

# Online Booking Guide

Our guide to helping you book your tickets online.

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

Millbrook, Guildford, GU1 3UX

# Logging In

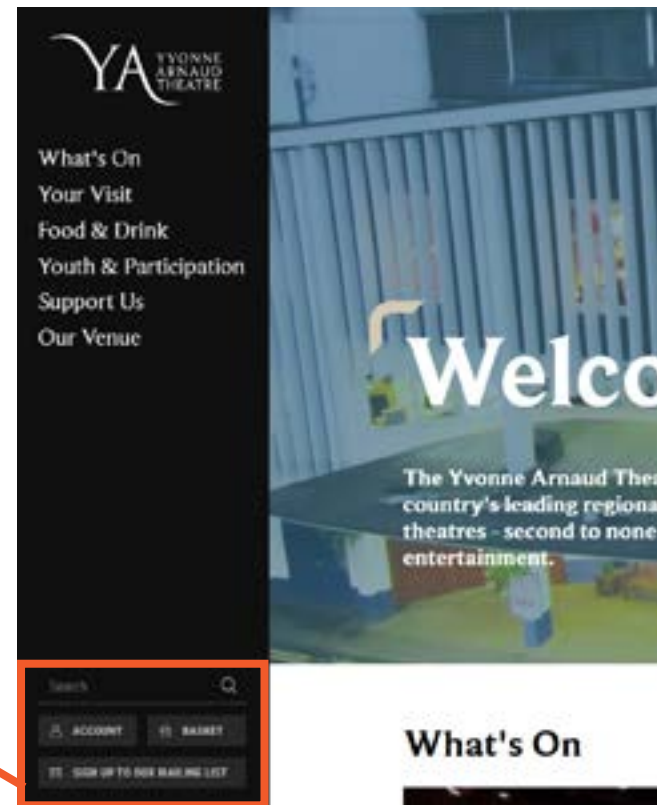
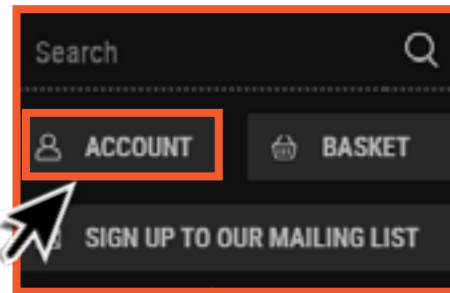
## Members

If you hold a valid Friends' membership, or are a Vanbrugh supporter, you will need to log in to your account before you select your tickets, in order to access any pre-sales or discounts which you may be entitled to, depending on the production.

To log in, select the 'Account' button on the bottom-left of your screen.

You will be taken to a screen where you can enter your email address and your password.

If you haven't got an account with us, select the 'Join Now' button and fill in the details to create your account.



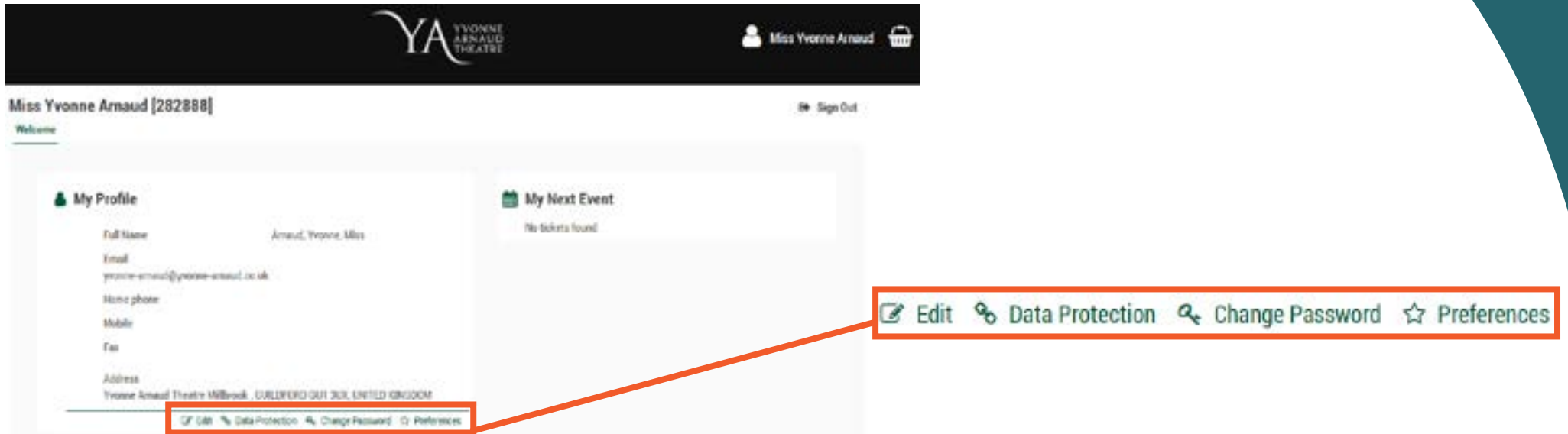
## Forgotten your password?

Fill in your email address and then click on the 'Forgot Password' button above the 'Sign in' button and you will be emailed a link to reset your password.

If you can't remember which email address you've used, or have any other issues, email us on [boxoffice@yvonne-arnaud.co.uk](mailto:boxoffice@yvonne-arnaud.co.uk)!

# Your Account

Once you have logged in, you will be taken to your account page.



Here you can edit your personal details, update your Data Protection preferences, and change your password.

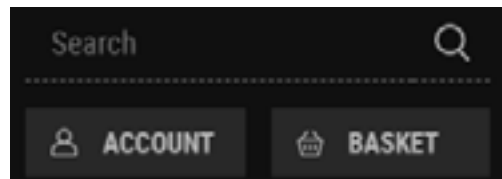
This page will also show you what your next event is, so you can keep track of your tickets!

To return to the main website, or start making your booking, click on the Yvonne Arnaud logo at the top of the page.



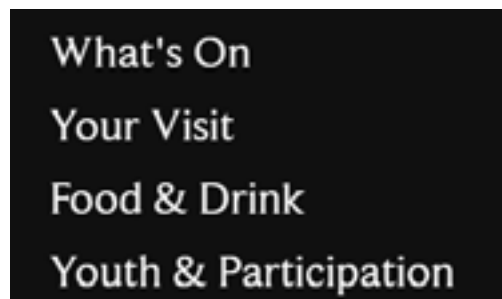
# Select your Event

There are several ways to view the events which are on sale, and to filter these events to find the ones you want.



## Search Bar

You can search for a show using the search bar which is located at the bottom left of every page.



## What's On

To view all of the shows which are on sale, select 'What's On' from the sidebar. You may need to navigate between pages if we have lots on sale. You can move through the listings by using the arrows at the bottom of the page.



## Filters

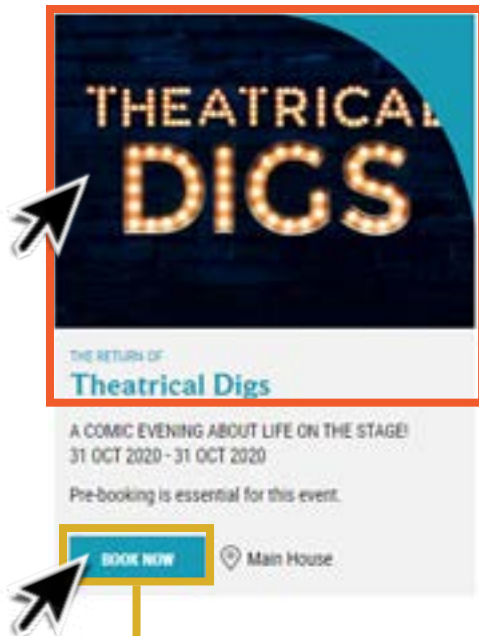
You can also find the event you want by using one of the two filters. Click on 'By Venue' to select whether you wish to view events in the Main House, or the Mill Studio.



Clicking on 'By Date' opens a calendar to let you choose the events you wish to view. You can select options such as 'Today', 'Tomorrow', 'Next 7 Days' or 'Next 31 days', or select your own timescale by clicking on two dates and then 'I've picked my dates' to see all events between your chosen two dates.

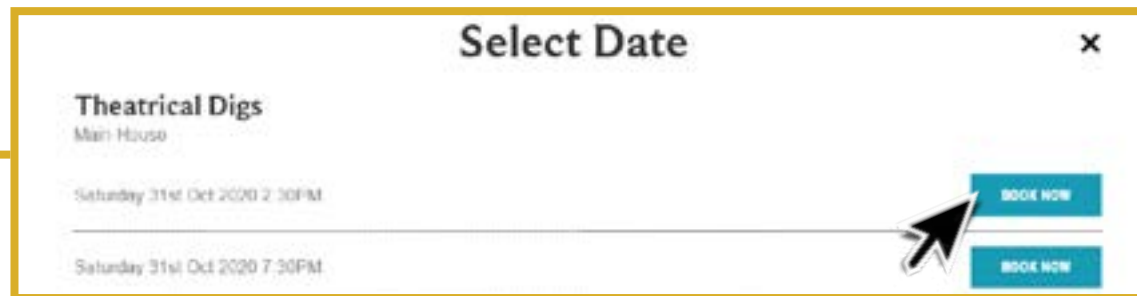
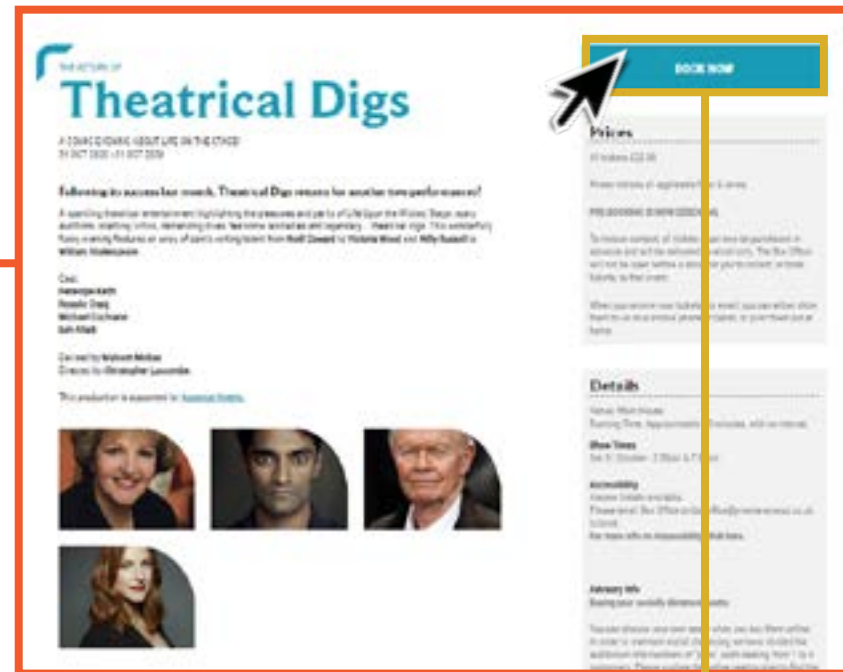
# Select your Event

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 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 either from the What's On page, or the show's webpage.



This will bring up a list of all performance dates and times, simply select 'Book Now' next to the performance you wish to book for.

# Choose your seats

When you have selected 'Book Now', you will be presented with this screen, which allows you to choose whether you wish to sit in the Circle or Stalls.

You can see the prices for tickets in each section by looking at the table of prices on the right-hand side. To proceed, click on the area where you would like to sit.

The screenshot shows the booking interface for 'Theatrical Digs' on Oct 31 Sat 14:30 at the Main House. It features a circular seating chart with two main sections: 'CIRCLE' (top, orange) and 'STALLS' (bottom, yellow). The 'CIRCLE' section is divided into 'BOXES B&D' and 'BOXES A&C'. The 'STALLS' section includes a wheelchair-accessible seat marked with a wheelchair icon. A mouse cursor is pointing to a seat in the 'STALLS' section. To the right of the seating chart is a 'Price Level' table showing three price levels, all listed as £25.00. The top of the interface includes the Yvonne Arnaud Theatre logo and a user profile for 'Miss Yvonne Arnaud'.

| Price Level                 |        |
|-----------------------------|--------|
| Full price before discounts |        |
| Yellow                      | £25.00 |
| Orange                      | £25.00 |
| Grey                        | £25.00 |

**Please Note:**  
If you are booking for a 'General Admission' event, or events in the Mill Studio, you will not be shown this screen. You will be taken straight to a screen which allows you to enter how many tickets you wish to purchase, rather than selecting seats.

# Choose your seats: Understanding the seating plan

There are several elements to the seating plan, here's what they all are.

● Unavailable

Ticket Prices in Stalls

● £25.00

◀ ▶ ↻ 🔍 100%

Seats are colour coded.  
Grey seats are unavailable and  
different prices are different colours.

To move between the Stalls and the  
Circle, click this button, which will give  
you the option to choose.

SEE MORE AREAS

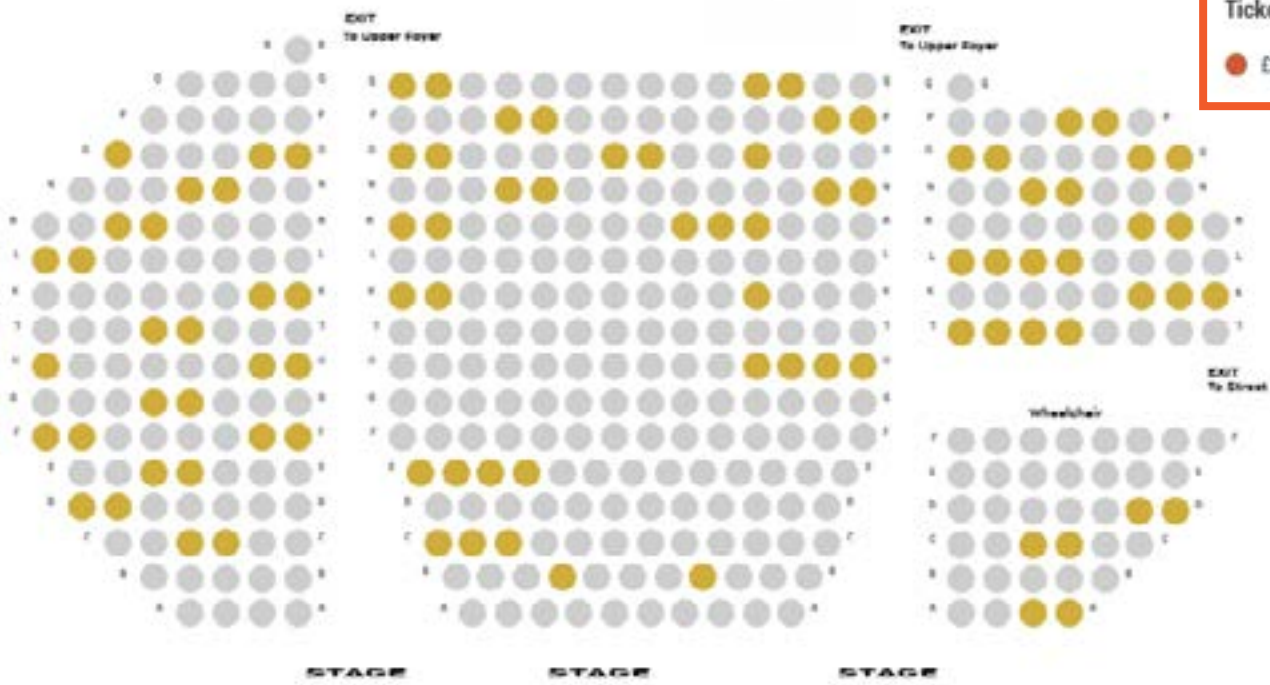
Ticket Prices in Stalls

● £25.00

Ticket Prices in Circle

● £25.00 ● £25.00

Zoom In/Out,  
and move  
around the  
seating plan.



Choose your seats

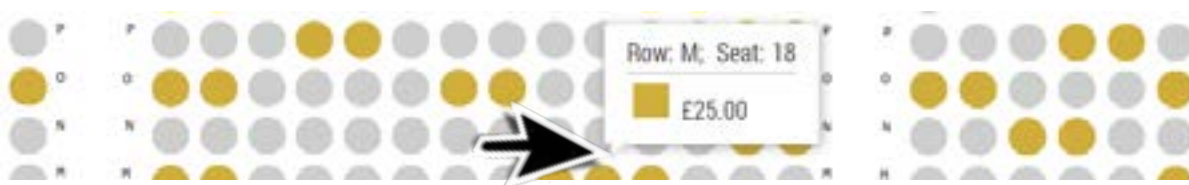
←

CONTINUE SHOPPING

If you change your mind  
about which event you want to  
book for, click the 'Continue  
Shopping' button to go back to  
the main website.

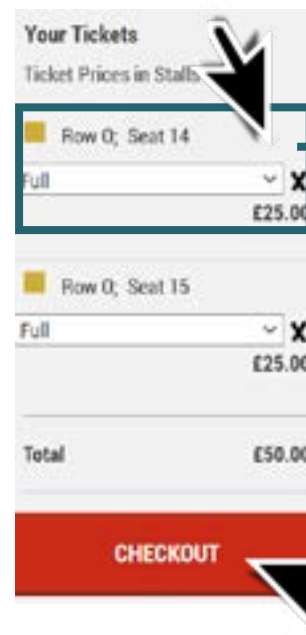
# Choose your seats: Adding seats to your basket

To select your seats, just click on any available seats. When you hover over a seat, it will tell you the row and seat number, and the price. Selected seats will show up on the right-hand side.



If you change your mind about the seat(s) that you have selected, you can clear them in two ways.

Either hold down the SHIFT key on your keyboard, and click the seats you have selected on the map, or click the X next to your seat selection on the right-hand side of the map.



If there are multiple prices for a seat, for example if there is a concession available, you can select the correct price level using this drop down.



Seats that you have selected will automatically appear in your basket at the top right of the page. If you hover over this icon, you will see details of what you have in your basket.

A clock shows you how long you have left to complete your transaction before your tickets will be released. To continue to buy your selected seats, click 'Checkout' or 'To Basket'. To add more tickets, click 'Continue Shopping'.



# Your Basket

In your basket you can see a summary of the tickets you are purchasing, edit and cancel them, add a donation to your tickets, add a promotion code, select your ticket delivery method, and continue your booking.

## Review Your Order

Theatrical Digs  
31/10/2020 14:30  
Main House

Row 0; Seat 14 Full £25.00 ×  
Row 0; Seat 15 Full £25.00 ×

[Edit Tickets](#) [Cancel Tickets](#)

Here you can review the shows and seats that you have selected, edit the seats you have selected, or cancel your selected tickets by selecting the 'X' next to each ticket, or cancel all tickets for one event in one go.

Enter Promotion Code

If you have been provided with a Promotion Code to access a special offer, you can enter this code in this box. Your offer will then be applied to your tickets.

## Choose a delivery method

Tickets delivered to email Free of charge  
Avoid the queue

Total (2 items): £50.00

Choose your delivery method here. Currently, due to Covid-19 restrictions, we are offering tickets to be sent by email, for you to print out at home, or to download them to a mobile phone or tablet to show at the door. Once restrictions are eased, we will also offer the option to collect your tickets from the Box Office, or have them posted to you.

You can also continue shopping, to add more tickets, and proceed to payment using these buttons at the bottom of the page.

# Your Basket - Donations

In your basket you can add a donation to your booking. This donation will go directly to support the theatre.



If you would like to 'round up' the price of your tickets to the next multiple of £10, you can select 'Add' on this orange bar, in your basket. This will automatically add a donation to your order. You can edit the amount you wish to donate by selecting 'Edit' under your donation.

Individual Donation

Donation to Donation with Tickets:

£10.00 ×

[Remove Item](#) [Edit](#)



## Individual Donation

Thank you for your donation.

Please select the amount to donate:

General Donation

Donation with Tickets:

Name on donation

Anonymous gift

Print a special client name

CHECKOUT

Clicking on 'Edit' opens this screen. To change the amount of your donation, select 'General Donation' and type the amount that you wish to donate. You can also opt to make this gift anonymously, or make the donation in the name of somebody else.

Once you are ready to confirm your donation, click 'Checkout' to proceed.

If you are donating for the first time, you will be asked to confirm if we can claim giftaid on your donation on the next screen. If we already have a giftaid declaration from you, you will not be asked again.

# Using a gift voucher

Next you will be taken to a page which shows you a confirmation of your order, gives you the option to pay by gift voucher, and asks you to agree to our Terms and Conditions.

## Pay



If you have a gift voucher, use it here.

Voucher no.

If you have a gift voucher to use, you can enter your gift voucher number in this box to check your balance and redeem it.



If you have a gift voucher, use it here.

XXXXXXXXXX Voucher value: £100.00

50.00

You can change (reduce) the amount to pay

100.00

Once you have entered your gift voucher number, you can choose how much of your voucher you would like to use on this transaction. Once you have chosen the amount you wish to use, click 'Redeem' to apply this to your order.

If you do not use the full balance of your voucher, the remaining balance will still be valid under the same gift voucher number until the expiry date for you to use another time.



If you have a gift voucher, use it here.

✓ Gift Certificate £50.00 ✕

If you have multiple gift vouchers, you can select 'Add Another' to redeem multiple vouchers to your order.

# Paying for your order

On this same screen, you will need to agree to our terms and conditions to proceed.

## Terms & Conditions

I have read and agree to the [terms and conditions](#)

To agree to our terms and conditions, click the tick box here.

A copy of this confirmation note will be emailed to yvonne-arnaud@yvonne-arnaud.co.uk.

**Please accept our Terms & Conditions**

PAY

Once you have agreed to these terms and conditions, select 'Pay' to go to the payment screen to enter your card details.



All fields marked \* are mandatory

Amount £50.00

Card Number\*

Expiry Date\*

 / 

Start Date

 / 

Issue Number

Security Code\*

Continue

Back

Reset

Note: Clicking on the links below will open a new browser window.

MasterCard.  
SecureCode.

[Learn more](#)

Verified by  
VISA

[learn more](#)

Trustwave  
Trusted Commerce  
Click to Validate

Here you will need to enter your credit or debit card details and select 'Continue' to complete your payment.

# You're all booked!

Your tickets are now booked. You should receive an email confirmation and tickets shortly after your booking is confirmed.

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

If you have any further questions or need help with your booking, email [boxoffice@yvonne-arnaud.co.uk](mailto:boxoffice@yvonne-arnaud.co.uk).

At time of writing, our Box Office is not able to take phone enquiries.

Check our website at <https://yvonne-arnaud.co.uk/our-venue/contact-us> to check when our phone lines are open again. Once open again, you can call the Box Office on 01483 44 00 00.

## Next steps: