

**managerdames1@hgc.nl**

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**Van:** SRO Audiences <bookedtickets@sroaudiences.com>  
**Verzonden:** vrijdag 10 februari 2023 15:36  
**Aan:** marc.sonneveldt@planet.nl; managerdames1@hgc.nl  
**Onderwerp:** Stand Up at the Comedy Store Live in VR - Ticket for Fri 24th Feb 2023 for Marc Sonneveldt

*OOps!*

*I sent you a ticket but had not completed the date and time details on the ticket so the computer auto-filled with template details.*

*Sorry about that!*

*Please delete any previous versions of the ticket that you may have received and use this corrected version instead.*

*We look forward to seeing you at the show!*

*Kind regards*

*Martin  
SRO Audiences*

## **CODEWORD PRIORITY TICKET**

### **'STAND UP AT THE COMEDY STORE - LIVE IN VR'**



Please note: The QR code helps us to check you in a little more quickly. We are aware that not all systems will display the QR code so if yours does not, don't worry; we'll just check you in the old-fashioned way!

**This is your ticket. It is for 26 people on Friday 24th February 2023 and has been issued to Marc Sonneveldt.**

**Please read it carefully, and share it with all of your party.**

Join us for the filming of this ground-breaking Stand-Up comedy event series - shot in VR and streamed globally from London's famous Comedy Store. Each show will feature a lineup of some of the best Stand Ups working today - details to follow! Join us for a night of comedy!

**VENUE:** The Comedy Store, 1a Oxendon Street, London SW1Y 4EE

**PRIORITY TICKET TIMES:** The studio doors open at 6.30pm. The gates to the site open at 6.00pm. **It is imperative that priority ticket holders and their parties arrive and check in by 6.15pm at the latest. After this time, priority places will be released.** No admittance after 6.45pm.

**END TIME:** We estimate the recording to be finished by 8.00pm. Please ensure that you are able to remain with us until this time. However, as this is a working studio, times do vary if things do not go according to plan or go very smoothly, so you may find that the recording finishes earlier or later than this.

Thank you for your recent application for tickets for this show. We look forward to seeing you and your group and hope you all have a great time with us but help us to facilitate this by **reading this ticket carefully**, and following the directions and instructions that staff may give you from time to time. As **tickets do not guarantee entry**, we suggest that you read and share the details and information on each of the following key areas with your party:

**CAN'T MAKE IT?**

**WHAT TIME SHOULD I ARRIVE?**

**ADMISSION PROCESS**

**WHAT HAPPENS IF I DON'T ARRIVE BY THE PRIORITY CUT-OFF TIME?**

**CORONAVIRUS & AUDIENCE HEALTH**

**TRAVEL DIRECTIONS TO THE STUDIO**

**MEETING POINT**

**MAP OF THE VENUE**

**DRESS CODE**

**TOILETS**

**SECURITY:**

**ID**

**FOOD & DRINK INSIDE THE STUDIO**

**CLOAKROOM**

**LUGGAGE**

**MOBILE PHONES**

**OTHER ITEMS**

**ACCESS**

**STANDING OR SEATED?**

**WHO YOU'LL SEE WORKING AT THE STUDIO**

**MINIMUM AGE**

**HOW MANY EPISODES WILL WE SEE?**

**WHO WILL APPEAR ON THIS EPISODE OF THE SHOW?**

**WHEN WILL THIS SHOW BE TRANSMITTED?**

**NUMBER OF TICKETS**

**SHOULD I PRINT MY TICKET?**

**LIVE PERFORMANCE or SCREENING?**

**FEELING ILL?  
SPECIAL OCCASIONS  
DIAMOND DIVERSITY REPORTING  
OTHER SHOWS**

**CAN'T MAKE IT?:** If you find that you will not be able to use all of your tickets, or need to get in touch for any reason, please do so as soon as possible, so that we are able to reallocate any spare tickets. To do so, please email us by replying to this ticket.

**WHAT TIME SHOULD PRIORITY TICKET HOLDERS ARRIVE?:** We shall be there to meet you by 6.00pm. However, the line may start to form before or after this time. Please be aware that until the doors open, any early arrivals will be waiting outside and in case of inclement weather, you may like to come prepared with suitable clothing and/or an umbrella. As this is a working studio, times do vary if things do not go according to plan or go very smoothly, so sometimes we are able to open the doors a little earlier and sometimes, a little later. However, everyone does their best to try to ensure that the recording runs to schedule if possible. This is a priority ticket. Priority places are held until 6.15pm at the latest. After this time, they will be released.

**ADMISSION PROCESS FOR PRIORITY TICKET HOLDERS:** We shall be there to meet you by 6.00pm. However, the line may start to form before or after this time. Seating is allocated on a first-come first-served basis. We cannot predict when other ticket holders will choose to arrive so you should make this judgement for yourself. When you arrive, join the end of the main queue so that you can be checked in and issued numbered wristbands to gain access to the studio. The priority wristbands are different to the regular wristbands. We shall work our way along the queue and issue each audience member with their wristband so that, if you would like to and there is sufficient time, you may leave the site. If you do nip off, make sure you are back for the doors opening time! You may not collect wristbands for others. If members of your party arrive at different times, they will not be allowed to join each other further in the queue. To be as fair as we can to everyone, we ask everyone to join the end of the line at the time that they arrive. Priority places are held until 6.15pm at the latest. At this time, there will be a final call for priority ticket holders and then, they will be released, so please listen out for the announcements. When the studio doors open, we admit the priority guests in numerical order according to the numbers on their wristbands before the regular ticket holders. Inside the studio, some places may be saved for guests of production, but then the ushers direct you to what they think are the best seats at the point that you enter the studio. Some ushers seat from the front, so you are closer. Some seat from the back, so cameras are less likely to obscure your view and some seat in other orders to try to fill the most popular seats first. If you wish to sit somewhere else as you enter, do mention this to the ushers at that time. Wherever you sit, we have to fit in those pesky cameras somewhere so that the good people at home can see the show, and the studio audience generally get to see everything that happens from a different perspective - and often some behind-the-scenes activities that the viewers at home do not see!

**WHAT HAPPENS IF I DON'T ARRIVE BY THE PRIORITY CUT-OFF TIME?** Priority places are held until 6.15pm at the latest. After this time, they will be released, and your tickets will no longer be priorities, and you run the risk of not getting in. With regular tickets, we do over-issue tickets by a percentage to compensate for inevitable no-shows. While we hope to accommodate everyone, but places for regular ticket-holders are allocated on a first-come first-served basis. We try very hard to balance the number of tickets that we send so that we have a full studio without disappointing anyone, and base the number of tickets we send on the number used at the most recent recordings of a show. Sometimes, we have a handful of empty places, and sometimes we don't manage to squeeze everyone in. If we are unable to accommodate any

ticket holders, we shall take their details and arrange for them to have priority tickets to their choice of another of recording where these are available. Please note that we only make this offer at the show if we cannot accommodate someone and details must be left at the time.

### **CORONAVIRUS & AUDIENCE HEALTH:**

Please be aware that restrictions may change and if this happens, we shall do our best to keep you updated, but you may like to also check our website at [www.sroaudiences.com](http://www.sroaudiences.com) to see if any updates are announced.

It is important that you understand that we are not able to guarantee that you will not be exposed to COVID-19. Therefore, you should consider both your own medical health (and any specific risks associated with COVID-19) and that of those in your household or others with whom you may come into contact. By attending the filming, you agree that you understand the risks, and will seek to mitigate them where possible.

If you have any underlying health conditions which may make you more vulnerable, we urge you to follow the guidance and err on the side of caution when it comes to your health.

### **BEFORE BEGINNING YOUR JOURNEY:**

We want everyone to stay as healthy as possible so please read the current information & advice on the NHS website for the most up-to-date information. The NHS website information is at: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

1. If you are testing positive for Coronavirus or if you are exhibiting any Coronavirus symptoms such as flu-like symptoms, or a high temperature, new and continuous cough, please follow the NHS advice and **do not** attend the event.

2. If you have any doubts or concerns about your health, please do strongly consider whether you should attend and whether it would put yourself or your fellow audience members at risk

3. If you have any underlying health conditions which may make you more vulnerable, we urge you to follow the guidance and err on the side of caution when it comes to your health.

If you decide not to attend this recording, you do not need to tell us why, but we would appreciate you replying to this email to cancel your tickets.

**FEELING UNWELL:** If for any reason ticket holders are feeling unwell, regardless of whether they are Covid-19 type symptoms, they are asked to please make one of the studio team aware immediately, whilst observing a safe distance.

### **TRAVEL DIRECTIONS TO THE COMEDY STORE:**

**BY TUBE:** The nearest tube stations are Piccadilly (on the Piccadilly & Bakerloo lines) & Leicester Square (on the Piccadilly & Northern lines). The Comedy Store is about five minutes walk from each station, approximately halfway between them.

**BY BUS:** Check the TFL website for the best route for you at <http://www.tfl.gov.uk>.

**DRIVING & PARKING:** You can find driving directions to the venue by visiting <http://maps.google.co.uk/> and using your postcode and the postcode of the venue. Parking in the area is restricted. Car parks may be pricey. London's Congestion Charging zone operates between 7am and 6.30pm Monday to Friday, excluding Public Holidays. If driving through the Congestion Charging zone during a charging time, you will need to pay the Congestion Charge via <https://www.tfl.gov.uk>.

**CHECK FOR TRANSPORT DIFFICULTIES:** It is worth having a peep on the London Transport website at the up-to-date details of events and works which may affect your journey. These can be found at <https://tfl.gov.uk/status-updates/major-works-and-events>

**MAP OF THE VENUE:** If you would like a map of the venue, you will find one by visiting <http://maps.google.co.uk/> and entering the postcode of the venue.

**DRESS CODE:** As you, our audience, may be featured on screen, do dress to impress! Smart, casual, dressy...it's up to you! If you can avoid floral patterns on your top, that would be great - block colours are best! Clothes prominently displaying brand names will not be permitted, and black clothing should be avoided.

**WHAT TO WEAR BEFORE ENTERING THE STUDIO:** Please be aware that until the doors open, any early arrivals will be waiting outside and in case of inclement weather, you may like to come prepared with suitable clothing and/or an umbrella. The temperature inside the studio may (or may not) be very different to the temperature outside, so we suggest you bring layers for comfort before, during and after the show. We don't want you all catching colds! However, once inside the studio, please stow those cosy jumpers and coats under your seats!

**TOILETS:** Once you have been checked in, there are toilet facilities in the building. So that you don't lose your place in the line, we suggest that you make sure you have time to nip to the loo and return to your place before the line enters the studio or, if you can, that you first go & take your place in the studio and then, if necessary, use the toilet facilities before the recording begins. Once the recording has begun, those who leave the studio may be asked to wait for a suitable break to return, so if you do need to use the toilet once the show has begun, we would appreciate it if you would try to do so during a recording break if possible.

**SECURITY:** Please be aware that security at the event will be tight and you should be prepared to undergo a brief security check to ensure that we all have a safe and enjoyable time. The level of security can change in response to current events and factors beyond our control, so we are unable to predict the level of security on any given day. Here is some information from the security team at the studio:

**ID:** When you arrive, the ticket holder may be asked for ID. It is possible that your guests' ID would also be requested. Please therefore ensure that you & your guests have ID ready for inspection on the day. Copies or images of ID will not be accepted. As the most suitable forms of ID are those with a photograph of you; driver's licence, passport or Freedom Pass, we advise everyone to bring one of these forms of photo ID, in case it is requested. The security team may or may not accept other forms of ID at their discretion. If you or one of your guests is asked for a particular form of ID and cannot show it, entry may be refused.

**FOOD & DRINK in THE COMEDY STORE:** There is bar at the venue that will be serving drinks and bar snacks throughout the night.

**CLOAKROOM:** At this show, there will be a cloakroom.

**MOBILE PHONES:** Mobile phones must be switched off before filming begins.

**OTHER ITEMS:** Security may not admit other items to the studio and will store these so that they can be retrieved after the show.

**ACCESS:** We try to make sure that events are accessible to all and fair for everyone. If any of your party have mobility problems or serious medical conditions, it would help us to have advance notification to ensure that their visit is as comfortable as possible. If you have complex needs, do let us know any relevant details so that we can try our best to meet them. Please reply to this ticket by email or call 020 8684 3333.

Due to the limited space available within the studio it is advisable that you notify us of any access requirements you may have as soon as possible.

On the day, have the rest of your party join the queue while the person finds somewhere to sit. The security guards or SRO reps should be able to advise of the nearest seating area. (For example, at *Television Centre there are permanent benches and seating in the area where we will meet you. At Pinewood Studios, there are many seats available in the marquee for everyone while they wait to move over to the studio. At MediaCity, there are many seats available in the atrium for everyone while they wait to move over to the studio. At Sky Studios, there are seats available in the audience holding area. Unfortunately, there is currently no waiting area at Elstree Studios and we have been advised that the nearest places to sit are the bus stop in front of the studio, McDonalds over the*

*road and Tesco's cafe adjacent to the studio.*).

When you check in, mention the note on the list to the SRO staff and they will direct you appropriately at that time. Whilst in the check-in area, do ask staff for the nearest seating. Inside the studio itself, we mark places and wheelchair spaces in suitable positions. Please be aware that notifying us of access requirements will not affect your position in the check-in line, so it's still worth aiming to arrive on the early side. If the marked places are the last places in the studio and people arrive before you, they would be released to those people and so we would not be able to accommodate you in that case. As long as we can accommodate you in the studio, once you enter the studio itself, if you have notified us in advance of an access need in your party, you should then make yourself known to the studio ushers to be directed to the marked places.

**WHEELCHAIRS:** Please be aware that we have been advised that this event will only accommodate a maximum of \*\*\*\* wheelchairs. Do reply to his email or call us on 020 8684 3333 to let us know if a member of your party will attend in a wheelchair and whether they would stay in their chair or transfer to a studio seat. We shall be able to advise you immediately whether there is space for your wheelchair user, and if not, we shall try to offer an alternative recording in this series. Dependent upon the number of people with access needs we are accommodating at a particular event, we may ask some parties to split, but we shall always endeavour to ensure that no single member of a party is left alone.

**STANDING OR SEATED?:** At this show, the audience are all seated.

#### **WHO YOU'LL SEE WORKING AT THE STUDIO:**

There are many different companies who supply people to work at the shows. Here's a quick guide to some of the people you'll see at the studio.

**SRO Audiences:** The SRO team greet the audience outside. The ticket holders join the line and we work our way along the line as quickly as we can, checking in ticket holders. Please make sure that everyone in your party has their photo ID ready.

**Security:** The security team work for the studio and perform the security checks.

**Studio ushers:** Once inside the studio, the studio's ushers will direct you to your seat. The ushers work for the studio. There may be some seats that are reserved and then generally the ushers try to direct people to the seats that they think are best from the seats that remain at the point that someone enters. If you would rather sit somewhere else and the seat is available, then please speak to the studio ushers who will help if they can. You should notify SRO in advance of any special access needs. If necessary, they will name seats and confirm this. If seats have been named for you, you should inform the studio ushers as you enter the studio. The studio ushers will also direct audience members to the toilets and the exits at the appropriate times.

**The warm-up person:** Most shows have a warm-up person who will prepare the audience for the show. Sometimes they chat with audience members and sometimes not. We cannot arrange personal shout-outs in advance.

**Production team:** The people who make the show are generally behind the scenes, and are rarely seen by the audience.

**The cast:** Presenters & performers usually have to clear the set before the audience leave and so we cannot arrange personal meet & greets.

**MINIMUM AGE:** Please be aware that all public ticket holders must be 18 or over. Anyone appearing to be under this age may be asked for photo ID and entry will be refused to anyone unable to show proof of age on request. Some personal guests of the production will be permitted to bring younger guests with them by prior arrangement, but this does not apply to public tickets.

**HOW MANY EPISODES WILL WE SEE?** Each audience is scheduled to watch one episode of the show.

**WHO WILL APPEAR ON THIS EPISODE OF THE SHOW?** Expected guests are always subject to change, and often, details of the guests are not released in advance, but if the guests expected to appear on the show are announced, we list them on our website at <http://www.sroaudiences.com>, on the application page for this show.

**WHEN WILL THIS SHOW BE TRANSMITTED?** This show is live and will be transmitted while the audience are in the studio.

**NUMBER OF TICKETS:** The number of tickets that have been allocated to you and your guests is stated at the top of this e-ticket. If you have received a copy of your ticket at more than one email address, we have simply sent a copy of the ticket to each email address to ensure that it has reached you. You have only been allocated one set of tickets.

**SHOULD I PRINT MY TICKET?** You may either print a copy of this email and bring it along with you, or have a copy on your device. If you are unable to print it, fear not! Your name will be on our list at the door, and you will need to tell us the name in which you booked the ticket.

**LIVE PERFORMANCE or SCREENING?:** Most shows are recorded live in front of an audience. Some of these are transmitted live, though most are recorded, then edited and shown at a later date. Occasionally, an event will be a screening; the show has already been recorded (perhaps as not all of the performers could work on the same date, or the show was filmed at more than one location) and the show is then screened for an audience. The audience's reaction is then recorded and used in the transmitted version of the show. **This show will be recorded live in front of our audience.**

**FEELING ILL?:** If for any reason you are feeling unwell please make one of the studio team aware immediately.

**SPECIAL OCCASIONS:** We hope that everyone who attends will enjoy their visit but, as tickets do not guarantee entry, we do not recommend that they are used as the focus of a special occasion. We have to be fair and ask birthday boys & girls to join the line in the same way as everyone else.

**DIAMOND DIVERSITY REPORTING:** UK broadcasters (currently the BBC, ITV, Channel 4 and Sky) are carrying out a project called Diamond to help ensure that their productions reflect the diversity of the United Kingdom. They are looking at how viewers might perceive the characters and people they see on screen. For research purposes, the production company may perceive your gender, gender identity, sexual orientation, ethnicity, disability, age.

**OTHER SHOWS:** If you are interested in booking tickets to come along and see other tv shows being recorded, you will find details and online application forms on our site at <http://www.sroaudiences.com>.

THIS TICKET IS ISSUED SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS

1. This ticket is complimentary, not for sale, and is, under no circumstances, transferable and is issued to

you (the "ticket holder", "you", "your") by The Comedy Store (the "Studio") and Pixie Ventures Ltd (the "Producer") in connection with the programme provisionally entitled "Stand Up at the Comedy Store Live in VR" (the "Programme") which the Producer intends, but does not undertake to produce.

2. In the event that additional persons accompany you to the recording of the Programme, as the principal ticket holder, you are responsible for ensuring that every member of your party is notified of these terms and conditions in advance of the recording and agrees to be bound by them.

3. This ticket does not guarantee the ticket holder a seat or admission in and to the Studio premises.

4. Admission is subject to the Studio's capacity and you are advised to arrive in good time as seats are not allocated.

5. Due to the nature of the Programme, individuals under the age of 18 (eighteen) years old will not be admitted.

6. The Studio and the Producer reserves to themselves in their absolute discretion the sole right to refuse admission to any person and to search individuals and/or their bags before permitting entry onto the Studio premises. The Producer also reserves the right to cancel the filming of the Programme without notice to the ticket holder without being liable to the ticket holder in any respect and similarly reserves the right to alter times of commencement and completion of recording. The Studio will use its reasonable endeavours to give advance notice of any such changes where practicable.

7. The ticket holder is strictly forbidden from taking photographs, video or any footage on the Studio premises (e.g. by using any mobile phone).

8. Mobile phones must be switched off before entry into the Studio premises and any other recording equipment is not to be taken into Studio premises. Food and drink are not allowed in the filming area of the Studio.

9. Neither the Producer nor the Studio will be responsible for any travelling or other expenses incurred by the ticket holder, nor will they be responsible for any loss or damage to property or personal injury howsoever arising occurring to the ticket holder when on Studio or Producer premises except as provided by statute.

10. In consideration of the Producer allowing you entrance onto the Studio premises to attend the recording of the Programme you agree (if required by the Producer) to the filming and recording of you and your voice (including any "performance" you may give) and any interview you may give in connection with the Programme (the "Contribution") which may be used at the sole discretion of the Producer in whole or in part or not at all.

11. You irrevocably grant and assign to the Producer any and all copyright and other rights and consents or waive the same so as to permit the fullest use and exploitation throughout the world of the Contribution or any part(s) thereof by all means and in all media (without limitation) whether now known or hereinafter developed in perpetuity in connection with the Programme or otherwise. For the purpose of clarity, you accept that the Producer has the right to edit, copy, adapt or translate the Contribution as deemed fit and you irrevocably waive the benefits of and agree not to assert any provision of law known as "moral rights" or any similar laws of any jurisdiction.

12. Ticket holders are asked to follow strictly any directions and Health & Safety information given to them by the Studio or the Producer.

13. If you have access requirements by virtue of a disability and/or restricted mobility please call 020 8684 3333 to make prior arrangements.

14. You undertake to the Producer that you will not give to any person or organisation any interview or make, give or release any statement or comment for publication by any means or medium relating to the Programme, the participants and contributors in the Programme (such as who the winners of the Programme are), the Producer, the Studio or the broadcaster of the Programme.

15. Broadcasters and Creative Diversity Network (CDN) are monitoring diversity on UK television through Diamond. We have a legitimate interest to collect diversity information about our industry, and if you provide us with your name and email address we will enter this in a system called Silvermouse and you will be invited to provide your diversity characteristics. The broadcasters and CDN, as data controllers, are responsible for this data and will retain your name and email address for this purpose in Silvermouse for as long as diversity is monitored by them. We also collect information about how viewers might perceive diversity on screen. Further information can be found here:

["http://creativitydiversitynetwork.com/diamond-contributors/"](http://creativitydiversitynetwork.com/diamond-contributors/) \h

<http://creativitydiversitynetwork.com/diamond-contributors/>

17. Please note:

- Warning for ASTHMATICS - due to some special effects for programmes it is necessary for us to use synthetic smoke.



- Strobe lighting and lasers may be used during the recording.

Martin & The Team  
SRO Audiences

Tel: 0208 684 3333  
<http://www.sroaudiences.com>