

ACCESS ONLINE SCHEME

If you book with us regularly, we have introduced this pilot scheme to give access to online booking for those wishing to purchase wheelchair spaces (including a companion seat), or tickets to one of our [Assisted Performances](#).

Going forward, once you have [registered for the scheme](#), and the box office team has been in touch to confirm the registration, you will be able to book these tickets online at the access rate. For all other access bookings, please see [how to book](#).

Once the box office has confirmed your registration:

LOG ON:

- > Go to <https://openairtheatre.com>
- > Then click on 'My Account' in the top right hand corner of the screen (In the drop down menu on mobile)
- > Enter your email address and password and you will be ready to book your tickets. (If you're never booked with us before you may need to click on the password reset link to get started)

A red oval button with the text "My account" in red, sans-serif font.A red button with the text "Basket" in red, sans-serif font.

BOOK TICKETS:

- > Find the show you wish to book for and click on the picture of the auditorium to bring you through to the seating plan.
- > Previously some accessible seats would have been greyed out and looked as if they were sold. Now you should be able to see these seats.

Wheelchair spaces plus one companion - The wheelchair space will appear as the universal wheelchair symbol, and the companion seat will appear as a star icon.

Caption / BSL / Audio Described - As long as you pick the relevant date, stars will appear on the seating plan representing the best seats to book. If you hover over them they should display some info text.

- > Now select the access seats you require and click 'Continue'.
- > The ticket will only discount to the access rate once you get through to the checkout stage.

IMPORTANT INFORMATION:

Wheelchairs can only be accommodated in the spaces as explained in the 'Book Tickets' section above. **Please do not book into seats that don't have the universal wheelchair symbol.**

If you have any issues when booking, please give us a call on 0333 400 3562, or if you have any feedback then let us know by emailing boxoffice@openairtheatre.com