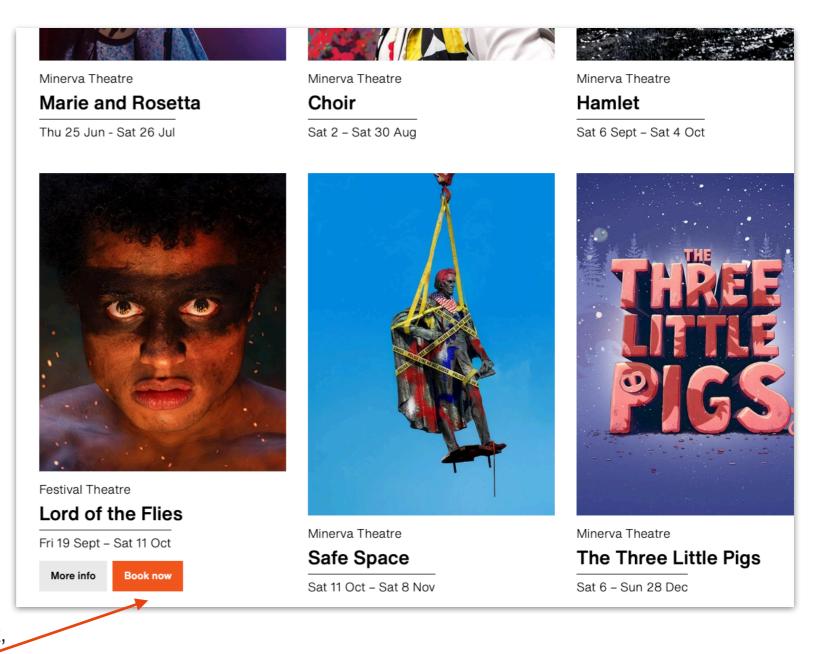
## Online booking guide

cft.org.uk

## **Buying your tickets**

From the What's On page, find the show you would like to book.

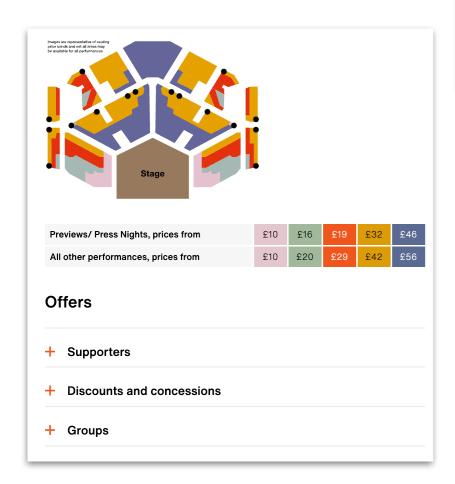
When you hover over an image with your mouse the **More info** and **Book now** buttons appear. Click on **More info**, or if you know which dates you'd like to book, go straight to **Book now**.

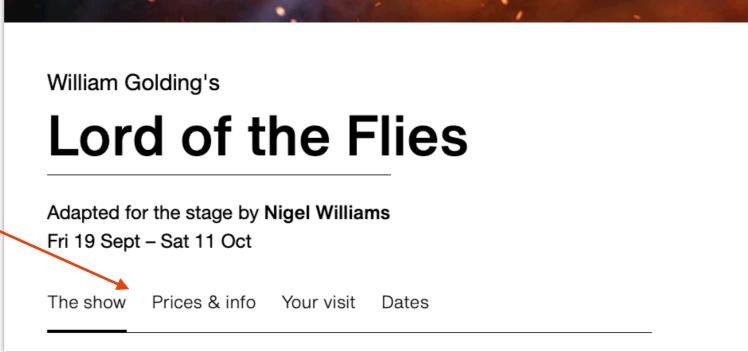


## **Buying your tickets**

On the show page you can read more about the production and find out about any cast already announced and the content and themes within the show.

Click on **Prices and info** to see if there are offers that you may be able to take advantage of.



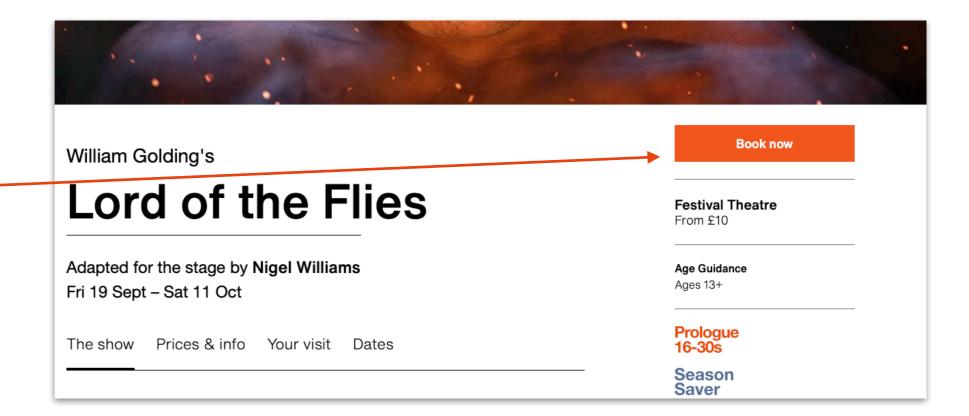


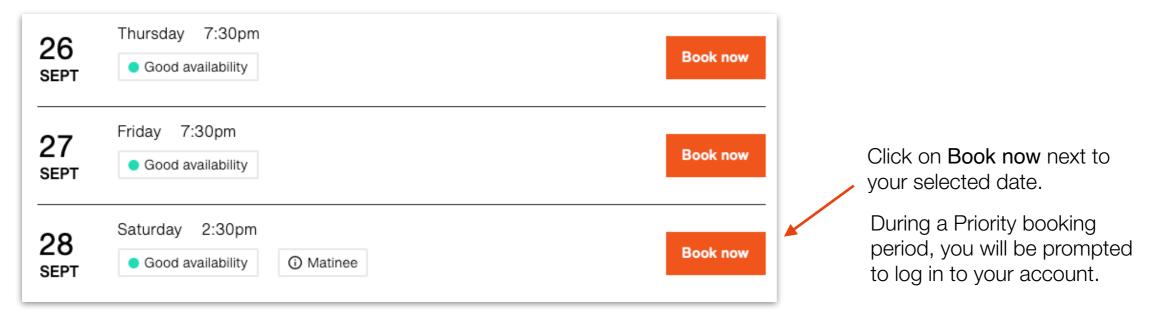
Our cheapest seats are always quick to sell, some performances sell very quickly and ticket prices are subject to change so we advise you to book early to get the prices and tickets that are best for you.

## **Buying your tickets**

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

Click on **Book now** to view and select your date.





## 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

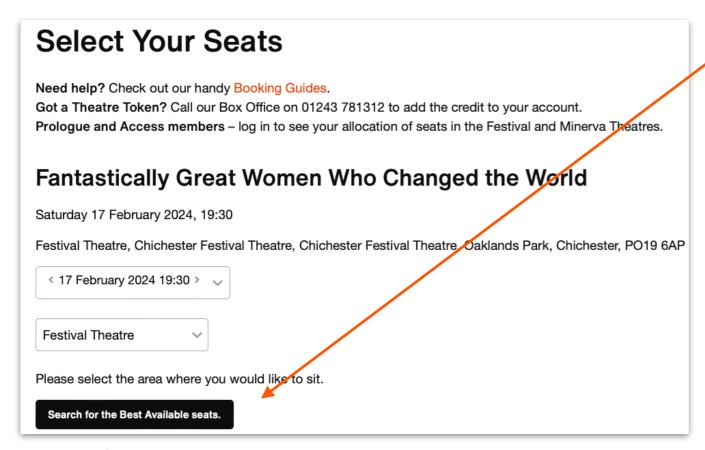
Once you reach the front of the queue you will be able to purchase tickets for all the performances and productions you want in one transaction.

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

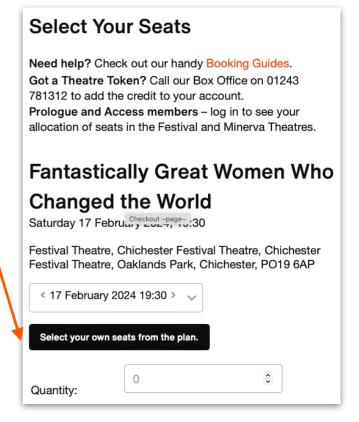
You will be given two different options to select your seat:

Select your own seats from the plan Search for the Best Available seats

By default on a desktop or laptop computer you will see From the Seating Plan. On smaller mobile devices such as tablets and mobile phones you will be taken to the option to select Best Available Seats. You can always switch to the other view should you wish by selecting the button.



#### **Desktop/laptop view**

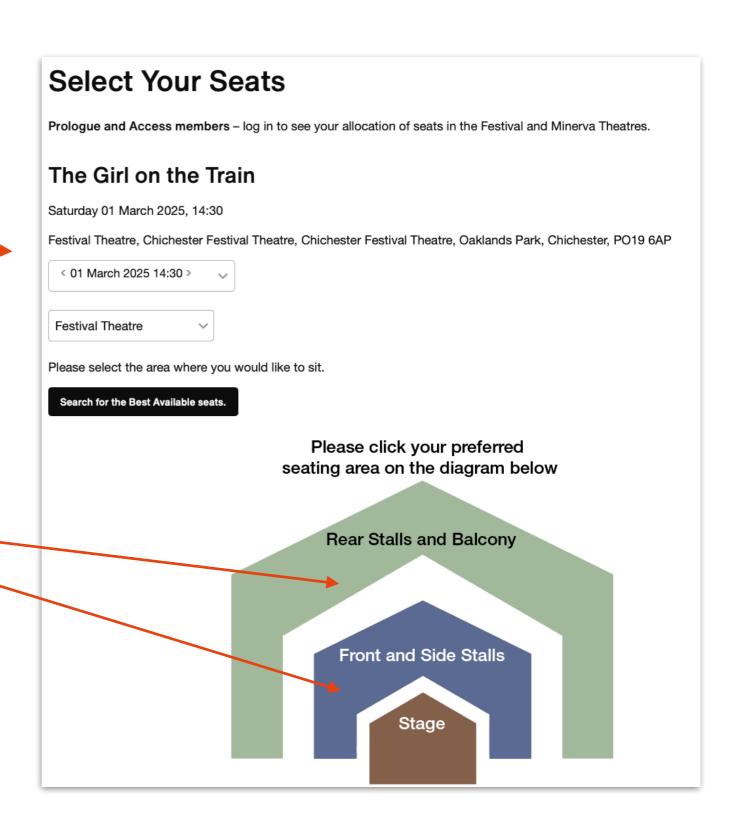


Performance details including date, time and venue are shown here.

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 and balcony may not be available.



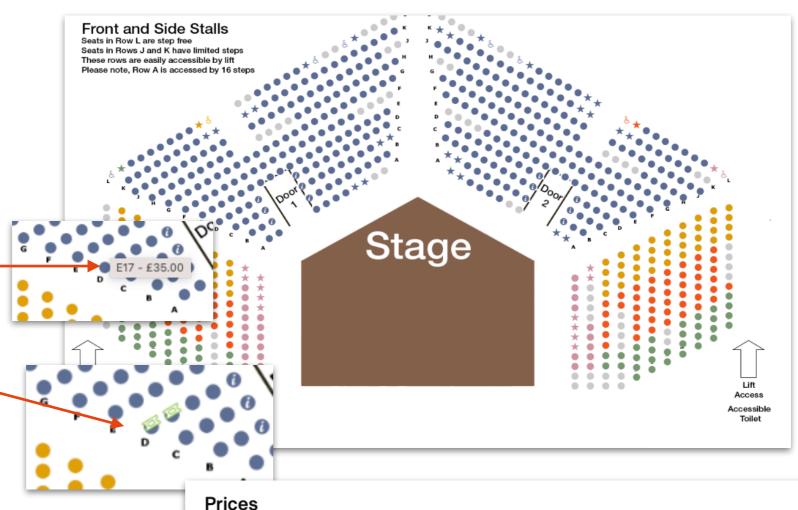
Select the seats you wish to buy by clicking on the coloured seat dots.

When you hover your mouse over a seat, or long press on a tablet or phone, a small pop-up appears detailing the seat number and the price that applies to that particular seat.

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

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

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



Unavailable

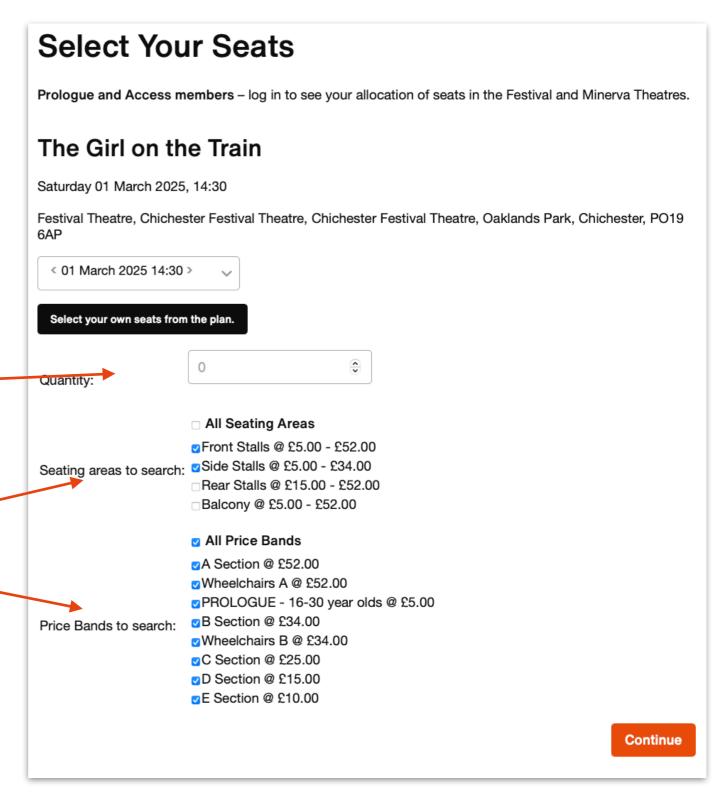
	Companion	Under 16s	Full Price	Access	Access List Wheelchair User	PROLOGUE - 16- 30 year olds	Prologue Wheelchair User
<ul><li>A Section</li></ul>	£52.00	£52.00	£52.00	£52.00	-	-	-
<ul><li>Wheelchairs A</li></ul>	-	-	-	-	£52.00	-	£5.00
B Section	£34.00	£34.00	£34.00	£34.00	-	-	-
Wheelchairs B	-	-	-	-	£34.00	-	£5.00
C Section	£25.00	£25.00	£25.00	£25.00	-	-	-
<ul><li>D Section</li></ul>	£15.00	-	£15.00	£15.00	-	-	-
E Section	£10.00	-	£10.00	£10.00	-	-	-
● PROLOGUE - 16-30 year olds	-	-	-	-	-	£5.00	-

#### **Best Available View**

This method of selecting seats picks the best seats available for you based on the number required and the price band you select.

Simply enter the number of seats you require in the quantity box.

Untick any seating areas and/or price bands you do not want to be searched then click **Continue**.



## Selecting your ticket type

This screen will show all the seats you have selected.

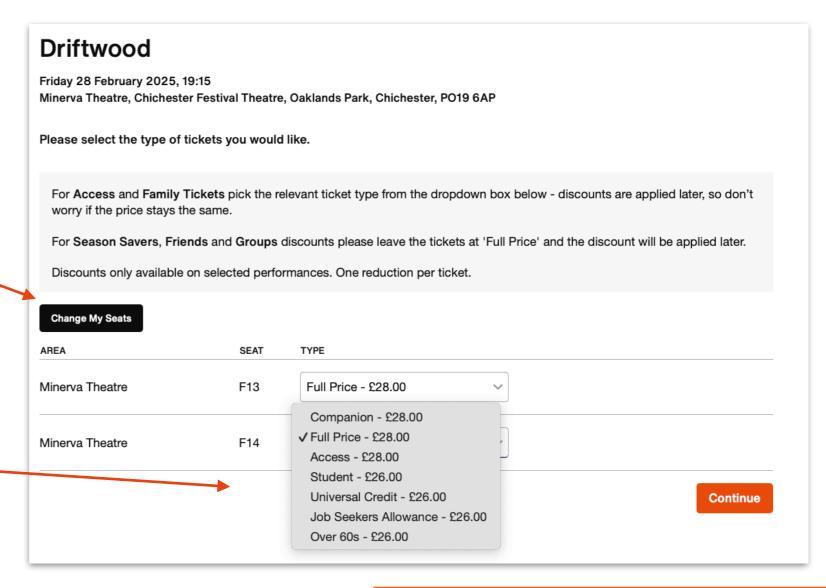
If you have seats which you have picked in error, select

Change my seats and you will go back to the seating plan.

If you wish to choose a different ticket type, click on the dropdown arrows and options will appear if available.

If there are any advisory notes on your seat selection, these are displayed in the information column.

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



#### Please note:

If purchasing a Family ticket, please select Full Price for the adults and Under 16 for children under 16. The family ticket price and Access discounts are applied at the checkout.

## Suggested extras

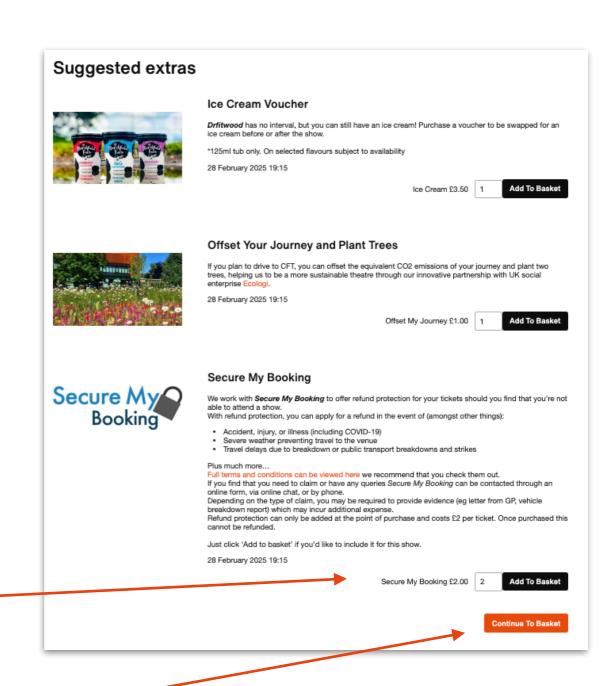
This screen may appear if there are any additional items connected to your chosen event that you may wish to purchase, such as a programme, or an ice cream voucher for the interval.

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 work with a partner, Secure My Booking, to offer 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 (1 per ticket) 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.



### 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.

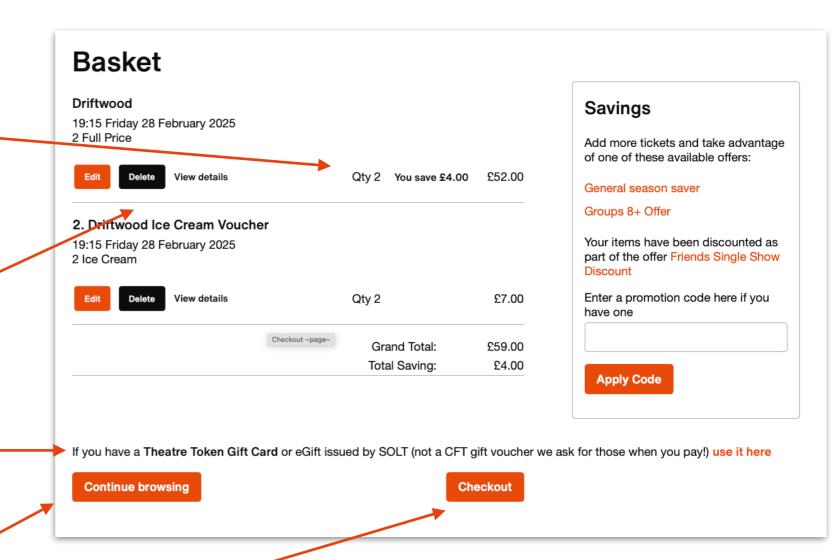
If you are not logged in, you will be prompted to do so once you move to the Checkout membership offers and discounts will then be applied.

To see more about your seats for each event click View details, click Edit to change your seats or Delete to start again.

If you have Theatre Tokens, these need to be switched for CFT Gift vouchers before you reach the checkout. Either do it in advance at https://cft.link/TT, or click on the link on this webpage. —

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

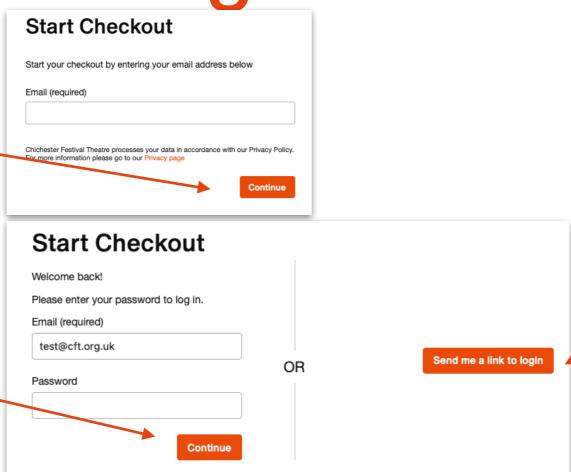
If you have added all events to your basket click Checkout.



## Checkout / log in

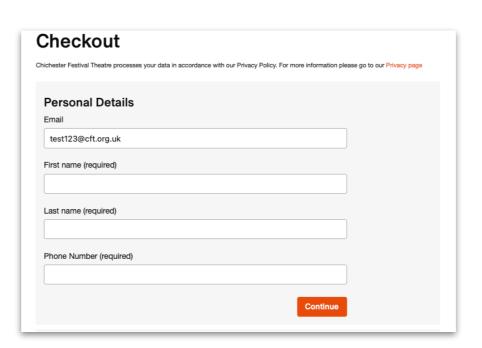
If you haven't already logged in, you will be prompted to do so here. Add your email, click Continue.

If you have booked with us before, you'll see this screen. Enter your password and click Continue.



If you prefer, you can also click on Send me a link to login. Check your email and click on the link you receive and it will take you to the next page.

If you haven't booked with us before, you'll be moved through to the checkout and we'll ask a few more questions.

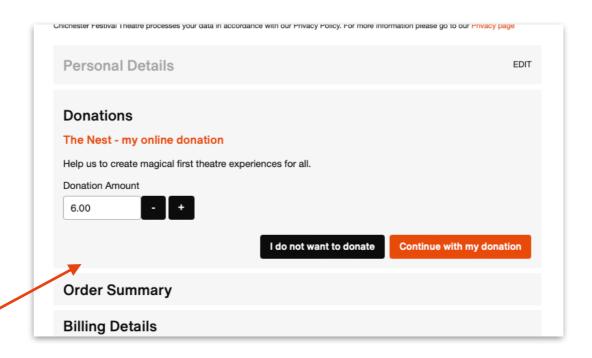


# Checkout: Donations and Contact Preferences

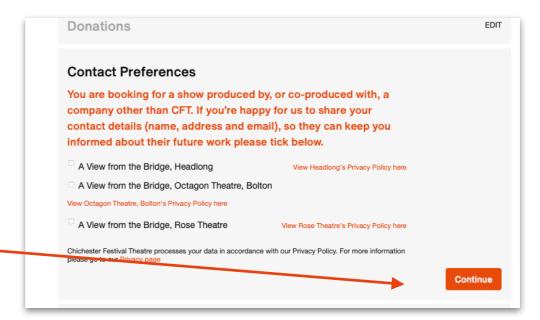
The next section gives you the option to add a donation to Chichester Festival Theatre.

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.



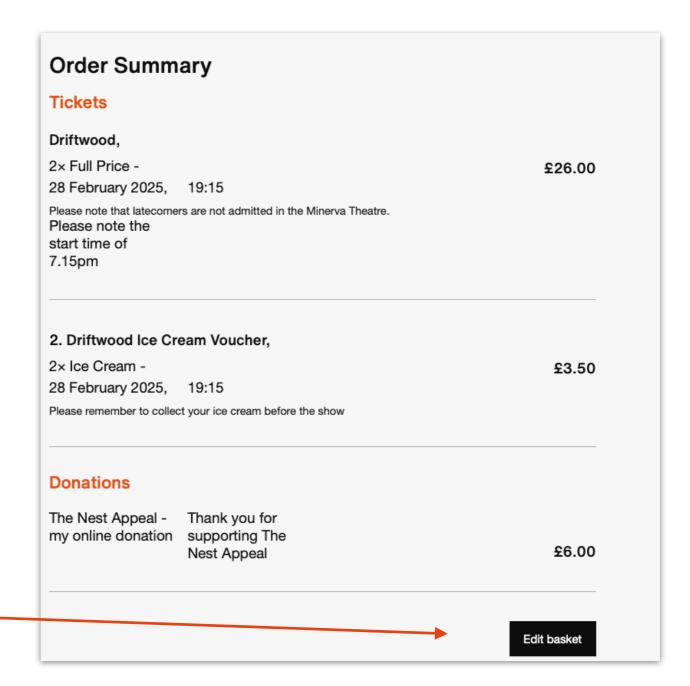
If you're booking with us for the first time, or if we are working with another theatre company, we may ask you to update your contact preferences here. Either opt in, or just click **Continue**.



## 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.



## Checkout: Order summary and credit

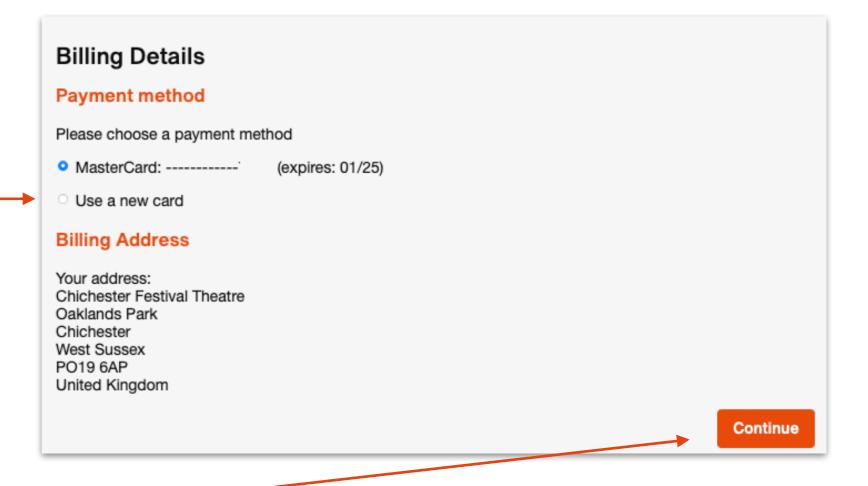
Credit Gift Voucher Code If you are paying with a CFT Gift Voucher, enter the code here. If you have any credit on your Current credit available: £10.00 account it will show here. Tick Use available credit to pay for this order the box if you wish to use it. Checkout ~page~ Summary Please note SOLT/National Theatre Tokens are not accepted Tickets Total £59.00 online. Please contact the Box Office if you wish to pay this **Donations Total** £6.00 way. Review our terms and conditions Total £65.00 and tick this box before selecting Continue. By ticking this box you agree to our terms and conditions of sale. Chichester Festival Theatre processes your data in accordance with our Privacy Policy. For more information please go to our Privacy page Continue

## 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.

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



## Checkout: Payment

**Payment** If you are using an existing card you will be prompted to Card number: -----(expires: 01/25) enter your security code. Then Security Code (required) select Confirm payment. **Confirm Payment Payment** If you are using a new card, enter the card details as Card Number: Card Type: directed and then click Confirm Payment. Expiry Date: Security Code: (mm/yy) In line with banking security, you **Confirm Payment** may be prompted by your bank to complete additional verification before your purchase is confirmed. This varies from bank to bank so we cannot provide guidance on this.

### 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 reading this guide, if you have any queries please email <a href="mailto:box.office@cft.org.uk">box.office@cft.org.uk</a>