



FAQ FOR ZOPP PATRONS

When do tickets go on sale to Youth Theater families, and general public?

Friday, Oct 16, 2020 at 10:00 a.m. EST, for everyone

Where can I purchase tickets?

Tickets can be purchased at <https://www.showtix4u.com/event-details/41479> and by calling Customer Service at 216-521-2540 x10

What do tickets cost?

We are gently suggesting a donation of \$20 per household to help cover the costs associated with this production (Zoom fees, ticketing system fees, credit card processing fees, funds to support the Youth Theater program). You are welcome to pay nothing, or pay the amount you prefer. We appreciate whatever time and/or funds you share with Beck Center.

How do I pay for my tickets?

You are welcome to use Visa, MasterCard, American Express or Discover cards.

How can I view the show?

After purchasing your tickets, you will be provided a link to a page that streams the show. You will also receive an email with this link. The show link will not be live until your specified show time.

Zopp is a live performance on Zoom. Do I need to have a Zoom account?

No

Will anyone be able to see me while I am watching this performance?

No, no one will see or hear you

What if I am having issues logging on or while I am watching Zopp?

Please email boxoffice@beckcenter.org and someone will respond.

Please note you may need to enable cookies and Java Script for this viewing.

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Do I need to purchase an access code or streaming tix for everyone in my household that will be watching?

No. Just purchase one access code for everyone that is watching. You may make a donation if you wish to cover everyone that will be watching at your home.

Can I use auto-fill function on my computer or mobile device when purchasing tickets?

No. We suggest that you manually type in all information. The form is short and this will ensure accurate information being presented in required fields.

What should I do if I cannot hear the performance?

The viewer sometimes defaults to “mute.” Click the series of volume bars at the bottom right of the viewer to raise the level of the video’s sound.

When I pause the video, why does it not continue where I stopped?

Because this performance is being streamed live, the pause function can only halt playback and does not record the intervening time.

What should I do if I need to reload the page in my browser?

The performance will continue playing when you reload. You will not lose your permissions to view the performance, though there will be a brief gap as the show is being streamed live.