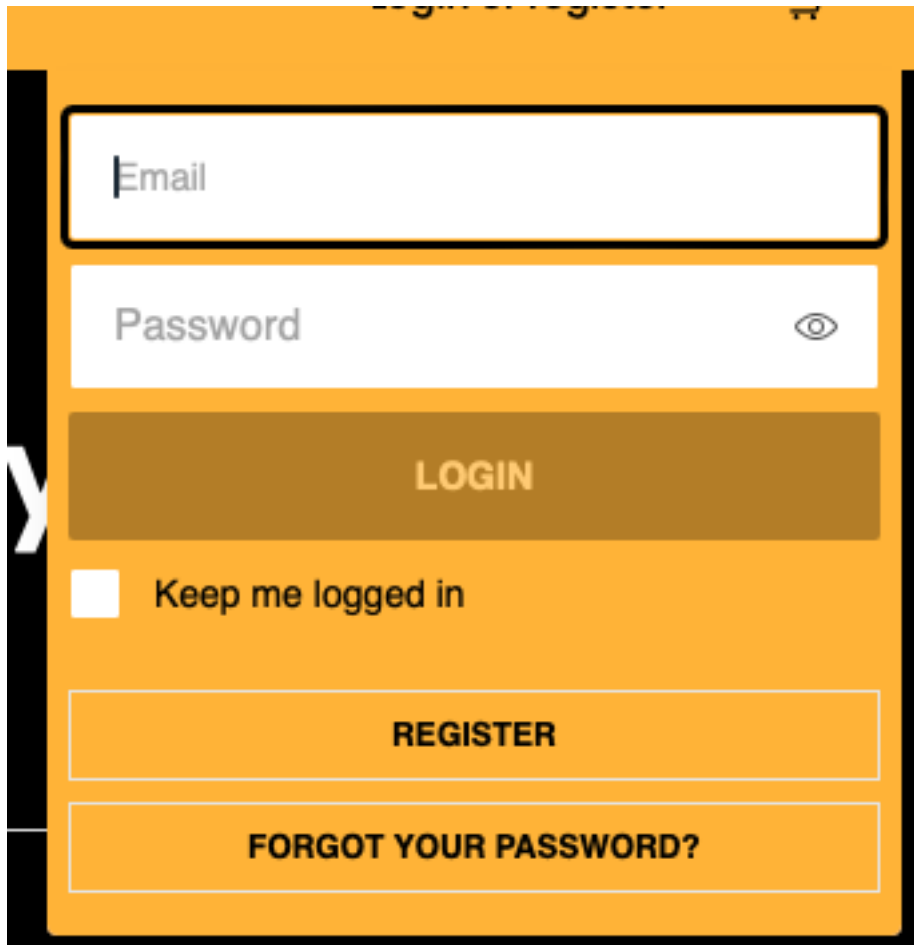


For more information on access, please [click here to go to our website](#)

FIRST: When you go to our website, click on the event you want to book, click 'Book Tickets Now', and you can then log in as the log in tab will appear at the top of the page.

Access bookings online- here's how to make use of your membership:

- Once we have created an account for you/ once we have added the membership to your existing account, you can start using the membership right away. If you already have an account with us, you should be able to log in and use the membership immediately. If you need us to send you a link to reset your password, let us know. You have 20 minutes from the reset in order to update your password before the link expires. You can also go online and put in your email address and click 'Forgot Your Password?' in order to reset your password yourself and make your account online-compliant. If you haven't purchased with us before, and you are using an account that has now been set up by us, you will need to set up your log in details online:

A login and registration form with an orange background. It features two input fields: 'Email' and 'Password'. The 'Password' field has a toggle icon (an eye) on the right. Below the input fields is a brown 'LOGIN' button. Underneath the login button is a checkbox labeled 'Keep me logged in'. At the bottom, there are two orange buttons: 'REGISTER' and 'FORGOT YOUR PASSWORD?'.

Email

Password

LOGIN

☐ Keep me logged in

REGISTER

FORGOT YOUR PASSWORD?

- When you want to book access tickets online, you will need to log in first before you proceed with selecting your seats/tickets, otherwise the following pop-up message will appear:

Hello there. If you are a TOM's Friend, please log in first to get priority booking for this event. Alternatively, if you have an Access Membership, please log in before proceeding. Thank you.

- When you log in, the membership will be activated, and will look like this on our web page:

Laura Scobie, Access Register ▼

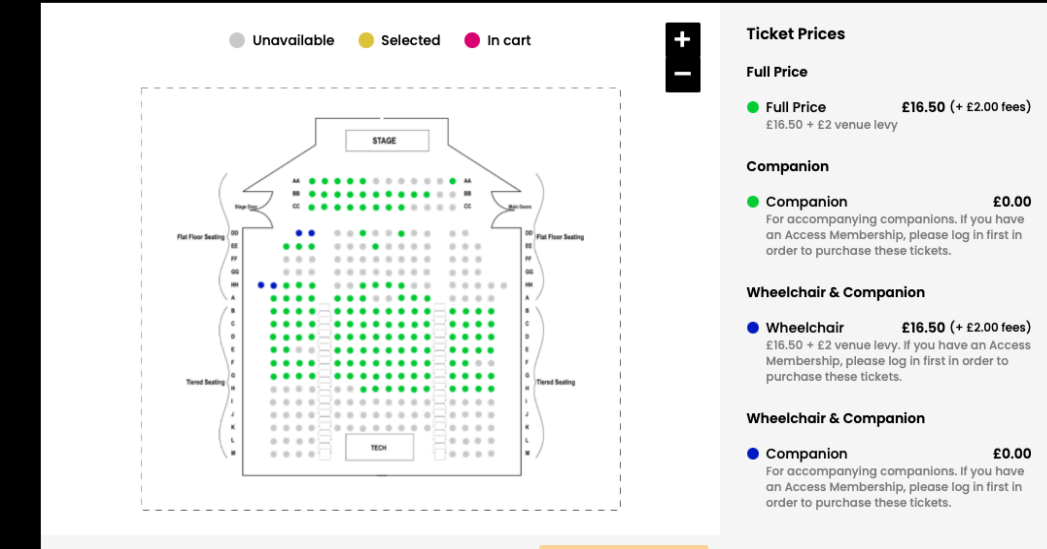
- This product acts like a VIP membership, so every time you log in online, the system will acknowledge who you are, and you will in turn be granted access to purchase seats that best match your requirements. Please note, all seats/ ticket bands will always be visible to ALL bookers, but only those with an Access Register membership will be able to go ahead and purchase those specific tickets (so basically, no one who isn't registered can nick those!)

Reserved Events

We can allocate up to two wheelchairs and two companion spaces at our full-capacity reserved seated events. These spaces are reserved on DD13-DD14 and HH16-HH17. **If you have a larger power chair, we would advise you booking HH16-HH17 as the chair will be to the side rather than in front of another audience member.**

Pick your show of choice and then log in first. As you can see, we have the usual Full Price tickets, and you can pick Companion from the drop down if you need to add one of those complimentary tickets to your booking. You can pick general seats and general Companion seats anywhere on the plan and choose the spaces that best suit your needs. Those ticket bands will always appear in **green**. All available Wheelchair spaces plus accompanying Companion spaces will appear in **blue** on the plan and in the description. Once those have been booked, the Wheelchair and Companion options will be invisible online. If those are the tickets you need, just click on those seats, and proceed with your booking. Please note, the scheme is capped at one x Companion per Wheelchair and up to two x Companions per Full Price ticket. If you need more Companions with your booking, please email boxoffice@theoldmarket.com and we can help. If you are purchasing a Wheelchair & Companion, but you need an extra companion/ other ticket, you can also add those to

your order. Please note, if purchasing tickets using a phone, in order to pick access tickets from the drop down (applies mainly to general Companion tickets), you may need to put your phone on **landscape** in order to pick your tickets.



The screenshot displays a ticket selection interface. On the left is a seating chart with a legend at the top: a grey circle for 'Unavailable', a yellow circle for 'Selected', and a pink circle for 'In cart'. The chart shows a stage at the top, a 'Tech' area at the bottom, and various seating sections labeled with letters (A, B, C, D, E, F, G, H, J, K, L, M, N, P, Q, R, S, T, U, V, W, X, Y, Z) and numbers (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100). Some seats are marked as 'Selected' (yellow) and others as 'In cart' (pink). On the right, a 'Ticket Prices' section lists the following options:

- Full Price**
 - Full Price: £16.50 (+ £2.00 fees)
 - £16.50 + £2 venue levy
- Companion**
 - Companion: £0.00
 - For accompanying companions. If you have an Access Membership, please log in first in order to purchase these tickets.
- Wheelchair & Companion**
 - Wheelchair: £16.50 (+ £2.00 fees)
 - £16.50 + £2 venue levy. If you have an Access Membership, please log in first in order to purchase these tickets.
- Wheelchair & Companion**
 - Companion: £0.00
 - For accompanying companions. If you have an Access Membership, please log in first in order to purchase these tickets.

Unreserved Events

We can allocate up to two wheelchairs and two companion spaces at our full-capacity unreserved seated events. These spaces would be on DD13-DD14 and HH16-HH17.

For events with lower capacities (such as TOM's Film Club), we can allocate up to two wheelchairs and companions on A13-A16.

Pick your show of choice and then log in first. All that will be listed are the usual Full Price, Companion and Wheelchair price bands. If these are the tickets you need, just select those price bands, and proceed with your booking. If there is a Concession price attached to a show, the Wheelchair spaces will have that price set. Once you proceed with your booking, let us know in the comments box if you have any specific requirements you need us to know about (e.g, end of an aisle etc.). Please note, if purchasing tickets using a phone, in order to pick access tickets from the drop down (applies mainly to general Companion

tickets), you may need to put your phone on **landscape** in order to pick your tickets.:

Full Price £31.99 + £2 venue levy	£31.99 (+ £2.00 fees)	0 ▾
Concession £15 + £2 venue levy. Only for those who are students or those who are on Job Seekers Allowance.	£15.00 (+ £2.00 fees)	0 ▾
Companion For accompanying companions. If you have an Access Membership, please log in first in order to purchase these tickets.	£0.00	0 ▾
Wheelchair £15 + £2 venue levy. If you have an Access Membership, please log in first in order to purchase these tickets.	£15.00 (+ £2.00 fees)	0 ▾

Standing Events

Should you require a wheelchair space or a side seat at one of our standing events, we can accommodate up to three wheelchairs and three side seats maximum between both of our viewing areas. We cannot offer seats to accompanying companions, but they are welcome to stay nearby during the course of the event. Spaces and seats must be booked online, over the phone, or in person in advance of an event, but once you arrive at our venue, there may be an opportunity for you to pick the area that suits your needs the most (subject to availability):

- 1) Our first viewing area is located at the front of the auditorium (in front of the stage, near the side entrance doors). You will get a better view from here. This area is available on both our generic standing and immersive events.
- 2) Our second viewing area is located just by the entrance to the auditorium (accessible from TOM's Bar). This is a safer, more contained area, but you won't get as good a view from here. This area is only available on our generic standing events and is not available on any of our immersive events.

For Standing events, all that will be listed alongside the Full Prices are Wheelchair, Companion and Side Seat. If these are the tickets you need, just select those price bands, and proceed with your booking. Please note, if purchasing tickets using a phone, in order to pick access tickets from the drop down (applies mainly to general Companion tickets), you may need to put your phone on **landscape** in order to pick your tickets.:

Standard £25 + £2 venue levy	£25.00 (+ £2.00 fees)	0 ▾
Companion For accompanying companions. If you have an Access Membership, please log in first in order to purchase these tickets.	£0.00	0 ▾
Wheelchair £25 + £2 venue levy. If you have an Access Membership, please log in first in order to purchase these tickets.	£25.00 (+ £2.00 fees)	0 ▾
Side Seat £25 + £2 venue levy. Choose this option if you will be needing a seat for this event. If you have an Access Membership, please log in first in order to purchase these tickets.	£25.00 (+ £2.00 fees)	0 ▾

All Wheelchair, Companion and Side Seat price bands include blurb explaining what they are under each ticket price.

If wheelchair spaces happen to be sold out, it will say so on the specific event booking page.