

THE CARLOS FAMILY IN HONOR OF
THALIA N. CARLOS PRESENTS

THE NUTCRACKER

ON DEMAND FAQs

Q: Does *The Nutcracker* On Demand cost \$25 per person?

A: The virtual performance is priced per digital viewing, not per person. For example, if a family of four watches the virtual performance on one device, that would cost \$25; if one person watches the virtual performance on one device, that would also cost \$25.

Q: Once I purchase *The Nutcracker* On Demand, will I own it?

A: On Demand is a three-day rental, much like you would find on Amazon Prime or other streaming services.

Q: How often can I watch it?

A: Once you add the virtual performance to your Atlanta Ballet account, you have three days to watch it as many times as you want. **Your access will expire after three days.**

Q: What if I don't know when I want to watch it?

A: You can purchase a \$25 redemption code for a three-day rental to use anytime between now and December 27, 2020. You can also purchase a redemption code as a gift for someone else.

Q: How will I find my virtual performance once I have paid for it?

A: You will need to log into your Atlanta Ballet account to access your virtual performance. If you don't have an account, you will need to create one when you purchase. **You will not be able to access the performance if you use Guest Checkout.**

Q: Why do I need to be logged in to an account?

A: Requiring a login keeps the virtual performance secure. It takes many people many hours to produce a full-length ballet production as complicated as Atlanta Ballet's version of *The Nutcracker*. In order to respect copyrights and other legal agreements, we cannot allow anyone to access the performance for longer than three days at a time.

Q: Can I purchase a three-day rental of *The Nutcracker* On Demand as a gift for someone else?

A: YES! You can purchase a \$25 redemption code for a three-day rental and email it to the recipient, along with the instructions in the confirmation email. **The recipient will need to log in or create an Atlanta Ballet account to use the redemption code and watch the performance.**

Q: What if I can't find the virtual performance in my account once I have paid?

A: Atlanta Ballet Patron Services staff can help you access your virtual performance. Just email us at patronservices@atlantaballet.com, or call us Monday through Friday, 10am – 6pm. **Please note that we will be closed November 26-27 for Thanksgiving and December 24-25 for Christmas.**

Q: What if I want to watch it on my television?

A: If you have a television that is compatible with digital content, there are several ways to watch your virtual performance on your television. Depending on what kind of PC, laptop, or phone you have and what kind of television you have, you can use an HDMI cable to connect them together, or you can "cast" the performance onto your television using an app. There are too many variations to list here, but a good list of options can be found at <https://www.cnet.com/how-to/how-to-connect-your-laptop-to-your-tv-wirelessly-or-with-hdmi>.