

FAQs on FYI: Feed Your Imagination

Booking of tickets

1. Can anyone book tickets?

No. FYI is not opened to public sales and is only applicable to school teachers, administration personnel for schools and children's groups.

2. Why are tickets not for public sales?

The FYI series is part of the NAC-AEP Arts Excursion, an arts education programme for students comprising a series of dance, music and theatre productions throughout the year. This series aims to develop initiatives that advocate the value and importance of art education. It connects the arts community with the education sector and supports the professional development of arts educators and arts education providers.

3. How do I book tickets? Can I book tickets through the arts company/ arts group/ artist?

Tickets can only be booked online through the Esplanade website (www.esplanade.com) via the FYI: Feed Your Imagination webpage. (<http://www.esplanade.com/apps/campaign/2007/Esp/FYI/>)

Bookings cannot be made with the arts group/arts company/ artists, SISTIC outlets or by fax.

If you face difficulties with the online booking, please contact Esplanade box office at 68288 389 or e-mail pluanne@esplanade.com.

Upon receiving a school booking, a payment notice will be sent to you via email informing you of the payment due date.

Bookings can only be confirmed when payment has been received for the tickets.

4. How do I pay for tickets?

You can pay by cheque, credit card or cash to Esplanade Box Office. Mailing address can be found on the booking form.

IFAAS Payment

Alternatively, payment can be made via IFAAS. However, the transaction must be made at least one month prior to the performance.

5. How will I know when my tickets are ready for collection?

Please allow for a minimum of 3 working days for cheque clearance.

For tickets purchased via credit card, a call or email will be made to you once the tickets are ready.

For all modes of payments, tickets are to be collected from the Esplanade Box Office.

It is advised that tickets are collected from the Esplanade Box Office on the event day. However, collection of tickets the day before is also possible.

Esplanade Box Office, located at Esplanade Mezzanine level, is open daily from **12 noon to 8.30pm**, including Sundays and Public Holidays.

The Box Office will open 1 hour prior to show commencement for shows before 12 noon.

Tickets will not be mailed to the schools.

6. Will I get an invoice from Esplanade for the tickets?

Tickets for FYI are sold using SISTIC. All SISTIC outlets, including the Esplanade Box Office do not issue tax invoices for sale of tickets as payment by patrons is received by SISTIC.

However, a receipt will be issued by SISTIC for every show purchased. Each receipt will clearly indicate title of performance, production company, and the promoter's (show organiser's) GST Registration Number. This receipt can be used to claim reimbursement, where applicable. In addition to this, the tripped ticket stubs may also be used as a proof of purchase.

About FYI presentations

1. Are all FYI productions endorsed by the National Arts Council?

Yes. All FYI productions are part of the NAC-AEP Arts Excursion programme and eligible for the 60% Tote Board Arts Grant Subsidy . Please contact the Esplanade Box Office at 6828 8389 to request for a soft copy of the endorsement letter from NAC, if required.

2. What is an FYI presentation?

All FYI presentations include an arts performance, an Esplanade tour and an FYI kit unless otherwise specified. Please call 68288 389 or e-mail pluanne@esplanade.com after booking if your school does not wish to attend the tour.

2. What will we get to see on the Esplanade tour?

School groups will be guided through Esplanade's performance venues like the Concert Hall, Recital Studio and Theatre Studio. The visits to the specific areas in Esplanade are subject to availability on the day and time. Other venues that will be explored in the tour include the rooftop terrace, the Concourse and the Theatre Street.

3. Must we attend the Esplanade Tour?

All FYI presentations are inclusive of an Esplanade tour unless otherwise specified. Please call 68288 389 or e-mail pluanne@esplanade.com after booking if your school does not wish to attend the tour.

4. What is the FYI kit?

This is a kit containing information on the arts group and artists, the production, the art form as well as resources and activities on the production and the art form for students to try on their own. Both teachers and students will each receive a kit.

5. Who can I contact for more information on the FYI programmes?

Please contact Ms Luanne Poh at 6828 8273 or email pluanne@esplanade.com.