

## Having trouble booking tickets online?

Please give the box office team a call on 0118 960 60 60 during opening hours and we can answer any queries. Alternatively, you can have a look through the troubleshooting guide below, or send us your query at [accessthearts@reading.gov.uk](mailto:accessthearts@reading.gov.uk).

### **Troubleshooting**

#### **Why is the personal assistant ticket not showing as £0.00?**

This could be for several reasons. The personal assistant ticket is discounted after it has been added to the **basket** for customers who have applied and **been accepted on to our access membership scheme** (or for the designated facilitators of access members). To sign up for an access membership please click [here](#).

If you are booking with an active access membership or designated facilitator membership and the personal assistant ticket is still not discounting to £0.00, it could be for the following reasons:

- You have not logged in to your Reading Arts account prior to starting your booking.
- You are not yet on the basket screen. Prior to the basket screen, the personal assistant ticket will show as being the same cost as a Full Price ticket. Only once you go into your basket will the personal assistant ticket show as £0.00.
- The access membership may have expired. In this case, you will need to resend proof of eligibility to [accessthearts@reading.gov.uk](mailto:accessthearts@reading.gov.uk).

#### **I require more than 1 personal assistant ticket**

The online booking of personal assistant tickets limits each customer to 1 personal assistant ticket per event. If you need to book more than one personal assistant ticket for either of the below reasons, then please call us on 0118 960 60 60 and we can book you in over the phone.

- You, or the person you are booking on behalf of, require more than one personal assistant to attend an event and you have sent us proof of eligibility for this (usually an access card with a +2 symbol)
- Your party contains multiple people that require personal assistant tickets (and they are all registered with access memberships).

#### **I cannot see wheelchair spaces when I try to book online**

To see and book wheelchair spaces and their accompanying personal assistant seat online you must be logged into an account which has had the preference 'I am a wheelchair user (standard)' ticked in settings (see below).

However, to receive the accompanying personal assistant ticket free of charge, you must be signed up for an access or designated facilitator membership. To sign up for an access membership or designated facilitator membership please [click here](#).

# My Account

**LOGOUT**

**DETAILS**

**ADDRESSES**

**CONTACT PREFERENCES**

**OTHER PREFERENCES**

**FIXED SUBSCRIPTIONS**

**SEASON TICKETS**

## Other Preferences

### Access The Arts

Do you consider yourself to have a disability?

☐ Yes

☐ No

☐ Prefer not to say

### Access Requirements

Please let us know if you have any access requirements. Please tick all that apply.

☒ I'm a wheelchair user (standard)

### I am a large wheelchair user

Unfortunately, we can still only take bookings for large or high back wheelchair users over the phone. To get booked in, please give us a call on 0118 960 60 60.