

Zoom Guide: "Rainbow Hills Sanatorium"

How can I participate in the event?

- After purchasing your ticket, you will receive an e-mail from the ticket provider Reservix, in the attachment of which you will find your online ticket as a PDF file.
- Your personalized link to the Zoom event is on your online ticket.
- One day before the event starts, you will receive another reminder email from ticketing@sophiensaale.com with your personalized link to the Zoom event.
- For ticket purchase questions, please contact Esther Beaufiles and Manuel Chittka at ticketing@sophiensaale.com or +49 30 27 89 00 45.

What do I need to pay attention to?

There are three shows:

- **The show on May 26 at 6 p.m.** uses German and English spoken language and has an integrated audio description in German. This means that the sighted performers themselves audibly describe their performances for all audience members as part of their art. The majority of the show is in German spoken language.
- **The show on May 27 at 2 p.m.** uses German and English spoken language and has an integrated audio description in German. This means that the sighted performers themselves audibly describe their performances for all audience members as part of their art. The majority of the show is in German spoken language.
- **The show on May 27 at 6 p.m. will** be in German Sign Language (DGS). This event will not be interpreted into spoken language, but will use German Sign Language (DGS) exclusively.

Technical requirements

- Participation requires a computer, tablet or smartphone, as well as power and a stable internet connection.
- If this is your first time using Zoom, the app will automatically install on your computer or smartphone when you click on the event link. You do not need to register with Zoom to participate
- If you already have Zoom installed, please make sure you have the latest version.

- [Upgrade Zoom Desktop Client for Windows, macOS or Linux](#)
- [Update the Zoom Mobile App for iOS or Android](#)
- You can participate without a webcam and internal or external microphone, but you should have internal or external speakers or headphones to listen to the audio description and sounds.
- Since we often work with soft, very delicate, detailed sounds, we recommend the use of headphones.

Accessibility

- Zoom supports keyboard access and screen readers. The desktop app can be operated with keyboard shortcuts. You can find an overview under the following link: [Keyboard shortcuts for Zoom](#)
- For more information on accessibility and Zoom, see the following link: [Zoom and accessibility](#)

Relaxed Performance

- You can make yourself as comfortable as possible during the performance. Take your favourite cushion, find a comfortable position in front of the screen. You may also have some snacks or drinks prepared.
- You can always take breaks, move around during the performance or use stimming toys.
- All forms of attention are welcome!
- The performers are happy if you turn on your camera. However, participation without a camera is also possible and perfectly ok.

Procedure

- Five to ten minutes before the event begins, click on the link found on your online ticket or in your reminder email.
- Now you are in the virtual waiting room. You will automatically be admitted to the Zoom session.
- The event will start with a welcome at the reception of the sanatorium. There will also be a technical introduction and our Sanatorium staff will do their best to solve technical problems.
- The entire performance lasts about 80 minutes.

Privacy

We use Zoom because it is currently the platform with the fewest barriers for a diverse group. By participating in the event, you agree to [Zoom's privacy policy](#) and thus to the transfer of your data to the US.

Contact

If you have any further questions about participation, please contact Neo Hülcker at nhuelcker@posteo.de or +49 (0) 176 30 50 31 46.