

## FAQ – SENSORY BOX

For more details, visit <https://www.youngpeoplestheatre.org/shows-tickets/sensorybox/>

### **What is *SensoryBox*?**

*SensoryBox* is a brand new immersive event that includes both a wrapped box and live-streamed experience. This experience is FREE with Curbside Pick-Up. If you'd prefer shipping, a rate of \$20 (includes taxes) will apply (note: shipping is only available within the Greater-Toronto-Area).

### **How big is the box?**

The box is 9 x 6 ½ x 2 ¾ inches

### **What items are inside *SensoryBox*?**

The excitement of *SensoryBox* is the surprise of the unknown! The contents aren't revealed until show time when you'll be guided through opening the box. To experience *SensoryBox* fully, we ask that participants don't peek in their box in advance.

\*Parents and Caregivers, please note that prior to your child's performance date, you will receive an email with more details including a list of the contents of the box - for your eyes only. Should you have any concerns in advance, please notify our Audience Experience Representatives at: [yptboxoffice@youngpeoplestheatre.org](mailto:yptboxoffice@youngpeoplestheatre.org)

### **How does it work?**

When you order your *SensoryBox*, you will have the option to either pick up your box at our theatre or have it shipped in advance of your performance date. At the time of your show, you'll have your box and blindfold with you and you'll access a live-stream link (sent to you by email prior to your scheduled date). When your live-streamed performance begins, you'll be introduced to your host who will gently guide you to put on your blindfold, open your box, and begin the adventure along with an online audience of young people from across the Greater-Toronto-Area (GTA).

### **How much does it cost?**

*SensoryBox* is free-of-charge to participants. There is a \$20 shipping fee should you choose that option. It's free because you're a very important part of this exploration! *SensoryBox* is a brand new experiment so we'd love to know what you think. We'll give you a couple options to provide your feedback – either online immediately following the performance or through a simple survey. You'll receive more information before your event date.

### **What's your refund policy?**

*SensoryBox* is a free experience so refunds are not applicable. No Refunds will be available on shipping costs.

### **How do I order *SensoryBox*?**

ONLINE by visiting <https://www.youngpeoplestheatre.org/shows-tickets/sensorybox/>

By PHONE: 416.862.2222 x2 – Simply leave a voicemail with your name and phone number and our Audience Experience Representatives will return your call within 24 hours.

By EMAIL: [yptboxoffice@youngpeoplestheatre.org](mailto:yptboxoffice@youngpeoplestheatre.org). Our Audience Experience Representatives will respond within 24 hours.

**How do I receive my *SensoryBox*?**

*SensoryBox* is only available within the Greater-Toronto-Area (GTA).

You have the option of FREE Curbside Pick-Up OR shipping for a fee of \$20 per box (includes tax).

**Shipping:**

Delivery is available within the GTA for an additional cost of \$20.00 per box. After your purchase, one of our Audience Experience Representatives will reach out to you to confirm shipping details.

**Curbside Pick-Up:**

Pick-ups at our Theatre (located at 165 Front St E, Toronto ON) will be scheduled once your order is confirmed. One of our Audience Experience Representatives will reach out to you to schedule your pick-up. Due to COVID-19 restrictions, pick-up dates will be limited to the week before the first performance. COVID-19 precautions will be taken by our staff to ensure everyone's Health & Safety is protected.

**What age range is *SensoryBox* appropriate for?**

Recommended for ages 9-12.

Parental Supervision: We recommend that an adult be close by in case of any technical – or tactile – glitches.

**How many people can use a box?**

*SensoryBox* is designed for 1 participant per box.

**Is this suitable for schools or large groups?**

*SensoryBox* is currently an experience created for individuals & families.