

Access Booking Guide

A thick, horizontal red brushstroke that spans the width of the page, positioned below the main title.

Our guide to helping you book your access tickets online.

YVONNE-ARNAUD.CO.UK | 01483 44 00 00

Millbrook, Guildford, GU1 3UX

Contents



Introduction	1
Accessible Seating and Performances	2-3
Selecting Your Event	4
Choosing Your Seats – Overview	5
Booking Process:	
• <i>Wheelchair users</i>	6-8
• <i>Step-free, limited-steps seats and general accessible bookings</i>	9-11
Checkout	12
Order Confirmation and Further Help	13



Introduction: Logging in

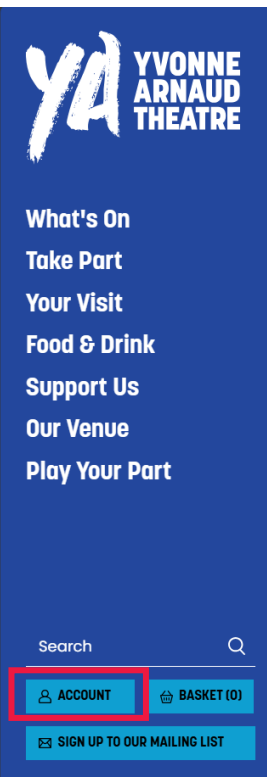


You must hold an Access Membership with the Yvonne Arnaud Theatre to book accessible seats. If you're unsure if you're a member, please email access@yvonne-arnaud.co.uk or call 01483 44 00 00.

Designated seats are held in the auditorium for Access Members with specific seating requirements. **You must ensure you login to your account before selecting any tickets, otherwise these seats will not be visible.**

To login using a desktop, select the 'Account' button on the bottom-left of your screen. You will be taken to a page where you can enter your email address and password.

To login using a mobile device, select the drop-down menu at the top left of your screen and click the 'Account' button at the bottom of your screen. You will be taken to a page where you can enter your email address and password.



Login

Email address:

*(required)

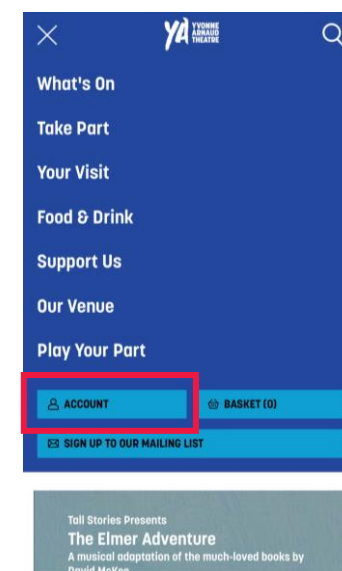
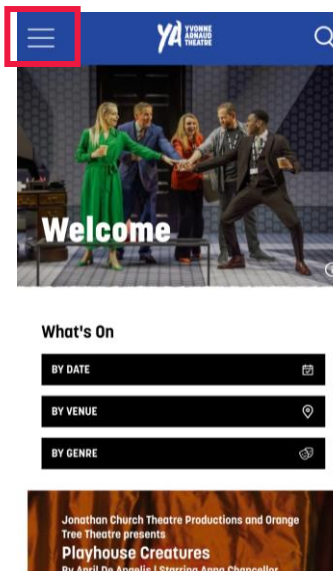
Password:

*(required)

LOGIN

New Customer? [Register now](#)

Forgotten your password? [Reset here](#)

A red arrow points from the 'ACCOUNT' button in the navigation menu to the 'Login' heading.

Login

Email address:

*(required)

Password:

*(required)

LOGIN

New Customer? [Register now](#)

Forgotten your password? [Reset here](#)

A red arrow points from the 'ACCOUNT' button in the mobile navigation menu to the 'Login' heading.

Accessible Seating



We are currently improving accessibility as part of our *Play Your Part* capital campaign.

The installation of a new lift, that reaches all floors, will enable us to fit new wheelchair spaces in the auditorium and provide further step-free seating options by Summer 2025.

Wheelchair users:

(All wheelchair spaces are held specifically for wheelchair users)

Wheelchair spaces are available in the following locations:

Main House:

Stalls - F25 & F27

Mill Studio:

A7 - additional wheelchair spaces can be booked via our Box Office, subject to availability.

Accessible seating – step free seats:

(A select number of step-free seats are held specifically for access members)

If you require step free seating, we recommend choosing from the following seats:

Main House:

Stalls – F23-F24 & F28-F30

Mill Studio:

Row A

Accessible seating – limited steps seats:

(A select number of limited steps seats are held specifically for access members)

If you can manage a few steps to your seat, we recommend the following seats:

Main House:

Stalls – G19-G22, H19-22 & J19-J26

Mill Studio:

Row B - there are two steps up to each row (with row A being step-free access).

Guests with visual impairments:

We recommend central stalls seats, in rows A-C.

Assistance dogs:

Please contact our Box Office to make a booking, so we can guarantee enough space is booked to keep you and your assistance dog comfortable during the performance.

Accessible Performances



We offer accessible performances on select dates; you can check our website or brochure for a list of these showings.

Whilst we don't hold specific seats for these performances, relevant information (such as best seats to view captions) will show up when you hover over seats with an 'i' icon.

Captioned performances:

Captions are usually displayed at both sides of the stage. We recommend central stalls seats for the best viewing experience.

British Sign Language interpreted performances:

An interpreter will be stood to one side of the stage. Positioning is dependent on production, please contact our Box Office if you need further details. Select productions offer integrated BSL performances, where the interpreter is mixed into onstage action instead of being stationary at side stage.

Audio described performances:

Our Sennheiser headsets function in any seat (Main House only).

Relaxed/Dementia friendly performances:

These performances offer an open-door policy, with house lights at a dim level and a reduction to some onstage effects. Aisle seats are recommended for those requiring easier entry/exit points.

Selecting Your Event

Once you have found the event you wish to find out more about, or book for, you have two options.

If you wish to view more information about the event, click on the image or title to go to that event's webpage.

When you are ready to book your tickets, you can select the 'Book Now' button.

Yvonne Arnaud Theatre Presents

Beauty and The Beast

Our 2025/26 Festive Family Pantomime
Sat 29 Nov 2025 - Sun 4 Jan 2026

Meet Belle, our book-loving beauty with a big heart and even bigger dreams.

Join her as she journeys into the enchanted castle, meets the fearsome beast and discovers a host of colourful characters bewitched by an evil sorceress.

Can Belle see beyond the monster? And will the Beast learn the true meaning of love? Join us for an ultimate adventure to break the curse before the final petal falls from an enchanted rose.

As always, the show will be packed with spectacular songs, show-stopping dancing and plenty of magic.

You've got to see it to Belle-ieve it - this beauty of a panto will be spellbinding festive fun for the whole family!

'Bright colours, silly jokes and some fantastic ensemble singing'

The Stage - Paul Vale on 2024's Robin Hood

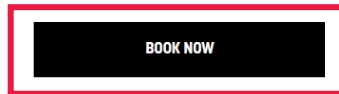
'A lavish production that would do any west end production proud'

★★★★ Muddy Stilletoes - on 2023's Cinderella

'There's a comfort in going to see a panto at the Arnaud with an in-house team that delicately balance modernisation with tradition.'

- British Theatre Guide on Dick Whittington, 2021

Images from past productions



Prices

Full price (Adult) Tickets from £19
Child Tickets from £15

Prices include all applicable fees & levies.
Concessions and discounts apply, including on groups and schools.
Find out more about our concessions & discounts.

Boxes are only bookable through our Box Office

Please note, pantomimes are not part of our Multi-Buy offer scheme.

Details

Venue: Main House
Running Time: TBC

Show Times
Sat 29 Nov 2025 - Sun 4 Jan 2026

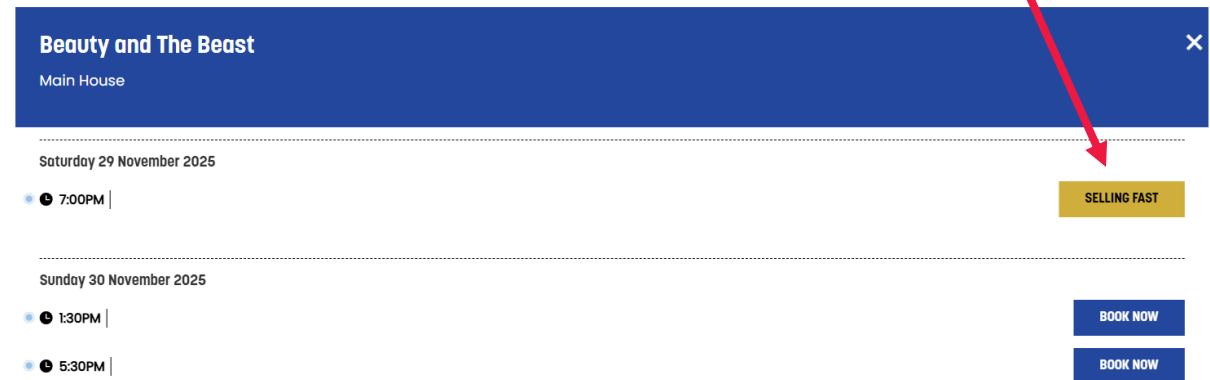
Click Book Now for list of performance dates and times

Accessibility
To book accessible tickets and discuss your access requirements, please contact our Box Office.
For more info on Accessibility and accessible performance dates, click here.

Advisory Info
For All Ages



This will bring up a list of all performance dates and times, simply click the coloured tab next to the performance you wish to book for.



Choosing Your Seats:

Overview

When you have selected 'Book Now', you will be presented with this screen which allows you to choose where you wish to sit in the auditorium.

Seats are colour coded:

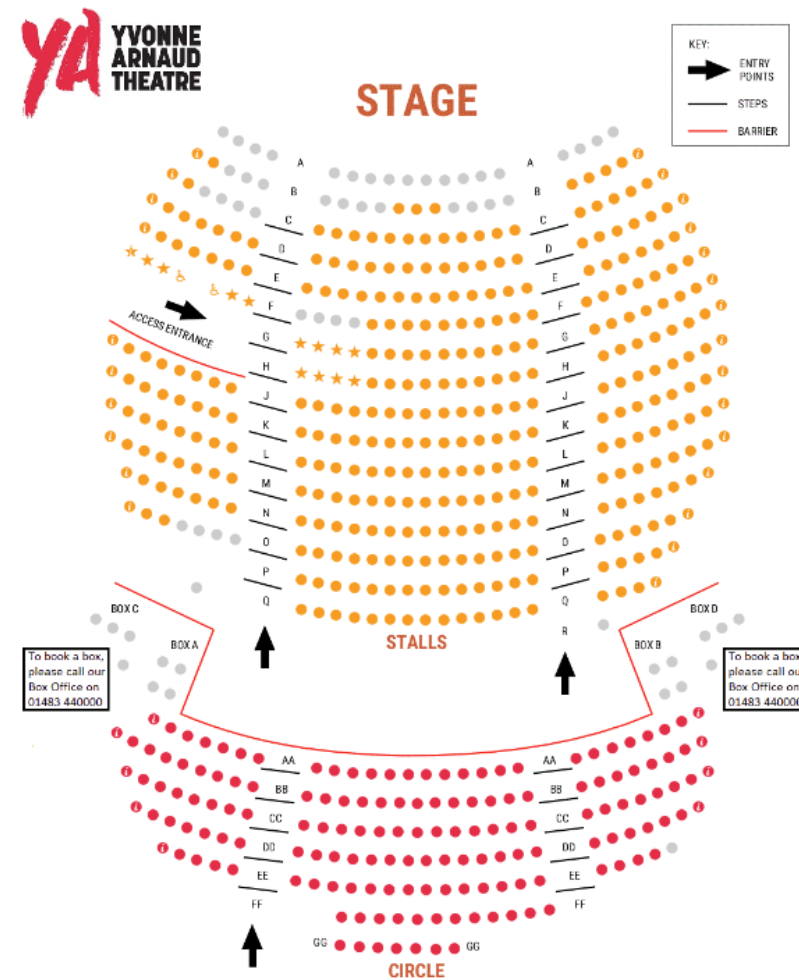
- Different price bands are different colours
- Grey seats are unavailable

Prices

	Full Price	Essential Companion/Personal Assistant	Access Membership	Child/Under 16	Access Membership - Wheelchair User
● Price Band A	£35.00	£35.00	£35.00	£31.00	-
● Wheelchair Band A	-	-	-	-	£35.00
● Price Band B	£31.00	£31.00	£31.00	£27.00	-
● Unavailable					

You can see the prices of tickets in each price band by looking at the table of ticket types at the bottom of the page.

*Please note, these prices do not include any access discounts. **Discounts will apply at checkout.***



Choosing Your Seats:

Wheelchair users

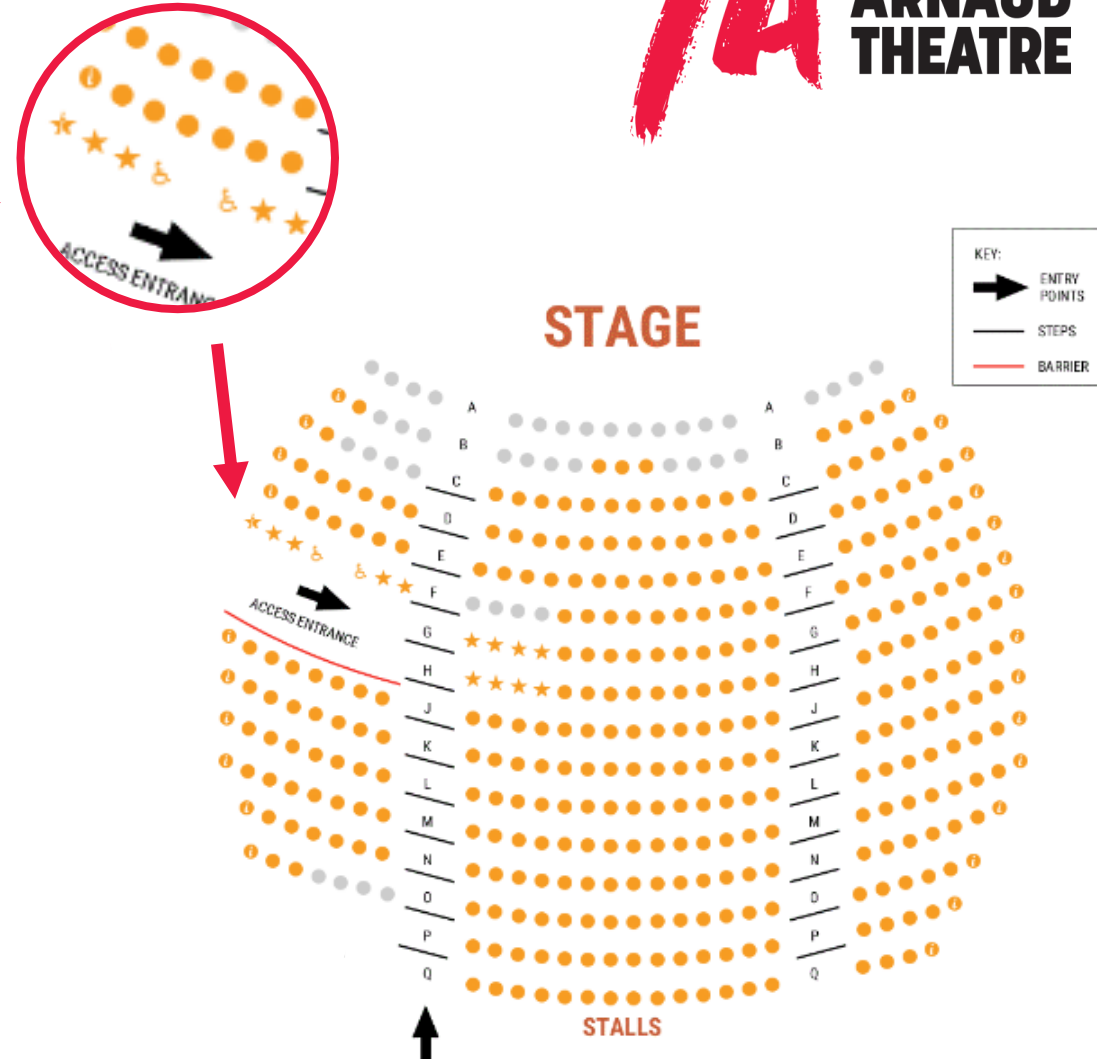
If you require a wheelchair space, please select a wheelchair icon on the seating plan. If someone will be attending with you, please also select the star icon adjacent to this space, along with any additional seats you wish to purchase.

Wheelchair users can also view step-free or limited-steps seats on the seating plan (also as star icons). If you would like to transfer from your wheelchair into a regular theatre seat, please follow the 'Step-free, limited-steps seats and general accessible bookings' instructions on this guide.

Individuals unable to transfer into a seat or wishing to stay in their wheelchair during the performance, must book a seat with the wheelchair icon. If no wheelchair spaces are available, please do not select a star seat as an alternative, as we will be unable to accommodate your access requirements at the performance date.

If you'd like to book a wheelchair space without an essential companion, please contact the Box Office who can add this eligibility to your account to ensure you still receive any applicable discounts on your ticket.

Click **Continue**



Selecting Your Ticket Type:

Wheelchair users



The seats you selected on the seating plan will show here.

The wheelchair space ticket will automatically show as **'Access Membership – Wheelchair User'**.

If an essential companion is attending with you, you will need to change their ticket using the drop-down list. Change their ticket from 'Full Price' to **'Essential Companion/Personal Assistant'**.

Beauty and The Beast - Friday 12 December 2025, 19:00
Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX

Please select the type of tickets you would like.

Discounts: Advance, multi-buy and members discounts will only apply once you reach the checkout.

Ticket Types: Please use the drop down box below to select the ticket type for your booking. Please note: concessions are not available for all performances.

Change My Seats

Area	Seat	Type
Stalls	F24	Full Price - £35.00
Stalls	F25	Access Membership - Wheelchair User - £35.00

CONTINUE



Area	Seat	Type
Stalls	F24	Essential Companion/Personal Assistant - £35.00
Stalls	F25	Access Membership - Wheelchair User - £35.00

CONTINUE

Click **Continue**

Your Basket:

Wheelchair users



In your basket, you can see a summary of the tickets you are purchasing and edit or cancel them.

If you wish to add tickets to any other shows, you can either go back to our 'What's On' page, or search for the show in the search bar at the bottom left of your screen. You can also access your basket at any point via the bar on the left of your screen.

Any applicable access discounts will apply at this stage. Below 'Savings' you can see these tickets have been discounted as part of the offer: '**Access – Essential Companion Package – Wheelchair User**'. Offer names will vary depending on production and access requirements.

You can view a full breakdown of your savings by clicking 'View details' in basket, or at checkout.

Basket

Savings
Your items have been discounted as part of the offer Access - Essential Companion Package - Wheelchair User

Enter a promotion code here if you have one

APPLY CODE

Item	Qty	Saving	Total
Beauty and The Beast 19:00 Friday 12 December 2025 1 Essential Companion/Personal Assistant, 1 Access Membership - Wheelchair User	2	£38.00	£30.00
Grand Total		£38.00	£30.00

View details

EDIT **DELETE**

View details

Area	Seat	Type	Saving	Cmsn	Total
Stalls	F24	Essential Companion/Personal Assistant	£33.00	£0.00	£0.00
Stalls	F25	Access Membership - Wheelchair User	£5.00	£0.00	£30.00

Grand

Once you are happy with the tickets in your basket, click '**Checkout**' to proceed to the next step.

Choosing Your Seats:

Step-free, limited-steps seats and general accessible bookings



Please remember to check our accessible seating information, to ensure you are choosing seats that align with your access requirements.

Access members who have informed us they require step-free or limited-steps seating, will see available accessible seats appear as stars on their seating plan.

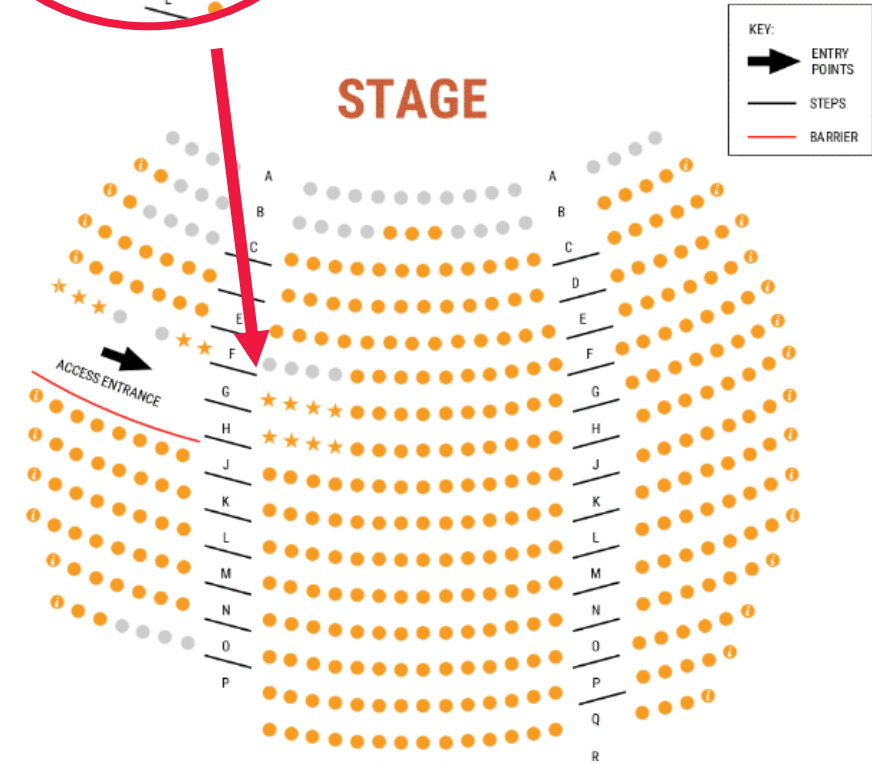
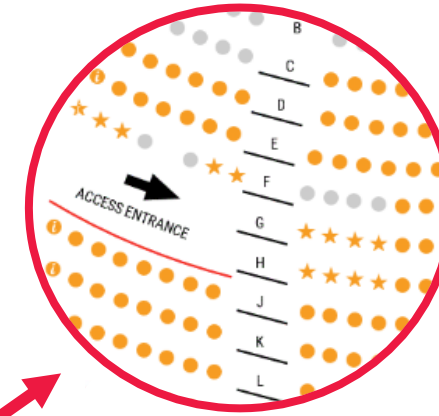
Individuals with no specific seating requirements can choose from any available standard seating.

Select the seats you wish to purchase. If you will be bringing an essential companion with you, please also select a seat for them (and anyone else you are booking for).

If you are attending as part of a larger group (mainly comprised of individuals without access requirements), we kindly ask you avoid using all the accessible star seats, so we can ensure other access members have the opportunity to attend the performance.

Similarly, if you are using your account to book for someone without access requirements, we ask you refrain from purchasing these star seats.

Click **Continue**



Selecting Your Ticket Type:

Step-free, limited-steps seats and general accessible bookings



The seats you selected on the seating plan will show here.

Tickets will automatically show as 'Full Price'. Please use the drop-down list to change your ticket type to '**Access Membership**'.

If an essential companion is attending with you, you will need to change their ticket to '**Essential Companion/Personal Assistant**'. *This ticket type is only available to those who have selected an essential companion as an access requirement.*



Beauty and The Beast - Friday 12 December 2025, 19:00
Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX

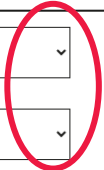

Please select the type of tickets you would like.


Discounts: Advance, multi-buy and members discounts will only apply once you reach the checkout.

Ticket Types: Please use the drop down box below to select the ticket type for your booking. Please note: concessions are not available for all performances.



Change My Seats


Area	Seat	Type
Stalls	G21	Full Price - £35.00 
Stalls	G22	Full Price - £35.00 





Area	Seat	Type
Stalls	G21	Access Membership - £35.00 
Stalls	G22	Essential Companion/Personal Assistant - £35.00 



Click **Continue**

Your Basket:

Step-free and limited-steps seats and general accessible bookings



In your basket, you can see a summary of the tickets you are purchasing and edit or cancel them.

If you wish to add tickets to any other shows, you can either go back to our 'What's On' page, or search for the show in the search bar at the bottom left of your screen. You can also access your basket at any point via the bar on the left of your screen.

Any applicable access discounts will apply at this stage. Below 'Savings' you can see these tickets have been discounted as part of the offer: 'Access – Essential Companion Package'. Offer names will vary depending on production and access requirements.

You can view a full breakdown of your savings by clicking 'View details' in basket, or at checkout.

Basket

Savings
Your items have been discounted as part of the offer Access - Essential Companion Package

Enter a promotion code here if you have one

APPLY CODE

Item	Qty	Saving	Total
Beauty and The Beast			
19:00 Friday 12 December 2025			
1 Access Membership, 1 Essential Companion/Personal Assistant	2	£38.00	£30.00
View details			
EDIT	DELETE		
Grand Total		£38.00	£30.00

View details

Area	Seat	Type	Saving	Cmsn	Total
Stalls	G21	Access Membership	£5.00	£0.00	£30.00
Stalls	G22	Essential Companion/Personal Assistant	£33.00	£0.00	£0.00

Grand

Once you are happy with the tickets in your basket, click '**Checkout**' to proceed to the next step.

Checkout:

Proceed through checkout as usual.

Your Order Summary will show a breakdown of ticket prices within your order.



Checkout

Personal Details

Edit

boxoffice@yvonne-arnaud.co.uk Yvonne Arnaud

Ticket Delivery

Please choose a delivery option for your tickets

Receive my tickets as e-tickets - (no charge)

Receive my tickets by post - Not available for your choice of tickets

Collect my tickets at the box office - (no charge)

CONTINUE

Donations

Contact Preferences

Order Summary

Billing Details

Payment

Order Summary

Tickets

Beauty and The Beast, 12 December 2025, 19:00

1x Essential Companion/Personal Assistant - £0.00
1x Access Membership - £30.00

Donations

Donate to the Yvonne Arnaud Theatre £3.00
Donate to the YAT: Play Your Part £3.00
Edit basket

Credit

Gift Voucher Code

REDEEM VOUCHER

Summary

Tickets Total £30.00
Donations Total £6.00
Total £36.00

By ticking this box you agree to our terms and conditions of sale.

CONTINUE

Billing Details

Payment

Payment

Card Type:

*(required)

Card Number:

*(required)

Expiry Date:

(mm/yy)
*(required)

Security Code:

*(required)

CONFIRM PAYMENT

You're all booked!



Your tickets are now booked. You should receive an email confirmation and your tickets (if you selected print at home tickets) shortly after your booking is confirmed.

Order confirmation and tickets will come from bookings@ticketoffice.yvonne-arnaud.co.uk.

If these do not come through, please check your spam/junk folders as they can sometimes get stuck here!

If you have any further questions, or need help with your booking, email boxoffice@yvonne-arnaud.co.uk or you can call the Box Office on **01483 44 00 00**.

You can also find our Standard Booking Guide [here](#) on our website, for more detailed assistance with non-access related areas of your booking process.