



**2020-2021
SEASON**

VIRTUAL PERFORMANCE GUIDE

THE HOLIDAY SHOW

Streaming from 12/5/20 at 7:00PM ET until 12/20/20 at 11:59PM ET

No matter what your experience level is with virtual content, this guide will assist you in purchasing tickets and viewing our production of *The Holiday Show*. While we may not see you in the audience this year, we hope to make your viewing of the performance just as easy as a live event!

Purchasing A Ticket

Buying your ticket to our virtual events is similar to buying tickets for our live events.

Tickets to The Holiday Show are on sale now through Sunday, December 20, 2020 at 9:00PM ET.

Tickets may be purchased online at GMCW.org or by phone at 202-293-1548. Box Office hours are Sundays from 12-5 PM, Mondays-Thursdays from 11 am – 6 PM.

Instead of physical tickets, you will receive a confirmation email with a link to view the show. Make sure you save this confirmation e-mail. You will need it to watch the show.

Please note that each ticket link is only valid for one device. You will not be able to share the link with another patron or switch devices after you've started watching. You do not have to use the same device that you used to purchase your ticket.

If you are purchasing multiple tickets, your confirmation email will include multiple links. You may simply forward the order confirmation by e-mail. When forwarding, please make sure that you specify which link each member of your group is to use as each link is only valid for one device.

Example of Ticket Confirmation:

Order Detail

Your order contains tickets to one or more virtual events. To view your virtual event(s), click the button(s) below a few minutes before the listed time.

The Holiday Show - Streaming from December 5-20, 2020

If prompted, use code FFA2363D27795180

The Holiday Show - Streaming from December 5-20, 2020

If prompted, use code 33B450320142204E

The Holiday Show - Streaming from December 5-20, 2020

If prompted, use code 17A85509FAFBF617



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Viewing the Performance

Pour some hot cocoa and find a comfortable spot on the couch because it is time to watch the show!

No need to rush to your seats — the show starts when you decide! You will be able to watch the performance anytime between December 5, 2020 at 7:00 PM ET until Sunday, December 20 at 11:59 PM ET. Viewing the performance will be similar to watching content on Netflix or Amazon Prime in that you will be able to start and stop the performance at your leisure. **You may re-watch the performance using the same device up to 48 hours after you start viewing.**

To view the performance, open your e-mail confirmation. Click the blue button marked “The Holiday Show- Streaming from December 5-20, 2020.” You do not need to enter the code unless you are prompted to do so.

All internet browsers are compatible across devices such as computers, laptops, smartphones, and tablets. Streaming to your television through Chromecast via Android devices and AirPlay via Apple devices is also supported. **Make sure you have a steady Wi-Fi connection while viewing.**

Troubleshooting

If you encounter any issues while viewing the performance, first check that your internet connection is active and restart your router if necessary. If you still encounter issues, please try refreshing your browser or using a different browser.

If you need any further assistance, we are happy to help! You may contact the GMCW Box Office by e-mail at tickets@gmcw.org or by phone at 202-293-1548.

Enjoy the show!