

## A Guide to Online Booking for Centre Stage Members

**For more information about booking your discounted tickets online, please read the guide below.**

### Step 1

Before selecting any shows, **please log in to your account** - this will enable our system to recognise you as a member. You will find the Centre Stage login button at the top right of the main website (or as an option on the front page of our mobile site) – click here and login to your account.

Once logged in you can either search for events by using the 'Search Events' box or you can navigate back to the main website by clicking on the logo in the top left of the screen and finding the show you are interested in on the What's On section of the site.

#### **Not yet a member?**

If you would like to become a member today and start taking advantage of the benefits members receive, including discounted tickets, you can buy a membership package online.

Simply decide what membership package is for you, add your choice to the shopping basket and follow Steps Two to Five in this document.

When you have finished shopping, you will be asked to log in to your account. If you have a password for our website already, please complete this section. If you don't have an account, please log in as a new user.

You will then be able to pay for your chosen items and your new membership.

### Step Two

Select the performance for which you want to book – click book now.

Please note that **Centre Stage Standard & Concession Members** are entitled to book **up to 4 tickets** for a run of a show (not 4 per performance) whilst **Centre Stage Prestige Members** are entitled to book **up to 8 tickets** for a run of a show (not 8 per performance). **It is vital you do not try and purchase more tickets at the membership rate than you are entitled to** - the system will allow you to choose more seats at the Centre Stage discounted rate, **but it will not process your payment at the end, making you start the whole transaction again from the beginning.**

For **Crucible** and **Lyceum** shows\* please click on the Select Your Own Seats tab at the top of the screen. Please select the seating area in which you wish you sit on the map that is displayed and once open, click on the seat/s you want to buy - **please note that you have to choose seats one by one.**

When you click on a seat, a box pops up asking you to choose your desired price - you will be offered your Centre Stage Membership level discount (at the bottom of the list) as well as the other available prices. Once you select a seat at the appropriate price eg membership discount you will notice that the seat you choose becomes an 'X' on the screen and the seat details will populate the 'your selections' box on the right side of the screen. Please click on the next seat you want to purchase and follow the steps above regarding choosing the relevant price. You will be able to select the number of discounted

tickets (up to the maximum you are entitled to) and any further tickets at the adult or concession price.

\*For **Studio** performances, the seating is unreserved and you will select the number of seats you would like in the 'Seat Quantity' box (remember to use the membership discount option, not Adult) then click 'Continue'

### **Step Three**

Once you have selected the desired number of seats - please click on 'add to order' and you will be taken to the shopping basket

### **Step Four**

**In the shopping basket, if you want to book more shows please click on the '<< continue shopping' button** and this takes you back to the list of events

Again, either use the 'Search Events' box or click on the logo to access the website and find the show you want.

Please follow the steps above for the next show you select.

Once again at the Shopping basket please click on '<< continue shopping' button if you want to add more performances.

### **Step Five**

Once you have everything you want to book in your shopping basket click on 'Continue'

You must select if you would like the tickets posted to you, or kept at box office for collection. There is no difference in the booking fee – this is £1.00 for the whole transaction.

Once you have clicked 'Continue' your address details are automatically filled in and you are simply asked to complete your card details for payment and click on 'Buy'

You will then be informed your order has been created!

### **Some further information:**

If you get the following message:

**Attention: You have exceeded your ticket allotment for one or more promotions**

You have selected more seats at the membership rate than your level gives you entitlement to. You must then start the process again and choose your shows and seats as outlined above.

You will have 20 minutes to complete your purchase once you have selected the seats on your first show.

**Please note:** The membership discount has only been applied to the new shows for the autumn season and will not apply to shows currently on sale in summer eg South Pacific.

**If you find you are unable to complete the online booking process, please do not hesitate to call our Box Office on 0114 249 6000.**