

# BRISTOL OLD VIC

Before trying to book access tickets online please contact the Box Office on 0117 987 7877 or email [tickets@bristololdvic.org.uk](mailto:tickets@bristololdvic.org.uk) so that we can register your access requirements on your customer account and talk you through the access booking process so that you can then book your tickets online for any future bookings.

## How to Book Access Seats Online

- Visit [www.bristololdvic.org.uk](http://www.bristololdvic.org.uk)
- Before you look at the performance you want to book, the most important thing to remember firstly is that you need to **log in** to your Bristol Old Vic account. You do this by clicking on the **account** icon and **entering your email address and password**.



Desktop site (located top right of the home page)



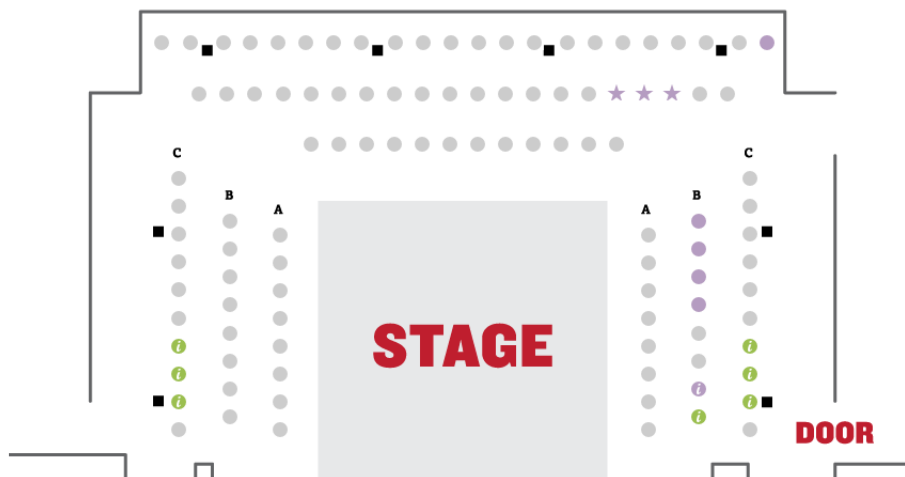
Mobile site (located in the drop down menu)

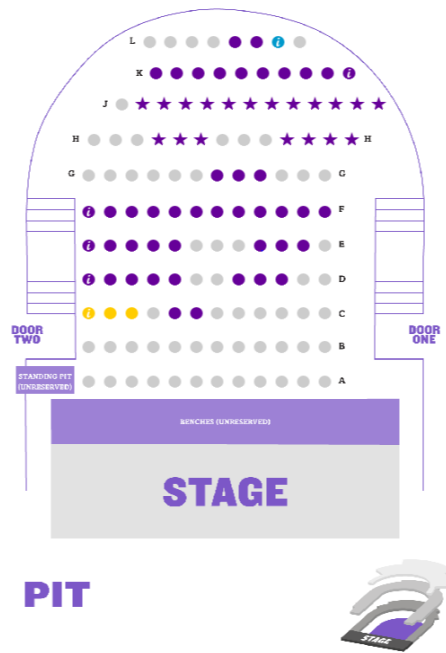
*Please note if you have your screen set to over 100% magnification, you may need to scroll across the page to locate these icons.*

**Once you have logged in to your account, seats that were previously not available, that were grey – looked sold, will now be available. Which seats these are will depend on your accessibility needs.**

## Caption/BSL/Audio Described Seats

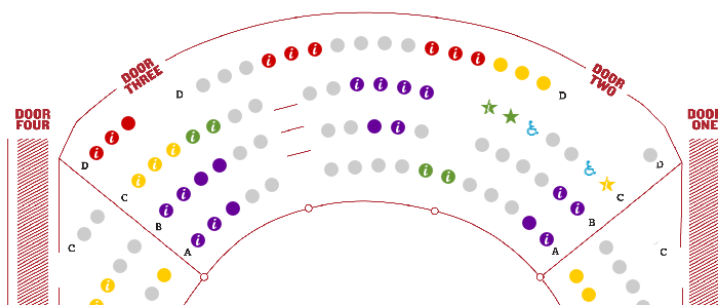
- These will be in the Pit and Dress Circle in the Theatre and the Floor in The Weston Studio and the best seats will show up as stars. Please note that there are steps to get to the seats in the Pit.



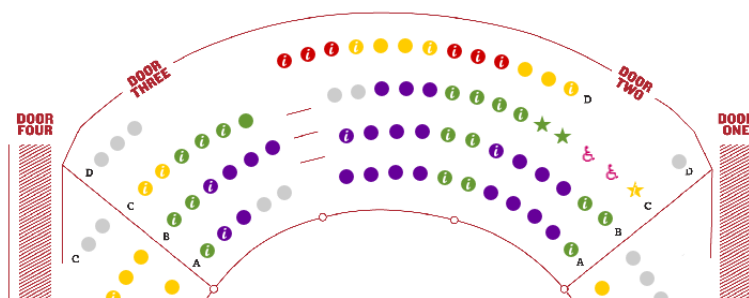


**Wheelchair Position**

- These will appear as the universal wheelchair symbol. They are situated in the Dress Circle. The companion seat next to it will show up as a star.
- Please note that there are no physical seats in the wheelchair spaces.



This image is for shows up until September.



This image is for shows from September onwards

You can now select the seats you require and put them in your basket.

**Discounts**

- On the next page use the drop down menus, next to each ticket, to select the appropriate ticket type.
- **When you select the tickets to be a Companion Ticket, BSL, Captioned or Audio Described Ticket it won't show up as the correct price until you go**

**through in to the Basket. It will automatically update it for you in the basket to the correct discount.**

### **Feedback**

Bristol Old Vic are always looking for ways to improve accessibility and customer service for our patrons. If you have any feedback regarding the access bookings page of our website, or the process of booking access seats online, please do let us know by emailing [access@bristololdvic.org.uk](mailto:access@bristololdvic.org.uk). If you have any queries please do not hesitate to contact us on 0117 987 7877.