



for every child

## HEART STRINGS: SCHOOL/GROUP APPLICATION FAQs

### **About School / Group Applications**

#### **As a school, group or organization how can I attend the event for free?**

Thanks to generous contributions from UNICEF USA supporters, local schools in the cities our exhibit visits will have the opportunity to experience this educational, impactful journey at no cost. Heart Strings is an interactive experience for good where you'll be transported through 8 moments that showcase stories of children around the world. Together, we'll create a global, collective song and inspire impact for generations to come!

#### **How many tickets can I request for my group?**

We have limited tickets to provide at no cost, which will be awarded on a first come, first serve basis. Our team will assess each request and review these case by case. Please only request the number of tickets you are confident will attend.

#### **Once I submit my application, am I guaranteed a time slot?**

You are not guaranteed a time slot to attend. Free tickets will be provided on a first come, first serve basis. We ask for your top 3 preferred times and we will do our best to schedule your group at the time that best meets your needs. Your tickets will be confirmed once you receive an email from our event ticketing site, Fever, ([invitations@fever.com](mailto:invitations@fever.com)) with the QR code tickets.

#### **How will my group be selected for a time slot?**

Our team will be considering a variety of factors when assigning tickets to each group, such as group size and time slots available. We will review your application within 3-5 business days and assign your group to an available time slot that meets your needs.

#### **When and how will we learn about our time slot confirmation?**

After 3-5 business days, our team will identify the best time slot for your group. Once confirmed, you will receive an email from our event ticketing site, Fever ([invitations@fever.com](mailto:invitations@fever.com)) with your confirmed time and QR code tickets.

#### **The cost of transportation for my group is expensive. Will UNICEF USA be able to cover this cost?**

Thanks to the generosity of our supporters, we're excited to be able to offer a limited amount of funding to cover the transportation costs that groups may experience when attending the event. This funding will be awarded on a first come, first serve basis. You can submit your application for funding when submitting our ticket application.

**How can I continue to educate my group about UNICEF's work and incorporate this event into our school curriculum?**

We've created a state specific Educator's Guides that will allow you to turn this event into a rewarding learning experience for your class, club or group! You'll find activities you can do before, during and after the event to spark meaningful discussions and incorporate the activities into your school curriculum. You can find your state's Educator Guide on our website:

<https://www.unicefusa.org/heartstrings/schools>

**If I'm not part of a school, group or organization can I still apply for free tickets?**

Unfortunately, our free tickets are only for schools, groups, or certain organizations. We'd love for you to still attend Heart Strings! You can visit <https://heartstringsunicef.org> to purchase tickets to attend.

## **About Tickets**

### **Do I need to print my ticket?**

No, your contactless tickets will be validated directly in the Fever App.

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No, your contactless tickets will be validated directly in the Fever App.

### **I can't find my ticket. What should I do?**

You can view your ticket in the Fever app, within the Tickets section. If you don't have the app installed, you can download it from the [Apple Store](#) or [Google Play](#). Remember to log in using the same account that you used when buying the tickets. If you still cannot find your ticket, please [contact us](#).

## **About the experience**

### **What can I expect from the event?**

What if there was a way for us to connect our different rhythms and power a universal song that we all can share? This is the concept behind Heart Strings, an immersive, multisensory experience empowered by the stories of UNICEF. Amplified through the voices of children around the world, Heart Strings, elevates and embraces the power of youths to connect and bring us together in one song.

### **Where is the experience located?**

Houston: POST Houston - 401 Franklin St, Houston, TX 77201

Atlanta:

Boston:

Chicago:

### **Does the experience take place in an indoor or outdoor venue?**

This experience is held indoors.

### **What are operating days and hours?**

Generally, the experience runs Monday - Thursdays from 10am - 7pm and Friday - Sundays from 10am - 8pm. *Note: opening hours may vary based on date.*

### **How long does the experience last?**

People spend approximately 45-60 minutes at this experience.

### **Can I bring in food and beverages into the experience?**

Except for water and breastmilk and/or formula, food and beverages are not allowed inside the experience; however, the Food Court/Dining Area is located directly below the experience on Level One and is accessible via elevators and/or stairs.

### **Will food and beverage be available on-site for purchase?**

Food and beverage is not available for purchase at this event; however, the Food Court/Dining Area, featuring over 30 vendors, is located directly below the experience on Level One, and is accessible via elevators and/or stairs.

### **Will there be additional sessions?**

This is a limited engagement and there will not be additional dates. Please refer to the experience page for updated information on updated availability, as those are the confirmed dates and timings.

### **Is there Virtual Reality?**

No, there is no Virtual Reality.

### **Is there a dress code?**

There's no defined dress code for this experience; however, we do recommend wearing comfortable shoes as this is a walkthrough experience.

## **About access to the event**

### **Do I need to arrive at the start of my scheduled session?**

Timed ticket reservations are enforced to enhance your experience and ensure the safety of guests and staff. We ask that you arrive no earlier than 10 minutes before your session and no later than 10 minutes after your session was scheduled to begin.

### **What are the prohibited items at the experience?**

- Weapons of any type
- Drugs and illegal substances
- Large backpacks, luggage, and duffle bags
- Outside food and beverages – including alcohol, but excluding water and breastmilk and/or formula
- Paints and aerosols
- Indelible markers
- Noise making devices
- Bikes, skateboards, Heelys, rollerblades, non-mobility aid scooters, and associated helmets and accessories
- Professional camera / video recording equipment and tripods
- Any item deemed by security or venue management to be inappropriate

Prohibited items **will not** be stored on-site by the experience or venue management. Heart Strings reserves the right to alter any of the above restrictions at any time without notice.

### **Can I bring animals? Are service dogs allowed?**

Unfortunately, no pets are allowed in this event's location, though we do welcome service animals.

### **Is the venue accessible?**

Yes, the event is being held in an accessible venue.

**Do you offer carer tickets?**

Guests requiring assistance throughout this experience are entitled to apply for one (1) free pass for their personal assistant/support worker. Carer's accompanying a person with a disability should [contact us](#) with their accommodation.

**Will there be strobe lights?**

This event will not include strobe lights; however, there are sections of this experience with vibrant and interactive lighting.

**Are there chairs available? Can I be seated during the experience/exhibition?**

This is a walkthrough experience, but there will be some seating if you need a little rest.

**Will restrooms be available on-site?**

Yes, this venue has restrooms.

**Can I take photos or record the experience?**

Feel free to take photos and share them. When taking photos, please make sure not to disturb other patrons.

**Is there a Lost & Found?**

Please report any lost items to the staff at the Welcome Desk.

**Is a coat check available?**

No, there is no coat check available..

**Is there an age requirement?**

All ages are welcome to this experience and the space is accessible for prams/strollers. Kids under 5 years old will be allowed in for free.

**Will there be an audio guide?**

This experience will include an audio guide in English & Spanish provided by scanning a translation QR code on-site.

**For any ADA or access accommodations please contact us [here](#).**