



This is Who I Am by Amir Nizar Zuabi Patron Guide

Run time: 60 minutes

Playwright: Amir Nizar Zuabi

Format: Digital livestream ONLY

Content Warnings: Descriptions of violence, and the death of a parent/spouse.

Where do I buy tickets?

Woolly Mammoth Theatre Company is handling all ticket sales for this production. You can call to purchase tickets during our standard box office hours: Wednesday - Friday 12:00pm - 6:00pm EST, at 202-393-3939. This is the quickest way to get in contact with us.

You can purchase tickets online, 24/7 at www.woollymammoth.net

Any other inquiries below can be sent via email to tickets@woollymammoth.net.

How will I receive my tickets?

There are no physical tickets for this production. You will receive a confirmation email upon purchase of a ticket. The link and access information for the livestream will arrive closer to the performance date (within 24 to 48 hours) and that email that will walk you through how to access the performance. You will login to a site linked in that email using the email address you purchased tickets with as your ID and your customer number as your password. Both of those pieces of information can be found in your confirmation email.

If you have not received your confirmation or reminder email within 24 hours of the performance time please check your spam, promotions, or updates folders. If you still cannot find them, please contact the Woolly Mammoth box office immediately.

What's the difference between a Single Ticket and a Household Ticket?

If you are intending to watch your performance with one or more other people in your home, we ask that you please select Household Ticket. This helps us keep track of viewers over the course of the run.

What if I'm buying a ticket for myself and someone else who won't be watching in the same place as me?

Please purchase the number of Single Tickets you need for you and your guests, then all of you will use the same login info to access the performance. Unfortunately we won't have watch party technology available, but we do hope you'll start your own separate group chats over text or messaging apps.

How can I watch the show?

The show is live-streamed for every performance. You will receive a link to the webpage approximately 24 hours before showtime via email. The link will open in a browser (ie. Google Chrome, Safari, Firefox, etc.) so make sure your preferred device has browser access.

What technology do I need to watch the show?

All you need is a device with wi-fi access (such as a computer or tablet) and a browser (ie. Google Chrome, Safari, Firefox, etc.). If your device has a web browser you will be able to see the show on that device.

Woolly Mammoth Theatre Company

641 D Street NW, Washington, DC 20004 // Box Office: 202-393-3939 // Administration: 202-289-2443

Fax: 202-289-2446 // E-Mail: info@woollymammoth.net // Web: www.woollymammoth.net



What do I do if I have technical issues during the performance?

If you are having trouble accessing the page itself: make sure you are logged in and connected to wi-fi. Any issues accessing the site can be directed to the Woolly Mammoth box office.

If the stream itself is having problems or you want to adjust the in-video settings, we will have House Managers as moderators in the live chat who can assist with some trouble shooting. We will also be posting a separate FAQ on our site to help troubleshoot the player or the stream itself. This will include information on ideal buffering speed, how to adjust sound settings, cast to a TV, turn on/off closed captioning, etc.

What do I do if I see inappropriate activity in the chat?

No fear! Our House Managers are active chat moderators during every performance. They will make sure the chat is free from harassment, hate speech, and offensive content.

Can I use my link more than once?

Single and Household tickets are good for one performance. If you have a Golden Ticket, you are able to reserve tickets for additional performances without paying again.

When is the box office open?

Our standard hours are Wednesday - Friday from 12:00pm to 6:00pm EST.
Starting November 21st the box office will be open Tuesday - Sunday, 12:00pm - 6:00pm EST (OR until one hour after curtain on performance days). We will not be open on Thanksgiving (November 24) or the Day After Thanksgiving (November 25).

For immediate response, please call our main line at 202-393-3939.

For general inquiries, you may send us an email to tickets@woollymammoth.net

We do our best to answer all patron inquiries within 24 hours, if not immediately. We are a small staff, please be patient with us!

When is the best time to contact the box office for a time sensitive need?

Phone is always the best bet, especially if it's for a performance starting within 30 minutes or less. The phone lines are on through the first hour of the show should you need to reach out!

Where is the playbill?

We will have digital playbills for all productions at www.woollyplaybill.net
(You do not need to log in or sign up for anything to see the playbill).

When does my performance start?

All times are listed in Eastern Standard Time. The "lobby" of the stream will open 30 minutes prior to showtime (ie. you will be able to access the streaming webpage 30 minutes prior to showtime). Please plan to log in early to make sure you can connect and see the screen! If you have any issues please contact the Woolly Mammoth Box Office.

I had a personal emergency/conflict/etc. And I missed my performance. Help!

We understand things happen! Please contact the box office as soon as you know you won't be able to make your performance. We will do everything we can to get you into a new performance. All ticket sales are final. We do not offer refunds. But we are happy to exchange to a different date with no extra charge.

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