

HOW DOES A V-TICKET WORK?

How nice you are watching one of our shows through livestreaming! Make sure you are well prepared with your devices: computer/laptop/tablet or phone. Enjoy the show from your easy chair, legs on the table, with a nice drink and a snack. We wish you a great show!

How to watch a show through livestreaming?

- Buy your V-Ticket online. You have received an e-mail after you made your reservation, just like an E-Ticket.
Please note: The E-Ticket will be send to the same address with whom you made the reservation with.

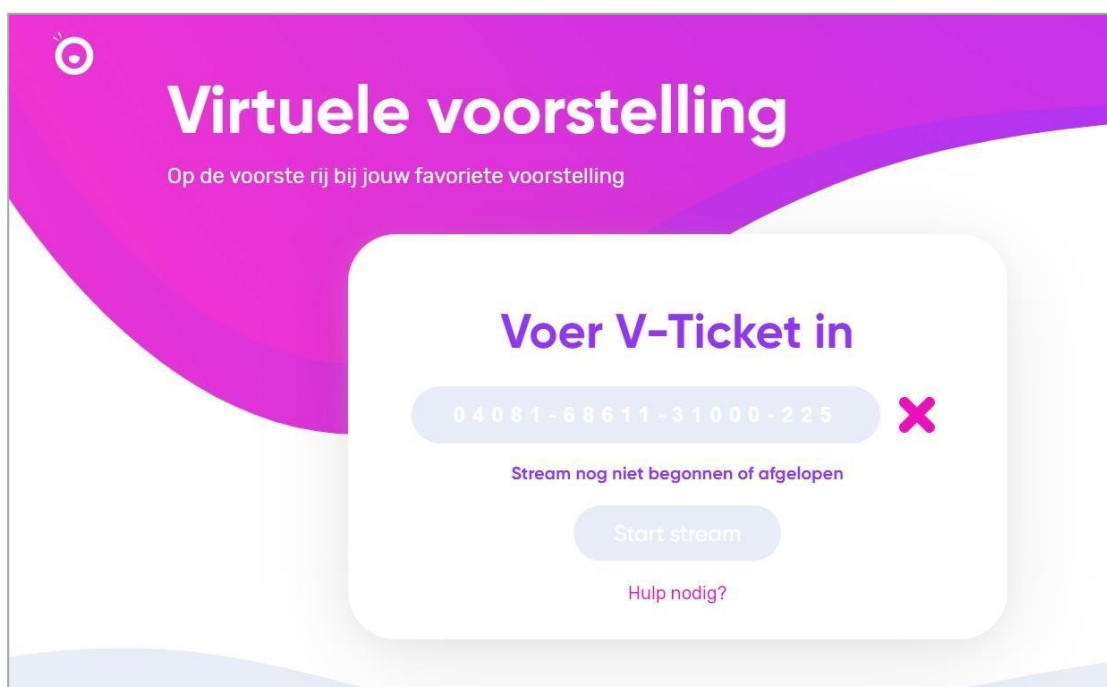
You haven't received a V-Ticket? Please check your spam/junk folder. In case it's not there either, please send us an email through reserveringen@deschalm.com.

- The livestream will be ready 15 minutes before the show starts. Prepare your device on time.
- **Tip: please test the link before the show starts.**

Open the V-ticket (PDF) and click on this red button →

**Klik hier voor de
Live Stream**

You will be sent to the controlpage of Ovatic. Your orderdetails will be verified and you will see the following screen:



- **You don't need to fill in the code, this goes automatically.** (15 minutes before the show, not sooner)
- After verification, a button appears to start the stream of the live show in Theatre de Schalm.

Attention: You can only login on one browser at the same time and watch the livestream.

Casten:

We send you, through a V-ticket, a professional streaminglink with which you can watch the livestream on your computer/laptop/tablet or smartphone in HD quality. If you own a Google Chromecast, Apple TV or another castingdevice, it is also possible to watch the stream on your TV. We do not take any responsibility for this, the working of this depends on the possibilities of your equipment and (Smart) TV. You can also connect your computer/laptop/tablet or smartphone directly to your TV with a HDMI-cable.

Make sure you prepare yourself for the stream and test your equipment on time so you can enjoy the livestream undisturbed. Have fun!

FAQ:

With how many people can you watch a show through livestream?

With 1 V-ticket you can watch a show on 1 device only once. It is a hometicket to be used just by you, your partner, children or roommates. It is not allowed to use it for a larger, organised group of people.

Please keep in mind the coronarules of your country and social distancing.

You missed the livestream. Can you still watch the show?

No, a streamed show is live and will not be recorded. There is no refund if you don't use your V-ticket.

The show has already started, can I still watch the show?

Only if you bought a V-ticket in advance you can login any time during the show. It is not possible to see the show afterwards.

If the connection is lost during the show, can I login again?

If you lost the connection you can login after 30-60 seconds and load the page again (refresh with F5). You can also login on a different device.

Attention: You can only login on another device when you logged out on your first device. Make sure you have a stable connection.

The livestream doesn't start, what should I do?

You can find some tips on the website of [Ticketmaster](#) to solve the problem. Still not working: please send a message through Whatsapp on: +31 6 21992446.

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