# Access Online booking guide



### Introduction

Booking online is quick and easy and allows you to choose your own seats.

You must be an Access Member, or registered as an Access Booker with CFT to book specific Access seats. If you're not sure if you are an Access Member or Booker please check with our Box Office team at <u>box.office@cft.org.uk</u> or call 01243 781312.

We hold specific seats in the best positions for various Access requirements just for our Access Members. You'll need to login before booking your tickets as these seats are only visible to Access Members and Bookers.

### Wheelchair User Bookings

Please select a seat with a wheelchair symbol (and the adjacent seat with a star symbol if attending with someone) as we can only remove specific seats to accommodate wheelchairs. They are available in the following places:

Festival Theatre: Row L (Front and Side Stalls) or Row W (Rear Stalls & Balcony). Minerva Theatre: Row B

If you choose a different seat we will be unable to accommodate the wheelchair. If you can't find the wheelchair symbol on the plan please do get in touch with us.

#### Accessible seating - Step free seats

If you can't manage any steps we recommend that you choose these seats: Festival Theatre: Row L (Front and Side Stalls) or Row W (Rear Stalls & Balcony). Minerva Theatre: Row A

### Introduction

### Accessible seating - Limited step seats

If you can manage a limited number of steps we recommend these seats:

Festival Theatre: Rows J-L (Front and Side Stalls) Rows P-M (Rear Stalls) Rows U-W (Balcony)

Minerva Theatre: Rows A-B

Please choose your seats carefully to ensure they suit your needs and you are able to reach them yourself or with your companion. Our Box Office team are able to advise if you're not sure where would be best for you.

### People with visual impairments

We recommend sitting in the first three rows (rows A-C) of the Theatres for the best experience.

### Assistance dogs

Please contact our Box Office for advice on available staggered aisles so we can make sure your pooch is as comfortable as you are, or we can arrange for our team to look after your dog while you enjoy the show.

### Accessible performances

Our Accessible performances take place on specific days, just check the website or brochure for details. Not all types of Accessible Performances are available for all shows.

British Sign Language interpreted performances We recommend the following seats:

Festival Theatre: A13, A14, B14-B16, C14-C17, D15-D17

#### Captioned performances

In the Festival Theatre, captions are typically displayed on a screen above, or to the sides of the stage. In the Minerva Theatre, captioning is usually provided at the seat on a tablet screen, and sometimes on a larger screen near the stage. Check when booking whether the captioning is 'at seat' as you will need to select specific seats to view the tablet.

We have seats available in all sections of the Festival Theatre, which are indicated by starts on the plan when booking.

In the Minerva Theatre, the 'Captioned at Seat' seats are located in Row G.

#### Audio Described performances

Our headsets work in any seat.

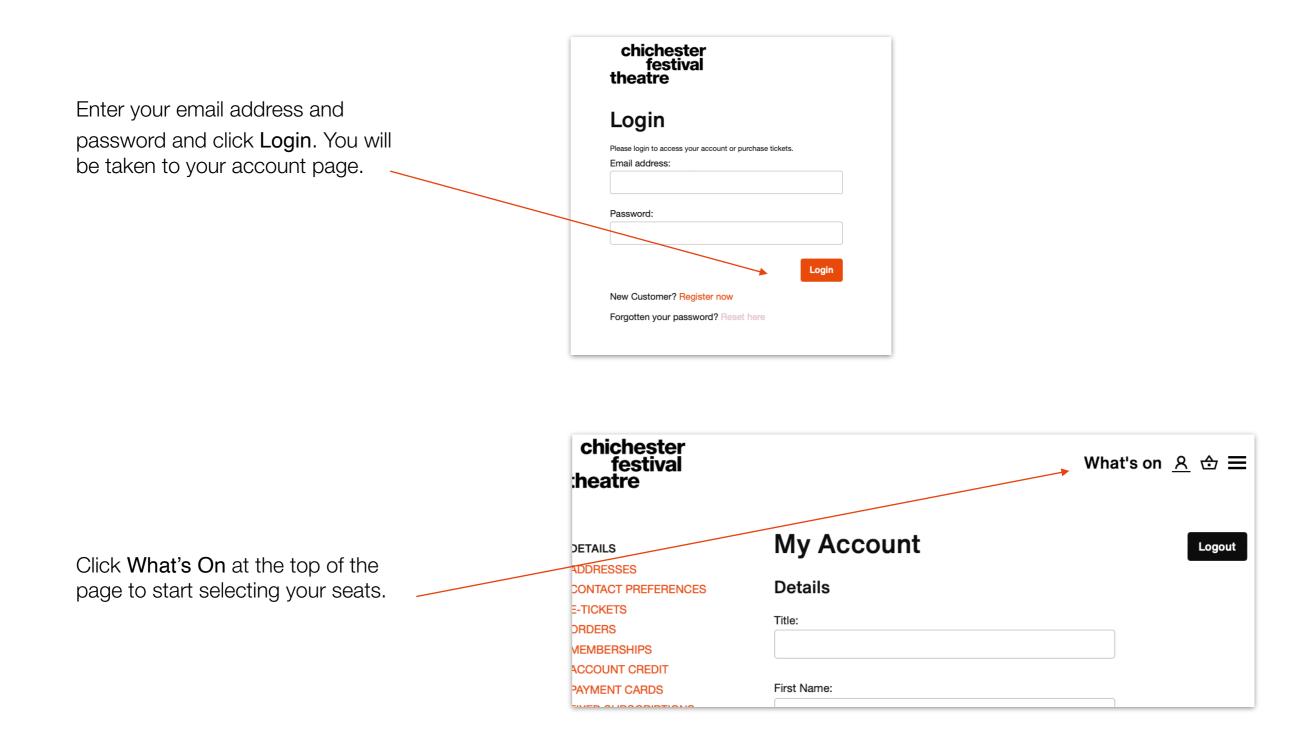
#### Relaxed and Dementia Friendly performances

To make sure we can give the audience the space they need (as we don't like to fill all the seats for these performances), you can't book these online, so get in contact with our Box Office and they can manage this for you.

### Let's get started

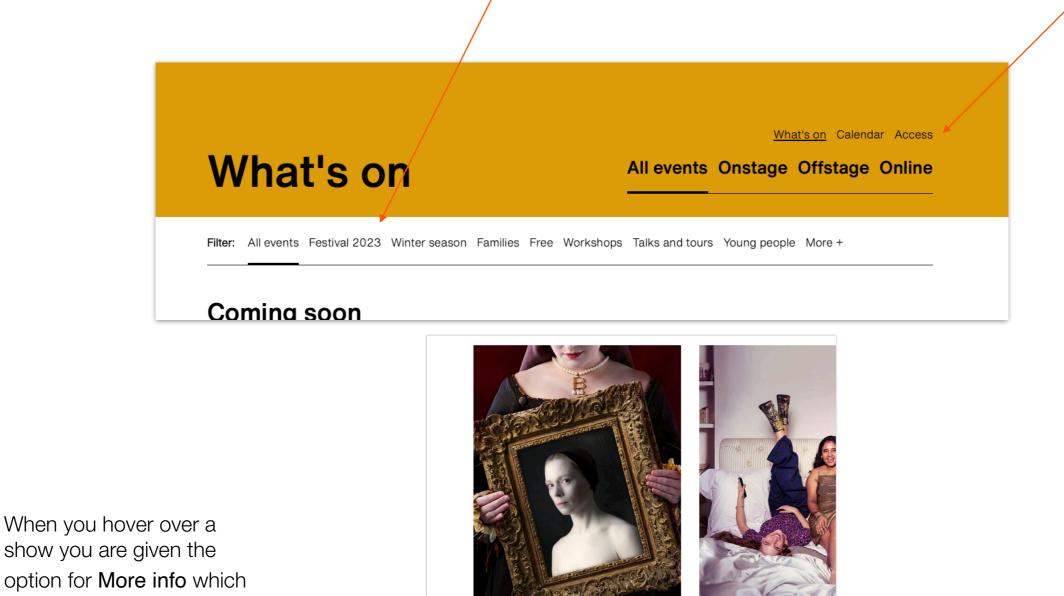
To see the Access Seats and receive any applicable What's on A ☆ ☰ discounts you need to be logged in to your account. Click the icon of a person in the top right corner of the website. 11:42 ┥ ... 🗢 🗖 chichester festival  $\equiv$ theatre If you are on a mobile device click the three lines to open the menu, then tap Login. chichester festival theatre Login R Basket 🕁 What's on Your visit

### Let's get started



# **Buying your tickets**

From the What's On page you can filter by type of event, or chose to just see those with Accessible performances.



option for **More info** which will take you to the show page, or **Book now** which will take to the dates listing for that event.



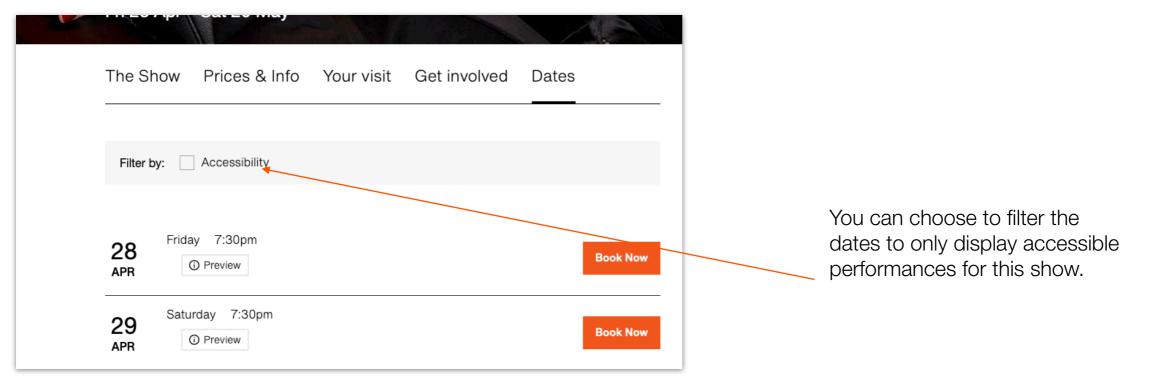
Minerva Theatre **The House Party** Fri 3 May – Sat 1 Jun

# **Buying your tickets**

On the show page you can read more about the production.

Click on **Buy tickets** to view and select your date.





# **Buying your tickets**

28 Apr	Friday 7:30pm Good Availability  Preview	Book Now	Once you've decided on the date, click on <b>Book now</b> .
29 APR	Saturday 7:30pm Good Availability O Preview	Book Now	
01 MAY	Monday 7:30pm Good Availability ③ Bank holiday ③ Prev	iew Book Now	

# **Queuing system**

During busy periods you may be added to a queue.

Customers are automatically moved through the queue as quickly as possible.

You are in a queue. Please be patient and you will be progressed to the front of the queue as soon as possible

Once you reach the front of the queue you will be able to purchase tickets for all the performances and productions you want in one transaction.

If you complete your transaction and then wish to purchase more, you may need to queue again.

You will be given two different options to select your seat: Select your own seats from the plan Search for the Best Available seats

By default on a desktop or laptop computer you will see the **Seats from the plan** option. On smaller mobile devices such as tablets and mobile phones you will be taken to the option to select **Best Available Seats**. We recommend **Seat from the Plan** when booking Access seats.



Performance details including date, time and venue are shown here.

The Festival Theatre is split into two sections: Front & Side Stalls and Rear Stalls & Balcony.

Select which area of the auditorium you would like to sit in by clicking on the relevant area. At some performances the rear stalls may not be available.

### **Select Your Seats**

Need help? Check out our handy Booking Guides.

Got a Theatre Token? Call our Box Office on 01243 781312 to add the credit to your account. Prologue and Access members – log in to see your allocation of seats in the Festival and Minerva Theatres.

### Fantastically Great Women Who Changed the World

Saturday 17 February 2024, 19:30

Festival Theatre, Chichester Festival Theatre, Chichester Festival Theatre, Oaklands Park, Chichester, PO19 6AP

< 17 February 2024 19:30 > 🔍

Festival Theatre

Please select the area where you would like to sit.

Search for the Best Available seats. Please click your preferred seating area on the diagram below Rear Stalls and Balcony Front and Side Stalls Stage

Now, this is where the instructions start to vary a little.

If you use a wheelchair please go to page 14.

If you book for captioned performances please go to page 18.

If you are booking for BSL interpreted performances please go to page 22.

If you are an audio description user or booking general access seats please go to page 25.

### Wheelchair users

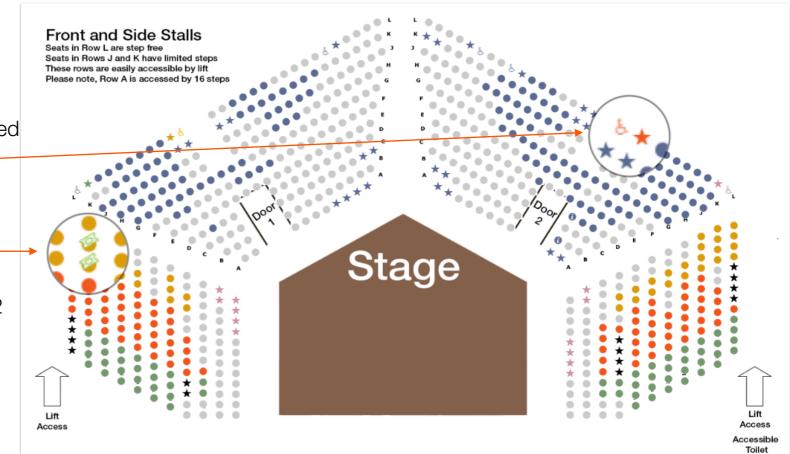
If you require a wheelchair space and you are attending alone, please click the wheelchair symbol. If you are coming with guests, also select the star next to it and any further coloured dots needed for the rest of your party.

When you have selected a seat a small ticket icon appears on the seat dot.

If there are no wheelchair symbols available, please give Box Office a call on 01243 781312 or email <u>access@cft.org.uk</u>.

If you scroll down the page you can see the full list of price bands and prices available. Please note this <u>does not</u> include any Access or Friends discounts and offers. These are applied at the checkout.

Once you are happy with your seat selection click **Continue**.

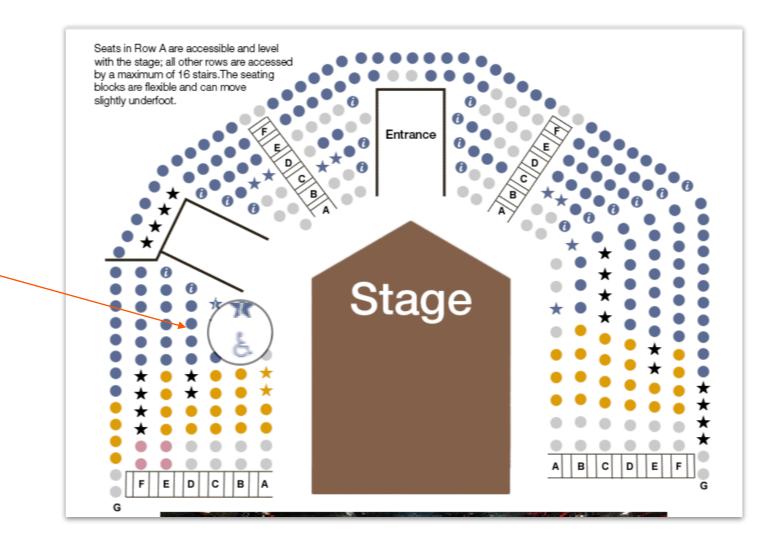


PRICES
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	Companion	Full Price	Access	Access List Wheelchair	PROLOGUE - 16-30 year old
A Section	£35.00	£35.00	£35.00	-	-
Wheelchairs A	-	-	-	£35.00	-
B Section	£25.00	£25.00	£25.00	-	-
Wheelchairs B	-	-	-	£25.00	-
C Section	£15.00	£15.00	£15.00	-	-
Wheelchairs C	-	-	-	£15.00	-
D Section	£10.00	£10.00	£10.00	-	-
E Section	£10.00	£10.00	£10.00	-	-
Wheelchairs D	-	-	-	£10.00	-
Wheelchairs E	-	-	-	£10.00	-
PROLOGUE - 16-30 year olds	-	-	-	-	£5.00

Wheelchair users - Minerva Theatre

In the Minerva Theatre the wheelchair spaces appear to be in row B, but they are at floor level with the greyed out seat in front removed to ensure there is plenty of space.



# Selecting your ticket type

### Wheelchair users

The Ticket Type screen should list all the seats you have selected on the previous page.

### The Vortex

Saturday 13 May 2023, 19:30 Chichester Festival Theatre, Chichester Festival Theatre, Oaklands Park, Chichester, PO19 6AP

Please select the type of tickets you would like.

Access Member prices and Family Ticket discounts are applied at the checkout, so don't worry if the discount doesn't appear straightaway, just select the relevant ticket type from the dropdown in the box below. Friends please leave the tickets at Full Price for your member discount (where applicable).

The space for your wheelchair will be automatically be selected. -

		ed performances. One reduction per ticket.
Change My Seats		
AREA	SEAT	ТҮРЕ
Front Stalls	L46	Full Price - £46.00 ~
Front Stalls	L47	Access List Wheelchair - £46.00 V

If you are bringing an essential companion please change the ticket type on the second box to Companion so the discount is applied at the next stage.

Front Stalls	L46	✓ Companion - £46.00 ,
		Full Price - £46.00 Access - £46.00
Front Stalls	L47	Access List Wheelchair - £46.00 V
	L+/	

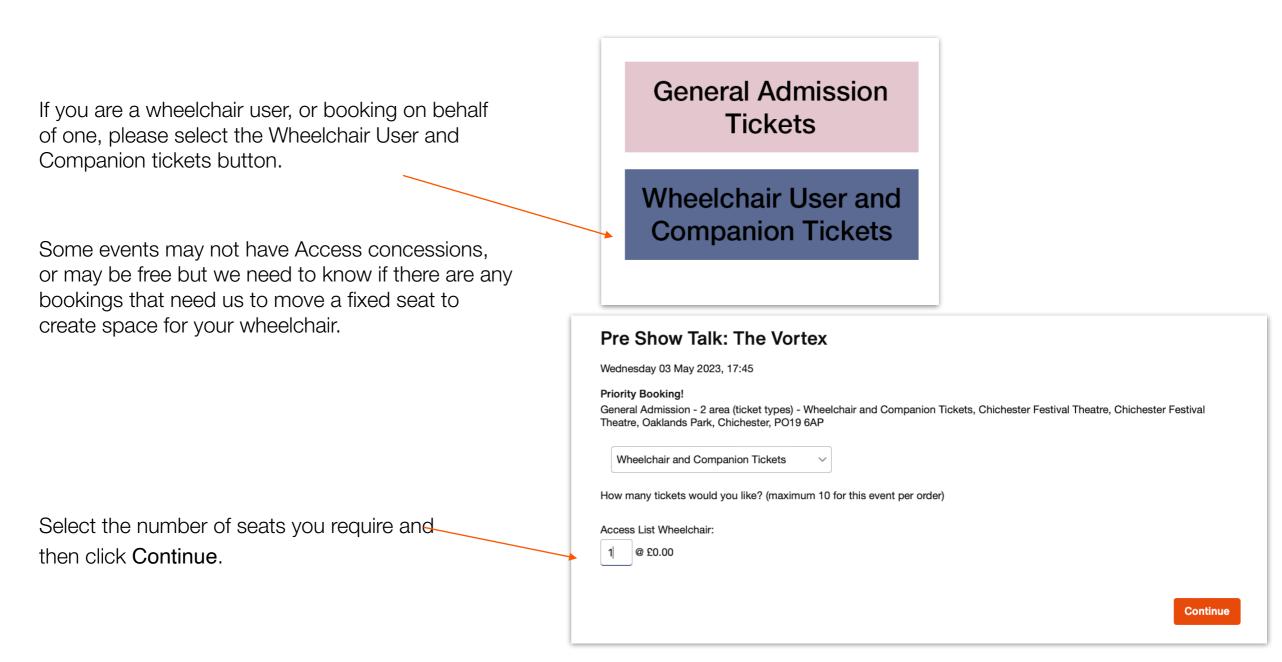
If purchasing a Family ticket, please call the Box Office on 01243 781312 and they will process the transaction with you.

When you are happy with your seat selection for this show, click Continue.

# Selecting your ticket type

### Wheelchair users - unreserved seating

If you are booking for an event, a Pre-show talk for example, you will be presented with these options instead of a seating plan.



### Captioned users

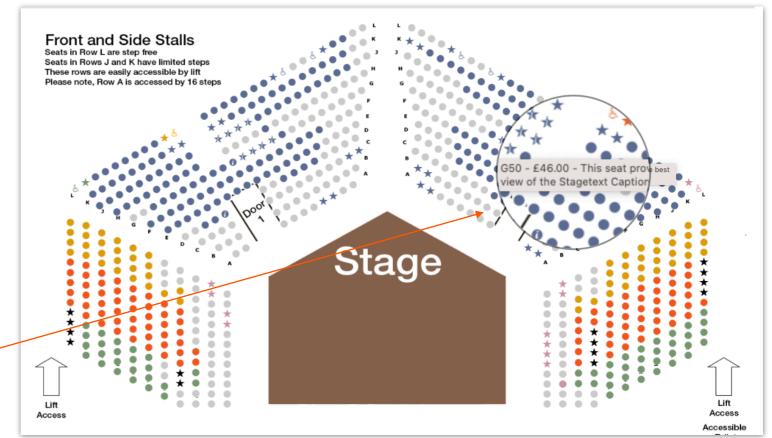
The seating plan will show coloured dots and additional star seats that are reserved for specific access needs. You're not restricted to just the star seats, but we recommend these, particularly if viewing Captions.

When you hover your mouse over a seat (or hard press on a touch screen), a small pop-up appears with the seat number, price and any information that may apply to that seat.

If you'd like to book for someone that doesn't have Access requirements please try not to use the starred seats as this may stop an Access Member from attending.

If you scroll down the page you can see the full list of price bands and prices available. Please note this does not include any Access or Friends discounts and offers. These are applied at the checkout.

Select the seats you require and then click **Continue**.



#### PRICES

	Companion	Full Price	Access	Access List Wheelchair	PROLOGUE - 16-30 year old:
A Section	£35.00	£35.00	£35.00	-	-
Wheelchairs A	-	-	-	£35.00	-
B Section	£25.00	£25.00	£25.00	-	-
Wheelchairs B	-	-	-	£25.00	-
C Section	£15.00	£15.00	£15.00	-	-
Wheelchairs C	-	-	-	£15.00	-
D Section	£10.00	£10.00	£10.00	-	-
E Section	£10.00	£10.00	£10.00	-	-
Wheelchairs D	-	-	-	£10.00	-
Wheelchairs E	-	-	-	£10.00	-
PROLOGUE - 16-30 year olds	-	-	-	-	£5.00

### Selecting your ticket type Captioned users

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SEAT TYPE

The Ticket Type screen should list all the seats you have selected on the previous page.

		02/11			
Clicking on the small arrow, select	Front Stalls	J53	Access - £46.00 ~	/	This seat provides the best view of the Stagetext Captions
Access from the dropdown.	Front Stalls	J54	<ul> <li>✓ Companion - £46.00</li> <li>✓ Under 16s - £46.00</li> <li>Full Price - £46.00</li> <li>Access - £46.00</li> </ul>	-	This seat provides the best view of the Stagetext Captions
If you are bringing an essential companion please change the ticket type on the second box to			Over 60s - £44.00 Student - £23.00 Universal Credit - £23.00 Job Seekers Allowance - £23.00		
Companion to ensure the discount					

INFORMATION

When you are happy with your seat selection for this show, click **Continue**.

is applied at the next stage.

If purchasing a **Family ticket**, please call the Box Office on 01243 781312 and they will process the transaction with you.

### Selecting your ticket type

### **Captioned users - unreserved events**

If you are booking for an event, a Pre-show talk or Touch Tour for example, you will be presented with these options instead of a seating plan.

Unless you are a wheelchair user please select General Admission tickets.	General Admission Tickets
	Wheelchair User and Companion Tickets
Select the number of seats you require and then click <b>Continue</b> .	General Admission - 2 area (ticket types) - Ticket, Chichester Festival Theatre, Chichester Festiva PO19 6AP Ticket How many tickets would you like? (maximum 10 for this event per order) Full Price: 1 @ £0.00

### **BSL Interpreter users**

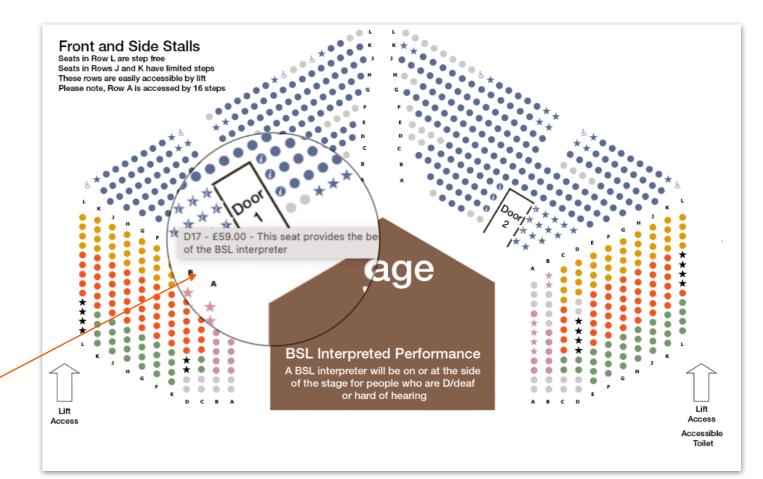
The seating plan will show coloured dots and additional star seats that are reserved for specific access needs. You're not restricted to just the star seats, but we recommend these, particularly for users of the BSL Interpretation.

When you hover your mouse over a seat (or hard press on a touch screen), a small pop-up appears with the seat number, price and any information that may apply to that seat.

If you'd like to book for someone that doesn't have Access requirements please try not to use the starred seats as this may stop an Access Member from attending.

If you scroll down the page you can see the full list of price bands and prices available. Please note this does not include any Access or Friends discounts and offers. These are applied at the checkout.

Select the seats you require and then click **Continue**.



PRICES
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	Companion	Full Price	Access	Access List Wheelchair	PROLOGUE - 16-30 year old
A Section	£35.00	£35.00	£35.00	-	-
Wheelchairs A	-	-	-	£35.00	-
B Section	£25.00	£25.00	£25.00	-	-
Wheelchairs B	-	-	-	£25.00	-
C Section	£15.00	£15.00	£15.00	-	-
Wheelchairs C	-	-	-	£15.00	-
D Section	£10.00	£10.00	£10.00	-	-
E Section	£10.00	£10.00	£10.00	-	-
Wheelchairs D	-	-	-	£10.00	-
Wheelchairs E	-	-	-	£10.00	-
PROLOGUE - 16-30 year olds	-	-	-	-	£5.00

# Selecting your ticket type

### **BSL Interpreter users**

The Ticket Type screen should list all the seats you have selected on the previous page.

	AREA	SEAT TYPE	INFORMATION
Clicking on the small arrow, select	Front Stalls	J53 Access - £46.00 ~	This seat provides the best view of the Stagetext Captions
Access from the dropdown.	Front Stalls	Under 16s - £46.00	This seat provides the best view of the Stagetext Captions
		Full Price - £46.00 Access - £46.00 Over 60s - £44.00	Continue
If you are bringing an essential companion please change the ticket type on the second box to		Student - £23.00 Universal Credit - £23.00 Job Seekers Allowance - £23.00	
Companion to ensure the discount	·		

When you are happy with your seat selection for this show, click **Continue**.

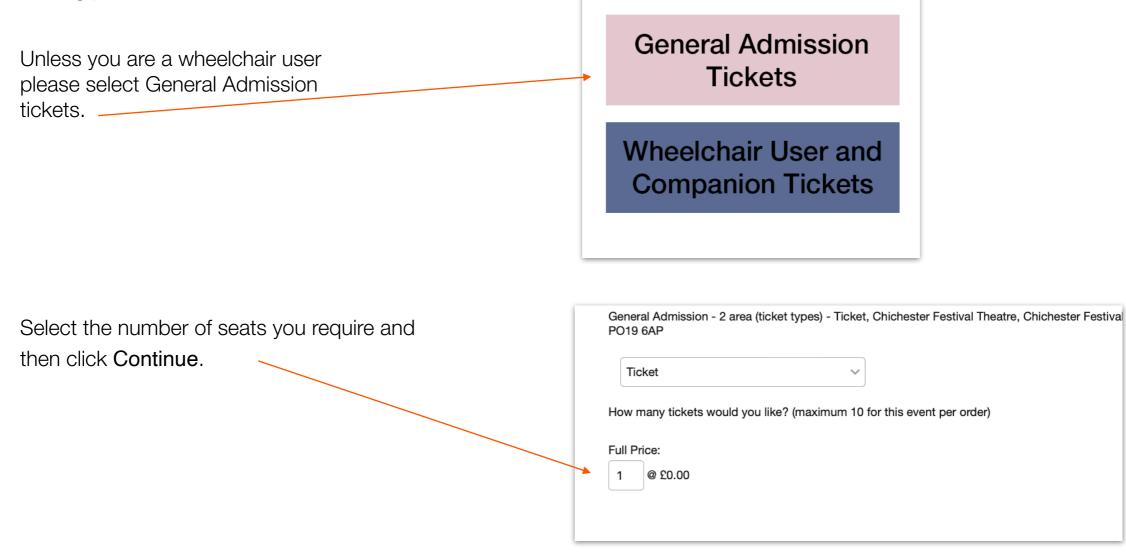
is applied at the next stage.

If purchasing a **Family ticket,** please call the Box Office on 01243 781312 and they will process the transaction with you.

# Selecting your ticket type

### **BSL Interpreter users - unreserved events**

If you are booking for an event, a Pre-show talk or Touch Tour for example, you will be presented with these options instead of a seating plan.



### Audio Description users and General Access seats

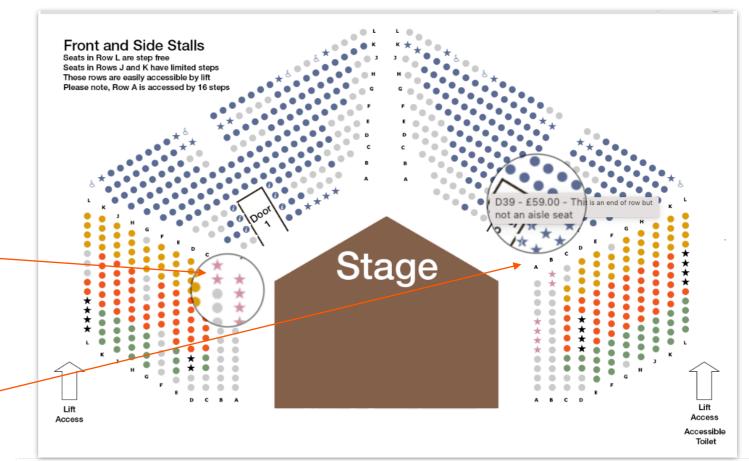
The seating plan will show coloured dots and additional star seats that are reserved for our Access Members. You're not restricted to just the star seats, but we've kept them aside for you as we think they're in the best positions to suit different access needs.

When you hover your mouse over a seat (or hard press on a touch screen), a small pop-up appears with the seat number, price and any information that may apply to that seat.

If you'd like to book for someone that doesn't have Access requirements please try not to use the starred seats as this may stop an Access Member from attending.

If you scroll down the page you can see the full list of price bands and prices available. Please note this does not include any Access or Friends discounts and offers. These are applied at the checkout.

Select the seats you require and then click **Continue**.



#### PRICES

	Companion	Full Price	Access	Access List Wheelchair	PROLOGUE - 16-30 year olds
A Section	£35.00	£35.00	£35.00	-	-
Wheelchairs A	-	-	-	£35.00	-
B Section	£25.00	£25.00	£25.00	-	-
Wheelchairs B	-	-	-	£25.00	-
C Section	£15.00	£15.00	£15.00	-	-
Wheelchairs C	-	-	-	£15.00	-
D Section	£10.00	£10.00	£10.00	-	-
E Section	£10.00	£10.00	£10.00	-	-
Wheelchairs D	-	-	-	£10.00	-
Wheelchairs E	-	-	-	£10.00	-
PROLOGUE - 16-30 year olds	-	-	-	-	£5.00

# Selecting your ticket type

### **Audio Description users and General Access seats**

The Ticket Type screen should list all the seats you have selected on the previous page.

	AREA	SEAT	ТҮРЕ		INFORMATION
Clicking on the small arrow, select	Front Stalls	J53	Access - £46.00	~	This seat provides the best view of the Stagetext Captions
Access from the dropdown.	Front Stalls	J54	<ul> <li>✓ Companion - £46.00</li> <li>✓ Under 16s - £46.00</li> <li>Full Price - £46.00</li> </ul>	•	This seat provides the best view of the Stagetext Captions
			Access - £46.00 Over 60s - £44.00		Continue
If you are bringing an essential companion please change the ticket type on the second box to			Student - £23.00 Universal Credit - £23.00 Job Seekers Allowance - £23.00		
Companion to ensure the discount					

When you are happy with your seat selection for this show, click **Continue**.

is applied at the next stage.

If purchasing a **Family ticket,** please call the Box Office on 01243 781312 and they will process the transaction with you.

# Selecting your ticket type

# Audio Description users and General Access seats - unreserved events

If you are booking for an event, a Pre-show talk or Touch Tour for example, you will be presented with these options instead of a seating plan.

Unless you are a wheelchair user please select General Admission tickets.	 General Admission Tickets
	Wheelchair User and Companion Tickets
Select the number of seats you require and then click <b>Continue</b> .	General Admission - 2 area (ticket types) - Ticket, Chichester Festival Theatre, Chichester Festiv PO19 6AP Ticket

# Suggested extras

This screen may appear if there are any additional items connected to your chosen event that you may wish to purchase, such as a programme, or an ice cream voucher for the interval.

We encourage patrons and staff to minimise car travel, but recognise that driving to the Theatre may be the only option for some. If you wish to offset the environmental impact of your journey, you can do so on this page.

For most shows we offer Booking Protect; refund protection in case you, or a member of your party is unable to attend the performance.

If you wish to buy a suggested extra, ensure the correct quantity is in the box and select Add to basket.

If you do not wish to purchase any suggested extras simply click Continue to basket. You do not need to put 0 in any of the boxes.

#### Suggested extras



17 February 2024 19:30

Ice Cream £3.50 1

Add To Basket

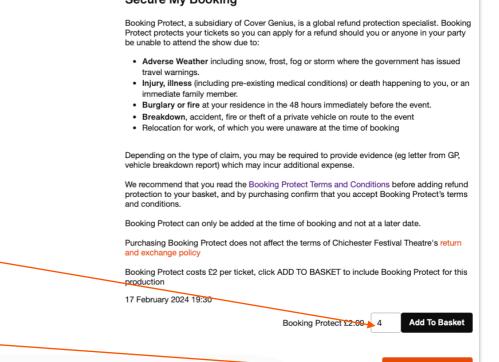
Add To Basket

#### Offset Your Journey and Plant Trees

If you plan to drive to CFT, you can offset the equivalent CO2 emissions of your journey and plant two trees, helping us to be a more sustainable theatre through our innovative partnership with UK social enterprise Ecologi

Offset My Journey £1.00 1

#### Secure My Booking



### Book more and save

If you have added tickets to your basket that are eligible for one of our Season savers you may see this screen.

By clicking on **More information** you will be taken to the relevant production page to select a performance date and tickets Book more and save!

Click here for more information Book 2 of these events to qualify for General season saver.



The Other Boleyn Girl Dates: Fri, 19 Apr 2024 - Sat, 11 May 2024

More Information



The House Party Dates: Fri, 03 May 2024 - Sat, 01 Jun

2024 - Sal, 01 3 2024

More Information



Coram Boy Dates: Fri, 24 May 2024 - Sat, 15 Jun 2024

More Information



If you do not wish to add any more tickets, click **Continue to basket** at the bottom of the page

### Your basket

On the basket page you will see all the details of your booking. If you are logged in any membership offers or discounts should be applied.

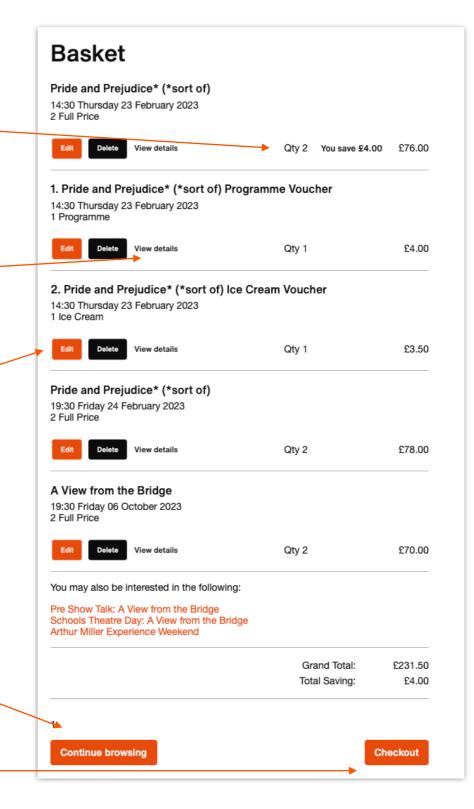
If you are not logged in, you will be prompted to do so once you move to the Checkout - membership offers and discounts will then be applied.

To see more about your seats for each event click **View details**.

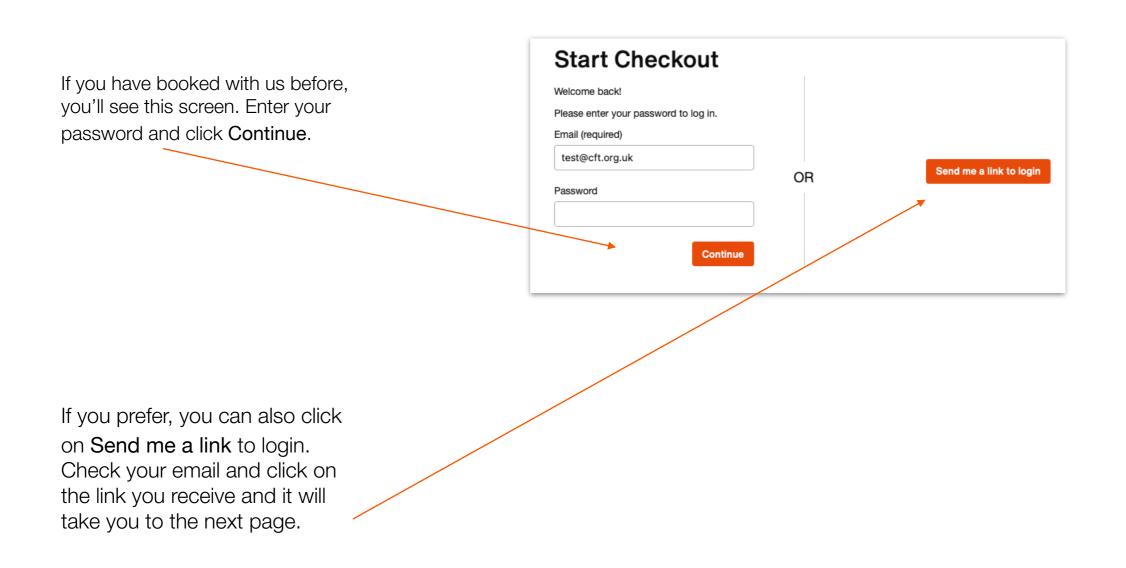
You can also click **Edit** to choose new seats, amend the price band for each show, choose a different quantity, or you can delete to start again.

If you would like to add more tickets and/or different shows to your basket click **Continue browsing** and repeat steps from page 3.

If you have added all events to your basket click **Checkout**.



### Checkout



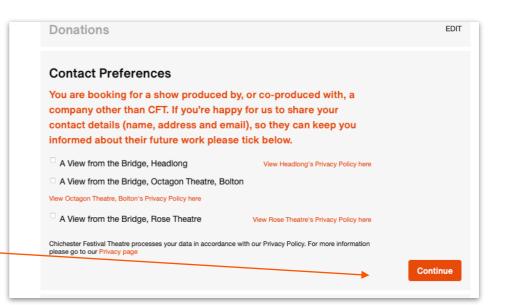
### Checkout: Donations and Contact Preferences

The next section gives you the option to add a donation to Chichester Festival Theatre.

As a registered charity we appreciate any donation to help us continue the work we do. Choose I do not want to donate to continue without a donation, or enter the amount you wish to donate and click Continue with my donation and proceed to the next section.

Checkout	
Chichester Festival Theatre processes your data in accordance with our Privacy Policy. For m	nore information please go to our Privacy page
Personal Details	ED
Donations	
Light a Spark - my online donation	
For one-off donations made at the basket	
Donation Amount	
12.00 - +	
I do not want to dona	Continue with my donation
A + + B 4	

If you're booking with us for the first time, or if we are working with another theatre company, we may ask you to update your contact preferences here. Either opt in, or just click **Continue**.



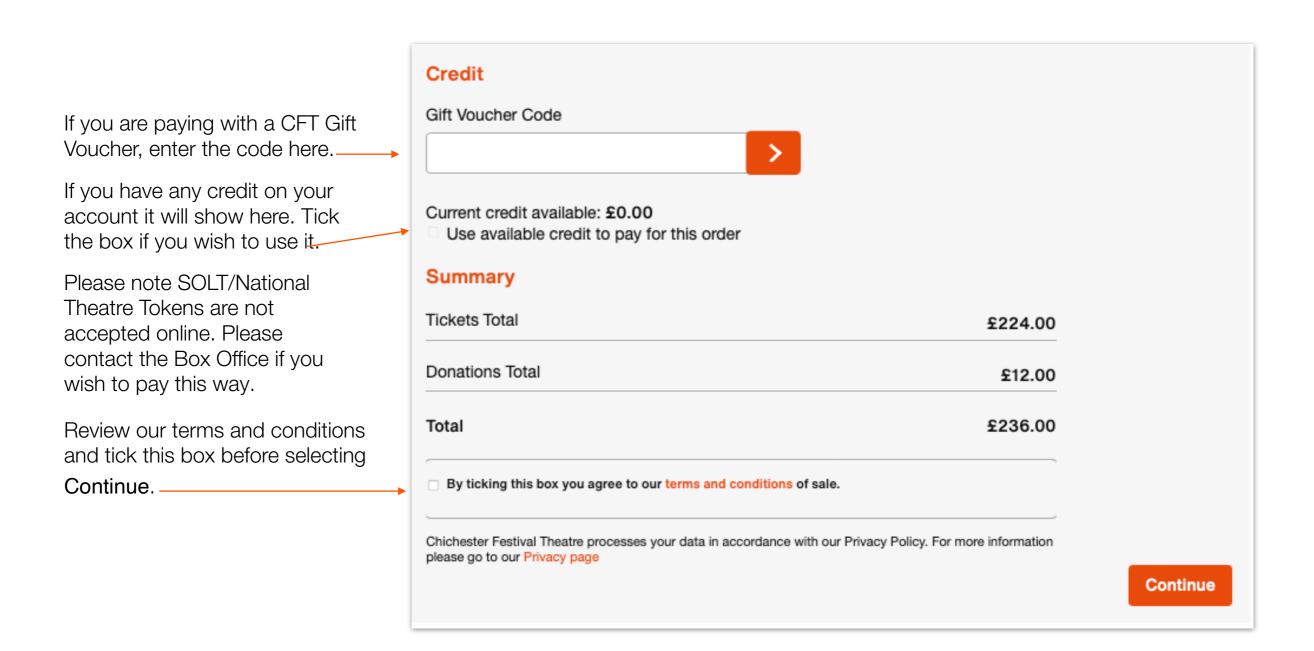
### **Checkout: Order summary**

This section gives you a full summary of all items in your basket.

You can choose to edit any of these items by clicking on Edit basket.

£38.00
200.00
£39.00
£35.00
£12.00
£

# Checkout: Order summary and credit



# **Checkout: Billing details**

If you have stored a card during a previous transaction, this will be selected by default. If you wish to pay with a different card, or if your billing address has changed, please select Use a new card.

You can add a new address here or use your current billing address.

### **Billing Details**

#### **Payment method**

Please choose a payment method

MasterCard: ----- (expires: 01/25)

Use a new card

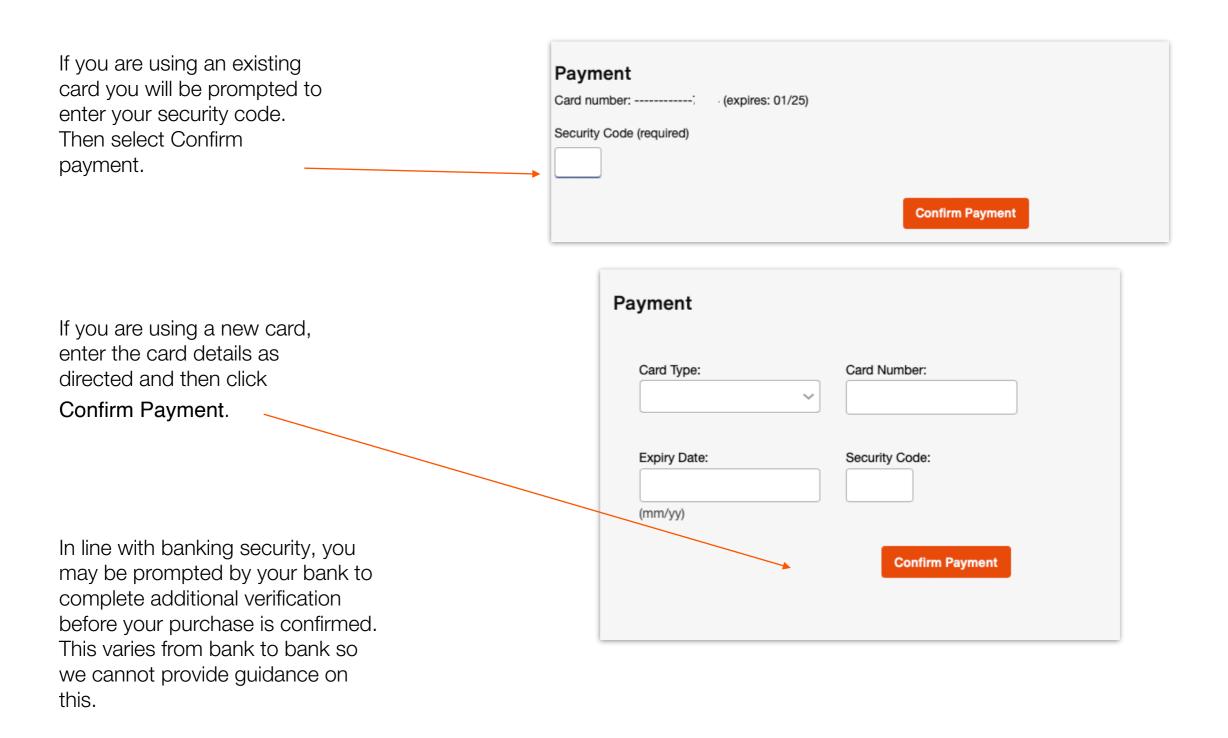
#### **Billing Address**

Your address: Chichester Festival Theatre Oaklands Park Chichester West Sussex PO19 6AP United Kingdom

Continue

Once you are happy with the payment method and billing address click **Continue**.

# **Checkout: Payment**



### Confirmation

Once your payment has been processed a confirmation screen will appear. You will receive an email with full details of your booking. A second email will be sent with your e-tickets. You do not have to print these, simply show your e-tickets on a mobile device to be scanned on entry to the Theatre.

Don't worry if you lose your email - you can check your order or download your e-tickets at any time by going to My Account and clicking on the relevant tabs. If your mobile number is on your account with us, we will also send you a text link to your tickets on the day of the performance.

Thank you for using this guide. If you have any queries please email box.office@cft.org.uk