

FAQs

What happens after I purchase my ticket? Where do I view the show?

Upon purchasing your ticket, you will be sent an order confirmation that includes information pertaining to the show. Prior to the show date, you will be sent a Zoom link for your entry into *Joy*.

This show comes with a Propbox? What is that?

With each regular ticket of *Joy*, Patrons will receive a box containing interactive items that they will be invited to use over the course of the show.

What's the best way to view *Joy*?

Joy is created for Zoom, in order to access the event, patrons will need to have the most current Zoom app downloaded to their computers and smart devices. We recommend that patrons purchasing multiple single tickets use different devices in different rooms to minimize the amount of feedback.

What are Boxless Tickets?

Joy can be viewed with **or** without the interactive prop kit and these boxless tickets are available at a cheaper price. Please note that all patrons are encouraged to buy tickets for their desired date in advance, those who purchase tickets within 5 days of a show will only be able to purchase access to the show without an interactive kit.

How long will it take to receive my box?

You will receive your box no later than 3 business days before your scheduled performance.

Do I need to download Zoom to see *Joy*?

It is recommended that patrons have Zoom downloaded for the best experience with *Joy*. Those without Zoom will be able to use the link in their browser, but may be met with technical issues. To sign up for your free Zoom account, [click here](#).

Are there special discounts for students and seniors? (military, etc)

Yes! We offer discounts for students, seniors, active military personnel, and veterans. Please follow this link for more information:

What if I live far away, but still want to experience *Joy* with a Propbox?

We recommend that you purchase tickets to your desired performance at least a week and a half in advance to ensure that your box reaches you in time for the show. At this time, we are only able to ship boxes domestically.

Can I watch this show with family/friends?

Yes! You can purchase either a single ticket or a household ticket (2 or more people) Please note that both ticket types only come with 1 interactive kit.

What do I do if I experience technical difficulties?

Each show will be overseen by a virtual house manager, you will be able to contact them via chat mid show if you have any issues.

I don't see my question answered here

Please contact synetic@synetictheater.org with detailed information about any questions you may have!