

BRISTOL OLD VIC

Updated August 2024

We are delighted to announce we are now working with Nimbus Disability, to make ticketing and access to Bristol Old Vic inclusive for customers with accessibility requirements. TO ensure that our ticketing and venue are used effectively for those who require these access facilities we are now introducing a level of validation. Nimbus' experience in running the Access Card Scheme will enable us to mitigate possible misuse and best support you at the theatre.

This will mean from August 2024 all our access customers will require an Access Card or free Bristol Old Vic Digital Access Pass Number. The application process for the free Digital Access Pass can be found [here](#). Once complete, it will last for 3 years.

Once you have a Digital Access Pass number or, using your current Access Card ID, you will simply connect the two accounts quickly and easily and that's it. Your access requirements will be in your Venue Name account and you will be able to browse performances and select your access tickets.

We suggest that you apply for a Venue Name Access Digital Access Pass Number and link your accounts so that you can simply get the tickets that meet your access requirements when they go on-sale.

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 on your behalf 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**.



Desktop site (located top right of the home page)



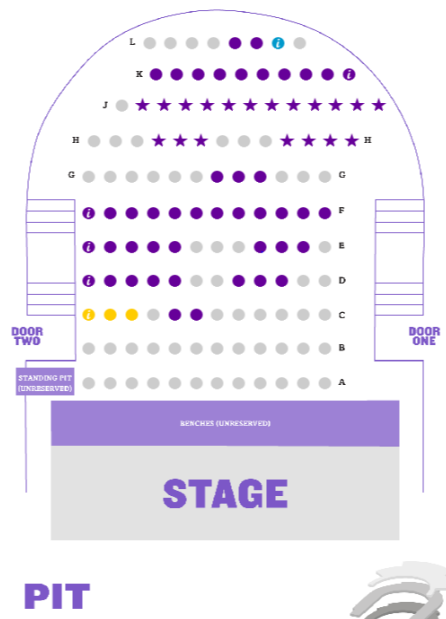
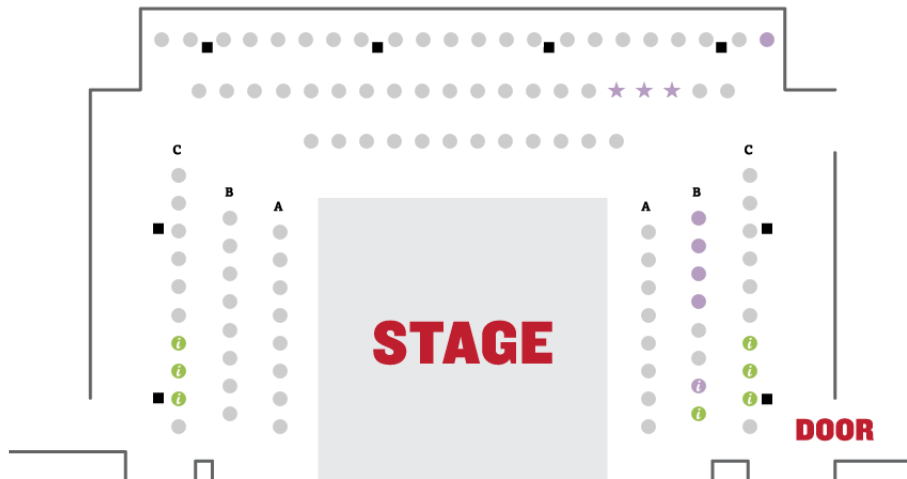
Mobile site (located in the drop down menu)

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 looked sold, will now be available. Which seats these are will depend on your accessibility needs.

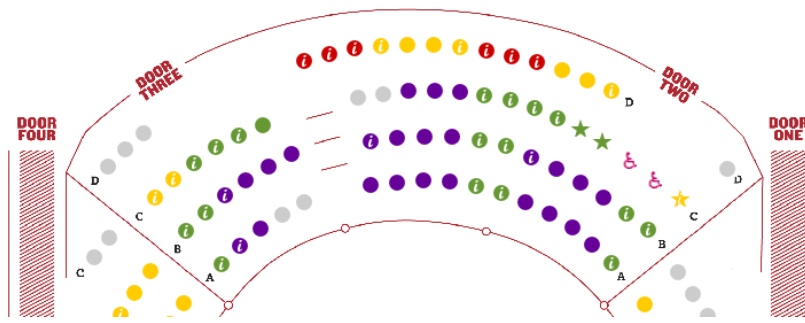
Caption/BSL/Audio Described Seats

- 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.

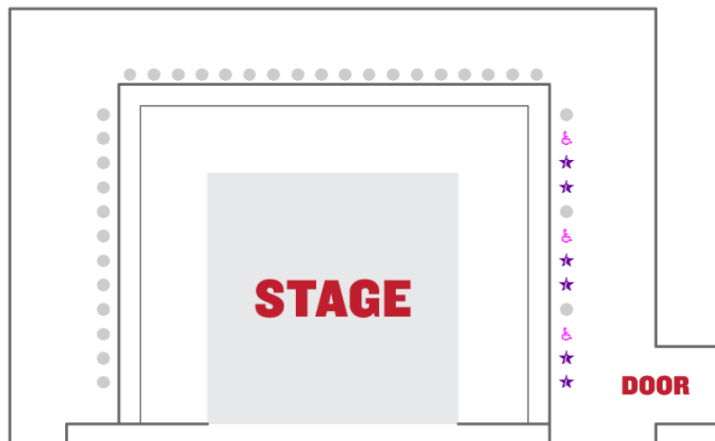


Wheelchair Position

- These will appear as the universal wheelchair symbol. They are situated in the Dress Circle in the Theatre and the Balcony in The Weston Studio. 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 an Essential Companion Ticket, BSL, Captioned, Relaxed or Audio Described, it won't show up as the correct price until you go through into the Basket. It will automatically update it for you in the basket to the correct discount.**
- **In the final basket it will calculate your discounts.**
 - **For assisted performances tickets will become £12 with a free essential companion if one is needed.**
 - **For those that need an essential companion, both tickets are discounted by 50%**
- **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.