

BROADWAY IN DETROIT

KNOW BEFORE YOU GO SHREK THE MUSICAL

FISHER THEATRE
August 2 - 4, 2024

The well-being of our patrons, artists, and staff is a top priority. At Broadway In Detroit we are proud to adhere to the highest industry standards regarding our venues air-filtration, sanitation, and patron experiences. Please remember that everyone is at the theatre to have a great time. Be respectful of other fans, the venue, and the artists. Together we are keeping the Live Theatre experience going, now better than ever. Enjoy the show!

IF YOU HAVE FORWARDED OR SOLD YOUR TICKETS, PLEASE PASS ALONG THIS INFORMATION. IF YOU ARE A GROUP LEADER, PLEASE MAKE SURE ALL MEMBERS OF YOUR GROUP RECEIVE A COPY OF THESE PROTOCOLS.

[Shrek the Musical](#) is approximately 2 hours long with a 15-minute intermission.

ARRIVING AT THE THEATRE

- Doors to the theatre lobby will open 90 minutes prior to showtime.
- Please plan to arrive early to ensure that you have plenty of time to have your tickets scanned, enjoy a drink at the bar, use the restroom, and take your seat for the start of the show.
- When connecting to Wi-Fi at the Fisher, please use the network **TheatreGuest**

TICKETS

Your tickets will arrive as a PDF attached to your confirmation email sent from **ATG Tickets**. You can **present your eTickets on your phone for entry or you can print out your eTickets PDF** at home and present the printed PDF at the Venue entrance.

If you can't find your eTickets please try these tips:

- Check your email spam, deleted or junk folders.
- Search "atgtickets" or "ATG tickets" in your email search to retrieve all emails from us.
- Make sure the right email address is being used. eTickets will be sent to the email address provided at the time of booking.

How to use an eTicket:

1. Open the ticket confirmation email which has the PDFs attached. This is separate to your order confirmation email.
2. Download the PDF eTickets to your phone.
3. Display the eTickets to staff when you arrive at the venue. Please ensure that your phone is on maximum brightness and not in "dark" mode.
4. Do not close your ticket screen until the ushers have shown you to your seat location. This will save you from needing to download the ticket again.
5. Please contact our phone center at (313) 887-1256 for assistance with your order. You can also visit the FISHER THEATRE box office during regular [box office hours](#). If it is the night of

the event, please arrive extra early to allow time for our box office to assist you prior to the performance.

How do I add my eTickets to Apple Wallet?

- We'll send you your eTickets attached to your order confirmation email, unless specified that these will be sent at a specific time. If available, links will be visible in this email directing you to 'Add to Apple Wallet' next to each seat. Clicking on each link will add that seat's eTicket to your Apple Wallet. When you arrive at the venue, please present the pass for scanning.
 - Please note that Apple Wallet is intended for use with Apple products only, such as iPhone, iPod and Apple Watch. Third-party apps are available to download the pass onto an Android device.
- For more information about using Apple Wallet, please visit the [Apple Official Support Page](#).

Forwarding Your Tickets

- You will receive one PDF via email which will have multiple pages with each of your tickets. If your entire party will not be arriving together, you can forward your eTicket confirmation to other members of your party, however, we STRONGLY recommend that you do one of the following things when forwarding your eTickets.
 - Communicate clearly to the members of your party which ticket they should have scanned on arrival as only one scan per ticket is allowed. For ease of entry, your guests should make sure their ticket/seat is showing when presenting their eTicket to be scanned.
 - Print out your PDFs at home and distribute physical printed pages to your guests prior to arrival.
 - Use a PDF editor program (such as AdobePro) to extract each PDF ticket as its own file, or print each page separately as its own PDF and send the tickets to your guests. ONCE AGAIN: If you choose to do this, be very careful which tickets you send.

FISHER THEATRE CONCESSIONS/FOOD AND BEVERAGE

- All of our bars accept cash, credit cards, and mobile pay.
- In Seat Service is also available. When you arrive at your seats, simply scan the barcode on the seat in front of you (or on your armrest) and place your order online through your mobile phone. Our staff will deliver your drinks and food to you prior to the show or at intermission.

FISHER THEATRE SECURITY

- **For the safety of our patrons, staff and performers, all guests will be screened through the use of walk-through metal detectors before entering the theatre.**
- All bags will be searched.
- Small purses and small personal bags are permitted to be brought into the theatre.
- Backpacks, large suitcases, and other large bags are not permitted.
- **NOTE:** Firearms are not permitted in the Fisher Theatre.

PARKING

Parking in the Fisher Building Surface Lot at 3rd Street and the Fisher Parking Structure on Grand Boulevard is included with your ticket to the show. Due to new management of the **Fisher Parking Structure**, a new process is in place.

To ensure your car is properly validated for the Fisher Parking structure, please follow these steps. If you park in the garage without following these instructions, you may receive a violation in the mail of up to \$80. Validated parking in the garage is included in your ticket, but you must follow these steps to claim it:

1. Before your visit, pre-register your vehicle at metropolis.io/join. (Registering beforehand will help to save you a significant amount of time at the theatre). You will need:
 - Your license plate number
 - Your cell phone number
 - A credit card number (Your card will not be charged if you follow these steps).
2. Once your vehicle is registered, pull into the garage and park like normal.
3. As you enter, you will receive a text message from Metropolis confirming your arrival.
4. Once you enter the Fisher building, make sure you are connected to the Wi-Fi network, **TheatreGuest**.
5. Once inside the Fisher theatre, locate the tall "Validate Your Garage Parking Here" pull-up banner.
6. Click the link from your text message and scan the QR code on the banner to validate your parking. You will receive confirmation from Metropolis Parking that your session has been validated for \$0.
7. If you need any assistance, please see an usher and have your license plate information ready.
8. Please note that validation is only valid for 6 hours. If you leave your car in the garage after the show, you may be charged for any parking exceeding six hours after you enter the structure.

Please note this process is only for the Fisher Parking Structure. No action is needed for the Fisher Building Surface Lot.

Visit our [Parking Information page](#) for more details on Parking with Metropolis.

ENJOY THE SHOW!



ENTERTAINMENT

Broadway In Detroit is an ATG Entertainment venue.

www.broadwayindetroit.com | www.atg.co.uk