

Hershey Felder as George Gershwin Alone – Live from Florence

Frequently Asked Questions

- **Is this a family-friendly event?** Yes, this is a family-friendly event.
- **How will I receive the LIVE STREAM Link?** Your LIVE STREAM LINK will be sent to you on Friday, September 11th, via the email you used to register for this event. If you do not see the email on September 11th, check your spam folder.
- **What if I experience technical difficulties or am unable to view the LIVE STREAM?** We are not responsible for technical difficulties on your home devices or any issues with your local broadband or wifi. However, there is online support available to help you as best we can. Contact events@hersheyfelderpresents.com for online support. Also, if you do have technical difficulties, please remember that your purchase includes the live stream AND an additional week of “on demand” viewing access to a video recording of the live stream (available one-hour after the live broadcast ends).
- **What if the LIVE STREAM buffers while I am watching?** Don't worry - you can watch what you missed in the recording later. The recording will be available to you for 1 week after the event.
- **What's the refund policy?** There are no refunds for this event.
- **Is my registration fee or ticket transferrable?** No transfers or sharing.
- **May I give this as a gift or purchase access for multiple households?** Yes, you may gift access to friends and family! To do so, you will need to make a separate purchase for each household and provide a different name and email address associated with that viewing household. The confirmation email will go directly to them.
- **How do I contact the organizer if I have questions?** You can email events@hersheyfelderpresents.com with questions. We will get back to you as soon as possible and thank you for your patience.
- **Additional "How To Watch a HFP Live Stream" Instructions can be found [HERE](#).**