four price categories for families to choose from, and they can also benefit from discounts depending on their performance preference.

Do you offer special pricing for large groups?

Special group discounts are available on select performances. Please contact your local venue for more information.

Do you have special ticket pricing for young children?

We have four ticket prices (Front Row, VIP, A Reserve and B Reserve) that are the same for adults and children. However, some performances carry a discount for children, concession card holders and senior citizens. Please contact your local ticketing agency to view the show schedule and discounted performances.

Who is entitled to the concession discount?

Children aged 2 - 12, students, pensioners and the unemployed. Identification is required.

Do I need to purchase a ticket for my infant child who will sit on my lap for the entire show?

Children under 23 months are admitted free provided they sit on a parent or guardian's lap. Children over 2 years old require a ticket.

Is my child too young or too old for Disney On Ice?

Nobody is too young or too old for *Disney On Ice*! *Disney On Ice* is a family show, so Mums, Dads, teenagers and grandparents get as much out of *Disney On Ice* as the kids do!

"My child won't be able to see from there"

Unlike a stage show where the action happens in one place, *Disney On Ice presents Frozen* is an ice show with an enormous performance space and a lot of movement. The show is not performed just to those people directly in front, but rather to the entire auditorium. However, what you pay determines how close you are to the ice.

Show duration / Intermission

The show will start on time and runs for approximately be 1 hour 45 mins including 20 minute intermission.

Are cameras allowed in the arena?

Still and digital cameras are permitted, provided that they are non-professional (no tripods or retractable lenses) and the photos are intended for personal use only. Filming should not obstruct the view of any audience member or interfere with your neighbour's experience. Flash photography is prohibited

Why isn't my city on your performance schedule?

We try our best to perform in as many cities as possible. Unfortunately we are unable to visit all cities due to time limitations and venue availability.

Can we record the show?

We're happy for you to preserve the memories of your visit with video recording devices, but remind you that they are for your personal enjoyment only, and may not be duplicated or used for commercial purposes.

Will there be pyrotechnics, strobe lighting, flash lighting or any other production elements that I should know about?

Yes pyrotechnics, strobe lighting and flash lighting can be expected throughout the show to help create that Disney magic!

What is the temperature like inside the arena?

It's a pleasant standard room temperature inside the arena bowl, however of course it's winter time, so make sure you dress accordingly!

Who is Feld Entertainment?

Feld Entertainment is the worldwide leader in producing and presenting live touring family entertainment experiences that lift the human spirit and create indelible memories, with 30 million people in attendance at its shows each year. Feld

Entertainment's productions have appeared in more than 70 countries on six continents and include *Ringling Bros. and Barnum & Bailey*®, Feld Motor Sports, *Disney On Ice* and *Disney Live!*