

BRISTOL OLD VIC

NEW SEPTEMBER 2022: You can now register yourself on our Access Scheme. Just follow the below instructions:

If you are new to Bristol Old Vic and do not have an account with us:

- Go to the log in page on our website. You do this by clicking on the **account** icon.



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

- When you get to the **Login** page click on the register now bottom next to **New Customer?**

Login

Please Login or Register to continue. Please note: If you already have an email registered with us from previous bookings in the past, we have automatically created you an account which will contain your address and current preferences. To login please click on Forgotten Your Password below, and a password will be emailed to your registered email address.

Email address:

Password:

LOGIN

New Customer? Register now

Forgotten your password? [Reset here](#)

- Follow all the instructions for setting up an account and fill in all your details
- Once you get to the **other preferences** section, scroll down to the section that is called **Venue Accessibility and Assisted Performances**.
- Select all of the boxes that apply to you.
- Then create your account.
- You will then be able to access any specific seats you may need and any free companion tickets if one is required.

If you already have an account with Bristol Old Vic and you are not yet registered on our Access Scheme:

- Go to the log in page on our website. You do this by clicking on the **account** icon and **entering your email address and password**.



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, click on the other preferences tab on the left hand side.

- Scroll down to the section that is called **Venue Accessibility and Assisted Performances**.
- Select all of the boxes that apply to you.
- The click save.
- You will then be able to access any specific seats you may need and any free companion tickets if one is required.

You can also still give our Box Office a call on 0117 987 7877 or email 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 – Now that you are registered!

- Visit 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**.

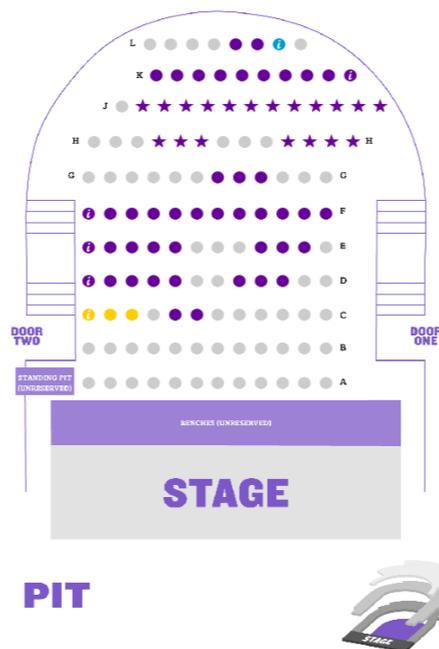
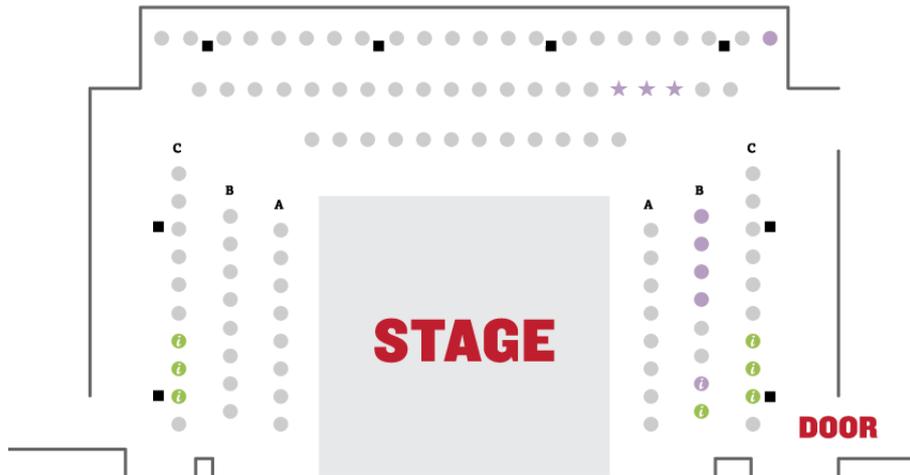


Please note if you have your screen set to over 100% magnification, you may need to scroll across the page to locate these icons.

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.

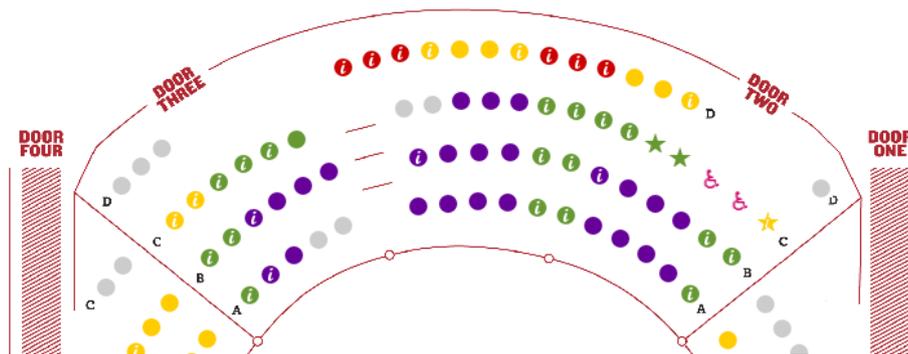
Caption/BSL/Audio Described Seats

- 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.



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, Relaxed or Audio Described, 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.**
- **If this has not happened once you get to the payment section please contact the Box Office to fix the issue.**

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. If you have any queries please do not hesitate to contact us on 0117 987 7877.