# Theatrefest Online Ticketing Web Site

The 2018 Theatrefest online ticketing web site URL is:

<http://theatrefest.ukwest.cloudapp.azure.com>

## General

* **IMPORTANT: most of the links on the main navigator will take you to the main Theatrefest web site and there is currently no easy way to navigate back. A warning is displayed if you select one of these links.**
* The ticketing web site should work on all devices including smartphones but most testing to date has been done on a desktop PC.
* Clicking on the small small blue ‘i’ icons will show/hide additional information whatever it is attached to.

## Search for Shows

A listing of all shows (when the details have all been entered) can be displayed using the “shows” option on the main menu. This list can be searched based on day, venue and genre. Selecting a show title will take you to the show information page which includes full details of all performance. Selecting a performance allows you to buy tickets for that performance.

## Registration and Login

Purchasing tickets requires registration on the site using a valid e-mail address. To register you select the Login link on the main menu and then click on Register. Once you have entered your e-mail address and chosen a password an account activation message will be sent by e-mail. When this message arrives click on the link contained in the message to complete the registration process and activate your account.

Once you have registered you can login on future visits using your e-mail and password.

### Password Rest

If you forget your password you can reset it by selecting Login on the main menu and then clicking on Reset. You will be asked to enter your e-mail address and a password reset message will then be sent to you. When it arrives click on the link contained in the message to choose a new password.

## Basket and Checkout

Items purchased through the ticketing we site must be paid for by credit card through the checkout before they are confirmed and can be used. All credit card transactions will be subject to a booking fee of 1.4% plus 20p which is added to the total when you checkout. The basket can be used to collect multiple items that can then be paid for together to reduce the overall charge.

You can remove items from your basket using the dustbin icon.

Card payments are currently setup to use a test card that does not incur any charges:

Card number 4242 4242 4242 4242

Expiry any date in the future

CVC any three digit number

## eFringers

eFringers offer the same benefits as the usual frequent fringers but can only be bought and redeemed through the ticketing web site (normal paper based frequent fringers will also be available for use at the box offices).

Once you are logged on you can purchase eFringers by selecting My Fringers from the drop-down menu displayed when you select your e-mail address on the main menu. Each eFringer can be given a name to make it easier to manage multiple eFringers in the same account (if you don’t enter a name they will be numbered sequentially).

eFringers are added to you basket and cannot be used until they have been paid for through the checkout (see below).

## Buy Tickets

Tickets for a performance can be purchased by selecting the performance on the show details page.

Note: online ticket sales will be suspended 30 minutes before the performance starts.

Tickets can be purchased using a credit card or with an eFringer (one ticket per performance per eFringer). Tickets purchased with an eFringer are confirmed immediately while tickets purchased with a credit card are not confirmed until they have been paid for through the checkout.

### Venue Capacity

Each venue has a maximum capacity that limits the number of tickets that can be sold. If you request more tickets that are available you will receive an error message.

IMPORTANT: other people may purchase tickets for the performance after you have added them to your basket but before you have completed the checkout process. If that happens and the tickets are no longer available you will receive an error message when you try to pay for the tickets.

## Manage Tickets

You can view and manage tickets you have purchased through the ticketing web site by selecting My Tickets from the drop-down menu displayed when you select your e-mail address on the main menu.

Tickets purchased using an eFringer can be cancelled up to 1 hour before the performance starts. Tickets purchased with a credit card cannot be cancelled.

Ticket printing is “work in progress”.

## Notes on Box Office and Front of House Procedures

The following notes on box off and front of house procedures may help to put the online ticketing web site into context:

1. Box offices will handle the sale of:
   1. Tickets purchased using cash or paper based frequent fringers
   2. Paper based frequent fringers (cash only)
   3. Theatrefest buttons (cash only)
2. Details of all sales will be entered into the ticketing system anonymously (i.e. there will be no requirement to enter details of the person making the purchase).
3. Ticket sales at all box offices other than the primary (normally the box office at the performance venue) will be suspended 30 minutes before the performance starts.
4. Paper tickets (printed or handwritten) will be issued for all tickets purchased more than 30 minutes before the performance starts.
5. 30 minutes before a performance starts the primary box office will go into front of house mode:
   1. Tickets for all other performance will be suspended at the primary box office.
   2. A front of house report will be produced listing all online tickets sold for the performance. This report is used to validate online tickets when they are exchanged for tokens.
   3. All tickets (paper and online) must be exchanged for a ‘token’ to be used for entrance to the venue. Online tickets can be exchanged based on a printed ticket, a ticket displayed on a smartphone or the e-mail address used for the purchase.
   4. Additional tickets sold at the primary box office will be issued as tokens – i.e. no paper tickets.
   5. The count of tokens collected as people enter the venue will provide the audience count for health and safety.