

## HOW TO BOOK ACCESS SEATS ONLINE

**Before attempting to book accessible seats online you will need to apply for our 'Access Online Scheme'.** You can do this by filling in the online form here:

<https://openairtheatre.com/accessibility>

Once you have been registered on our system, the Box Office team will be in touch to confirm you're able to book online and will be available should you have any queries.

- > 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)

**My account**

**Basket**

**Search** 🔍

## HOW TO BOOK

- > 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 'How To Book' section above, please do not book into seats that don't have the universal wheelchair symbol.

If you have any issues booking, please feel free to give us a call on 0333 400 3562, or if you have any feedback then let us know by emailing [boxoffice@openairtheatre.com](mailto:boxoffice@openairtheatre.com)