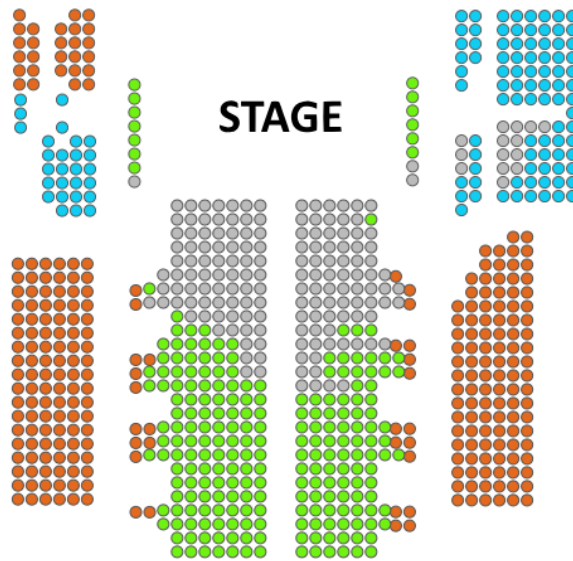


BOOKING TICKETS ONLINE – A QUICK GUIDE

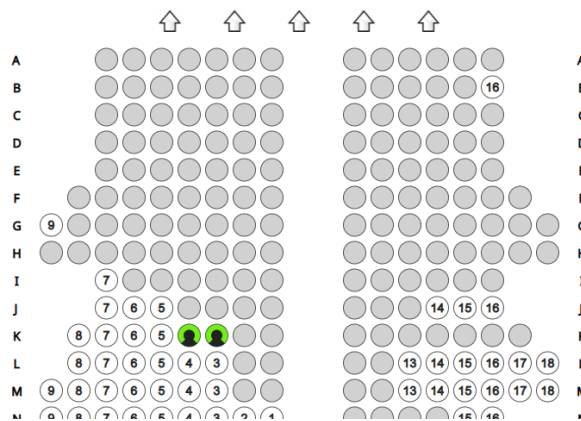
1. On the TicketSource booking page, click on any event you want to book. If you are booking tickets for more than one event, you can return to the list of events once you have completed each selection.
2. If the event has unreserved seating, simply select the number of tickets you want and click the Next button at the bottom of the page. (If you are using a small screen you may have to scroll down to see the button). Go to step 6.
3. If the event has a seating plan, you are first shown the plan with different areas in different colours. Hover over a seat to see the name of the area and the full price. Any greyed out seats have already been booked, or set aside (for example, for sponsors).



4. Click on the area where you want to book seats (you are not choosing which seats yet), and then a box appears asking how many seats you want to book. The full price is also shown. Note that during the patrons' advance booking period, a code must be entered before continuing. Click the Next button

If you change your mind you are not yet committed to anything. You can always click the Back button which is positioned beside the Next button.

5. You are now shown a seating plan. Select the seat(s) you want to book by clicking on them individually.



At the top of the page you will see what you have selected so far. Click the Next button when you have made your selection.

6. If you have a patron's discount code, type it into the box on the next screen. Your discounted price will then be shown. There are also buttons to change your selection of tickets, or remove the event from your booking. At this stage you can also choose how to get your tickets:
- E-ticket (which you can then print off)
 - Post (which incurs a fee)
 - Mobile phone (which incurs a fee)

We have no control over these fees – they are charged by TicketSource.

Tick the confirmation box, and then either choose to go to the Checkout and pay (by card), or click the Continue Shopping button to select another event.

7. At the checkout, please enter your email address and postcode. If you are a patron, or you are on our mailing list, the system should then be able to bring up your details – please amend if any details are wrong. A telephone number is helpful in case we need to contact you with any last minute changes.

If we don't have your details, please enter them and choose whether you want to receive future brochures by email or post (or both). This information will not be used for any other purpose, or given to third parties.

Now go to the payment page.

Booking fee: TicketSource charges a fee for every online ticket sold. Customers pay a percentage of that fee, but the Festival pays the majority of it.