



Video On Demand: The Jungle Book

Frequently Asked Questions

We are delighted to be able to offer a filmed version of The Watermill's adaptation of *The Jungle Book* for you to enjoy at home. This version has been 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 three versions available:

- **Recorded As Live**
- **Audio Described** – audio description paints a picture of what is happening onstage for blind or partially sighted audience members. The audio describer uses the natural pauses in the action to deliver a narration alongside the performance.
- **Captioned** - the dialogue, sound effects and music on stage are provided to audience members as subtitles on a personal device.

How do I purchase my ticket to watch *The Jungle Book* online?

Step 1. Go to The Jungle Book Video on Demand event page on The Watermill Theatre website and click the 'Book Now' link. You can choose to watch the show as performed, with captions or with audio description.

Step 2. Select the video you would like to watch by choosing your ticket from the options on screen. Tickets are £15 for a rental period of 3 days or £25 for a rental period of 7 days. 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 16 December. Before the video goes live, you will see a countdown clock, letting you know how long you have to wait before watching the show!

How much are tickets for *The Jungle Book* video on demand?

Tickets are £15 or £25.

Ticket £15 - With this ticket you will be able to watch *The Jungle Book* for 3 days.

Ticket £25 - With this ticket you will be able to watch *The Jungle Book* for 7 days.

Multiple viewers £25 - If there are a few of you watching together and you can, 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 top price ticket to watch the production live in our auditorium.

You only need to buy one ticket per device. Your rental period will begin once you press play on the video for the first time.

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.

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 'Recorded As Live' ticket and you require an accessible version, please contact support@watermill.org.uk who will be able to

assist you.

What is a rental period?

Your rental period is the number of days you have to watch your video. If you purchase a £15 ticket, you will have access to the video for 3 days. If you purchase a £25 ticket, you will have access to the video for 7 days. Your rental period begins on the day you press play, not on the day you have purchased your ticket.

When can I watch the show?

The recording will be available to watch between 16 December and 28 December 2021. You must begin watching no later than 28 December to activate your access to the video.

How many times can I watch the video?

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

How can I watch *The Jungle Book* video on demand?

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

In a web browser

The Jungle Book 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.

Who are TicketCo?

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