

SWEET FA SHOW – Covid Safety

- We ask that you please adhere to all current government guidelines.
- A Track and Trace system will be in place for all visitors attending the show.
- We encourage all patrons to download the 'Protect Scotland' contact tracing app.
- Signage within the venue will clarify distancing & rest room capacities to be adhered to.
- Hand sanitiser will be available on site, and all areas will be cleaned frequently.
- E ticketing is in place for this event to minimize staff and audience interaction.
- Patrons will be required to wear face coverings on entering the venue and whilst not seated.
- All venue, bar, box office, backstage and production staff will wear face coverings while carrying out duties.
- Patrons will be encouraged to conduct a lateral flow test prior to attending if government guidance recommends this

SWEET FA SHOW - FAQs

1. Do I need to book in advance?

Yes - all tickets must be booked in advance either through EdFringe.com or Via Universe.com

2. Are Concession Tickets available?

Concession tickets are available to all Hearts season ticket holders, people under the age of 18, or over the age of 65. Children's tickets are available for all weekday matinees

3. Are Family Tickets available?

Yes all weekday matinees have family tickets available – or you can buy a child's ticket for £5

4. Cancellations/Refunds?

Unfortunately, once the ticket is purchased it will not be able to be refunded. Rescheduling may be possible depending on availability on other dates.

A booking reference or ticket confirmation email is required to enter the show, and you may be asked to show proof for concessions.

If we cancel the show – we will look to offer an alternative date in the first instance, but otherwise the ticket will be refunded.

5. Is the show accessible for Wheelchair users or people with specific accessibility requirements?

Sweet FA is accessible for wheelchair users – there are 4 wheelchair space tickets available for each show. Entry for wheelchair users will be via the Main Reception at Tynecastle, where a lift is available to take you to the performance area. Wheelchair accessible toilets will be available during the show. Customers with specific accessibility needs should contact us prior to attending the show, so that we can ensure all needs are understood and we will do our best to accommodate. thisismystoryproductions@gmail.com

Performances on 25 August will be signed.

6. What should I wear?

The show will take place regardless of the weather (Unless it is extreme conditions). The show takes place under the cover of the stadium roof which should keep audiences dry, but we advise you to wrap up warm should the weather be cool.

7. How do I get to and from Tynecastle Park?

There are frequent buses from Haymarket/Dalry to Tynecastle. *Lothian bus* numbers are 1, 2, 3, 21, 25, 33 and *First bus* numbers 25, 27, 28 & 427.

Some parking is available on the streets nearby; some areas are restricted so please refer to street signage.

8. How long does the show last?

The show consists of two 50-minute halves, with a short interval in between.

9. Can we have a drink?

You are welcome (and encouraged!) to enjoy a drink in the bar before or after the show in the Eighteen 74 Supporters bar, which can be accessed to the front of the stadium.

9. What Terms and Conditions apply?

The HMFC Stadium Conduct policy can be accessed here - <https://www.heartsfc.co.uk/more/key-links/policies-and-charters>

11. I have a carer - do they have to pay full fare?

A carer carrying valid identification can enjoy concession prices. Please book the concession ticket and let us know on arrival.

12. What is the appropriate age range?

We would recommend the show as being suitable for 8+ but it will be at the discretion of parents to decide the appropriateness of the subject matter for their child.

13. How do I contact you to ask a question not covered here?

Email us on thisismystoryproductions@gmail.com

14. Why is there no phone contact?

We are a small theatre company and are currently occupied full time with preparing the show. However, we will respond to all queries via the link above and will call you if an email will not suffice.