TICKETSOURCE

A GUIDE TO BUYING TICKETS

If you are new to online ticket purchasing here is a quick guide of what to expect when you click the Buy Tickets button...

Step 1:

The first screen shows a list of all current events for sale showing the date, time, event and venue and a link to buy tickets for a date.

Step 2:

When an event is selected, by pressing the orange "Tickets Buy Now" button, a page opens that confirms the event, venue and date chosen. The customer then selects the number of tickets required at the prices given.

Step 3:

The next screen confirms the ticket(s) chosen and the total price payable. There are then options to:

- Change the ticket selection or
- Remove the ticket selection;
- Continue to purchase more seats or to
- Checkout

The Continue Shopping option takes you back to step 1. The Checkout option takes you forward to Step 4.

Step 4:

The customer then supplies their last name and postcode. If no house number or name is given a list of houses within that postcode is supplied for selection.

- If the customer already exists in our database (they have bought from us before) then their details will be placed into the form.
- If they are new customers they fill in the remaining form with title, first name, and email address.
- A telephone number is asked for but is not mandatory - this is in case there are problems with the booking.
- An option is given to read the Privacy Policy.
- Three selections are available for marketing preference.
- A drop down box asks for information on how the customer arrived.

It is not possible to continue until the mandatory fields have been completed.

Step 5.

Payment details are provided by the customer. An option is given to read the Terms and Conditions. By pressing the Buy Tickets Button the customer agrees to these terms and conditions.

Step 6.

A confirmation screen appears and informs that an e-ticket has been sent to the email address supplied.

Step 7.

The customer prints off the e-ticket that provides their payment receipt, booking confirmation number and ticket allocation and brings it to the performance to gain entry.