



Video On Demand: A Christmas Carol Frequently Asked Questions

We are delighted to be able to offer a filmed version of The Watermill's adaptation of *A Christmas Carol* for you to enjoy at home. This version was filmed at The Watermill with the same cast as the live shows.

This is not a live streamed event. Your ticket will give you access to a pre-recorded video, which means you can pause, restart and watch the show whenever you want during your rental period.

Tickets can be booked online at watermill.org.uk

We have six versions available.

- As Performed: [General Admission](#) and [Schools Package](#)
- Audio Described: [General Admission](#) and [Schools Package](#)
- Captioned: [General Admission](#) and [Schools Package](#)

Q: How do I purchase my ticket to watch *A Christmas Carol* online?

Step 1. Go to The Watermill's website and select the video you would like to watch. You can choose to watch the show as performed, with captions or with audio description. There is also a Schools Package available to pre-order to watch from January 2021.

Step 2. Once you have selected the video you would like to watch, scroll down the page to select your ticket. You only need to purchase one ticket per device.

Step 3. Once you have selected how many tickets you would like, click Place Order

Step 4. You will then be asked to sign in to your Watermill Account. Don't worry if you haven't got an account with us, you can easily set one up here. You will have 15 minutes to complete your purchase.

Step 5. Once your purchase has been confirmed you will see your online ticket, this has all the information you need to watch the show. There will be a large photo with a play button in the centre of this ticket. Click play and enjoy!

You will also receive an email (and text if you provided a mobile phone number when booking) with these details.

Step 6. The video will be available to watch from Friday 18 December at 7.30pm. Before the video goes live, you will see a countdown clock, letting you know how long you have to wait before watching your Christmas treat!

Q: How much are tickets for *A Christmas Carol* online?

Tickets are £10, £25 or £50.

Ticket £10 - With this ticket you will be able to watch *A Christmas Carol* for 3 days.

Multiple viewers £25 - If there are a few of you watching together, please consider supporting The Watermill Theatre by paying a little more for your ticket. You will also have longer to watch the show: 7 days instead of 3 from the point you press play on the video for the first time. This would be the equivalent cost of one ticket to watch the production live in our auditorium.

Multiple viewers £50 - If you can, and would love to support The Watermill Theatre's work, please consider purchasing a £50 ticket. This ticket is available for 10 days from when you press play on the video for the first time. This would be the equivalent cost of two tickets to watch the production live in our auditorium.

You only need to buy one ticket per device.

If you can, please select the ticket price that best reflects the number of people watching the recording. Depending on the type of ticket you select, you will have access to the video for between 3 - 10 days. Your rental period will begin once you press play on the video for the first time.

Q: Can I buy a digital programme?

Yes, a digital programme costs £1 and can be purchased with your ticket. You will be sent a link to access the programme. Copy the link into your web browser and this will take you to the website Issuu where you can view the programme.

Q: What if I buy the wrong ticket?

Tickets are non-refundable however if you require a different version of the video, for example if you have purchased a ticket for an 'as performed' recording and you require an accessible version, please contact our box office on 01635 46044 or boxoffice@watermill.org.uk who will be able to assist you.

Q: What is a rental period?

Your rental period is the number of days you have to watch your video, determined by the ticket you have purchased as described above in *Q: How much are tickets for A Christmas Carol online?* Your rental period begins on the day you press play, not on the day you have purchased your ticket.

Q: When can I watch my video?

The video will be available to watch between Friday 18 December and Sunday 3 January 2021. You must begin watching no later than Sunday 3 January to activate your access to the video.

Q: How many times can I watch the video?

You can watch *A Christmas Carol* as many times as you want during your rental period. The video can be paused and resumed as needed.

Q: How can I watch *A Christmas Carol* online?

You can watch the video on your computer, TV, tablet or phone.

In a web browser

A Christmas Carol can be streamed on a phone, mobile, TV or tablet using your web browser. Open the email you received after purchase and click the 'Play' button. This will open a new tab where the event will start. You can also go to www.ticketco.events/stream and type in your reference code in the 'Ticket ID' field. Click 'Done', and you will be taken to the video.

Google Chromecast

If you have a Google Chromecast (2nd generation or newer) connected to your TV, this can also be used to watch the show. Follow the instructions for viewing in a web browser and click the 'Chromecast icon' in the video player.

On Apple TV or Android TV

Download the TicketCo TV app by opening the 'App Store' on your Apple TV, or 'Google Play Store' on your Android TV. Navigate to the search field. Search for 'TicketCo TV'. Download and open the app. Once the app is open, you will be asked to add the reference code from your ticket in the 'Ticket ID' field. Then click 'Done'. After confirming your reference code you will be redirected to the event.

On Amazon Fire TV

Download TicketCo TV. Navigate to the search field and search for 'TicketCo TV'. Download and open the app. Once the app is open, you will be asked to add the reference code from your ticket in the 'Ticket ID' field. Then click 'Done'. After confirming your reference code you will be redirected to the event.

Q: Who are TicketCo?

The Watermill Theatre is working with events company TicketCo to release our filmed version of *A Christmas Carol*. You can find out more about TicketCo [here](#).