

Rambert Home Studio FAQ's

Livestreams



Q: How do I book for a livestream performance?

A: All booking information is here: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: How do I watch the live performance?

A: The live performances will be livestreamed on [Rambert Home Studio](#). You'll only be able to watch this once you've created an account, bought a ticket from one of our partner venues and redeemed your ticket on Rambert Home Studio. You'll find the info here: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: How do I insert my ticket code for Rambert's livestreams?

A: Make sure you're logged into your Rambert Home Studio account [here](#). Then click [here](#) to insert your 16-digit ticket code that you will have been given by the venue you purchased your ticket with.

Q: Will my 16-digit ticket code work for any performance?

A: You can only watch the livestream at the time you bought your ticket for. But, if for some reason you need to switch performance, let us know in advance and we can swap your code, but this will make your first code invalid.

Q: Where can I watch the Rambert Home Studio livestream?

A: You can watch on any internet enabled device. So, on your desktop, laptop, mobile phone and tablet. Casting will work on some TVs. If you have a HDMI cable, you can connect your laptop to your TV to watch it. Or if your TV is internet enabled you can watch directly from rambert.org.uk/homestudio using your login.

Q: Are the dancers performing live each time?

A: Yes, the performances will be completely live every single time.

Q: When does booking close?

A: Booking is open right up to the day of each performance. Each partner box office will close up to 30 minutes before. All information for booking is here: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: What is the running time?

A: The performance of the Summer Livestream is approximately 60 minutes long with no interval.

Q: I'm getting a 'Request for Storage' pop up on the livestream

A: If you're using Safari 13 (most common on a Mac) you may get a message requesting for permission to use space on your device when playing the livestream. This is an error in Safari - so you **can click accept or decline** and the livestream will continue to work. This bug miscalculates the space required and in fact nothing will be stored on your machine.

Q: Can I watch the performance if I don't live in the UK?

A: Of course you can – we love welcoming viewers from all over the world. Just make sure you check the start time in your time zone. You can also buy tickets from venues outside of the UK. Check them out here: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: What time zone is the performance time in?

A: There are 3 performances.

Thursday 16 September at 3pm BST (4pm CEST)

Friday 17 September at 8pm BST (9pm CEST)

Saturday 18 September at 8pm BST (9pm CEST)

Q: I have put my ticket code in but it is not showing in my account

A: If you have multiple accounts, make sure you're logged into the correct one. The ticket will be displayed in your account: <https://www.rambert.org.uk/homestudio/user>. It will say "Tickets registered to your account". If you can't find it, please email homestudio@rambert.org.uk

Q: It is saying my ticket code is not valid

A: You may have already inserted your code into your account. Head over to your account: <https://www.rambert.org.uk/homestudio/user>. It should say "Tickets registered to your account". If you can't find this, please email homestudio@rambert.org.uk

Q: Can I book my livestream ticket directly from Rambert Home Studio?

A: Booking is through our venue partners, not through Rambert Home Studio. We work with our valued venue partners to sell tickets for our livestreams. They have always supported us in reaching an audience, and this means that at this time we can work together and support this vital community and arts infrastructure.

Q: Can I watch the livestreams after the live event?

A: No. These are live performances that take place in our studios at the time you watch them – no delay, no pre-record. There are 3 opportunities to watch this completely live here: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: How much are tickets?

A: Tickets are £10 for a single ticket, £15 for a household ticket. Or if you want to add a donation you can pay £20 and we split the additional £5 with the partner venue you book through.

Q: I've booked a ticket but haven't received an email confirmation/ticket code.

A: Please double check your junk/spam folder for the email confirmation. It will have come from the partner venue that you booked with. If you still can't find, it please contact the venue. If you have your ticket but you're having trouble inputting it, please email homestudio@rambert.org.uk

Q: Can I book tickets for a school?

A: Yes, there is a schools price so you can buy tickets for a whole class. Head to our website to pick a venue to buy them from: <https://www.rambert.org.uk/whats-on/rambert2-x-benoit-swan-pouffer/>

Q: What protocols are in place to keep the dancers and staff safe in the workplace?

A: Any staff who can work from home, do work from home. For staff and dancers that can't;

- Being late is allowed if it means avoiding a crowded train or bus etc.
- Temperature checks are taken on entry to the building
- Masks are worn throughout the building
- Social distancing is in place within the building
- Any suspicion of Covid symptoms means people stay at home
- Windows are open and ventilation is turned up in each room
- Frequent sanitising and cleaning of the building

For dancers that can't socially distance or who spend more than 15 minutes in a studio in the day;

- Receive Lateral Flow screening twice a week
- Dancers are put in different bubbles. These bubbles use different changing facilities, and break rooms
- Required to limit going within 2m of each other to only those occasions when its required for the choreography

General

Q: I have forgotten my username and/or password

A: If you can't remember your username or password, please email homestudio@rambert.org.uk to let us know. Please provide us with your email that you used to sign up to Rambert Home Studio with.

Q: My question isn't answered here

A: If you need any other assistance, please contact us on homestudio@rambert.org.uk

Q: I've changed my password but it's still not letting me log in

A: Sorry that you're having trouble getting into Rambert Home Studio. Please email your username for Rambert Home Studio to homestudio@rambert.org.uk and we can change your password for you.