

How to Book Access Seats Online at Saffron Hall

It is now possible to book wheelchair spaces, wheelchair transferral seats and step-free access seats tickets online for Saffron Hall events via our website.

Before trying to book access tickets online, please contact the box office on 0845 548 7650 or access@saffronhall.com so that we can discuss your individual requirements and talk you through the access booking process. We will then change a setting on your customer account which will allow you to book online.

Booking Access Tickets Online:

- First, go to the Saffron Hall website: www.saffronhall.com

The most important thing to remember to do is log in to your Saffron Hall account before trying to book your tickets. If you are not logged in then our booking system will not recognise you as an access user, and you will not be able to view or book access tickets.

- To log in, click on the 'Login' icon which you can find at the top of your screen. The icon looks like a white outline of a person's torso. If you are logged in already, this icon will have a small yellow 'tick' next to it.

Please note that if you have your screen set to over 100% magnification, you may need to scroll down slightly to locate this icon.



- Please enter your email and password and click the purple 'Login' button.
- Once logged in, find the event you want to book for and click 'Book Now'.

Previously wheelchair spaces, wheelchair transferral seats and seats with step-free access would have looked 'sold' – or grey in colour.

Depending on the access requirements you described to our box office team, you should now be able to see the following:

- Wheelchair Spaces – these will appear as the universal wheelchair symbol. There are six wheelchair spaces in Rows D and Z (Z4, D2, D5, D18, D21 and Z23).
- Wheelchair Companion seats – these will appear as stars in seats directly next to each wheelchair space.

Please make sure that if you are booking both a wheelchair space and a wheelchair companion seat that they are directly next to each other without any seats in between e.g. Z3 & Z4 or D2 & D3.

OR

- Step-free seating – these will appear as stars in Row D and Row Z.

Please note: due to the limited number of step-free access seats, we ask that customers only purchase a maximum of two of these seats per concert when they are buying them online.

- You can now select the access seats you require and put them in your basket. If you need to, you can change the type of ticket (e.g. 'Full Price', 'Under 18') or delete any tickets in your basket at this stage by using the drop-down menu and the tick boxes.
- When you continue to the final order page before checkout, you should see that any discounts for which you are eligible have been applied automatically. If you think the discounts which have been applied are incorrect then please get in touch with our box office team on 0845 548 7650 or access@saffronhall.com.

If you would like to book more than two access seats for a single event, please contact our box office directly on 0845 548 7650 or email access@saffronhall.com.

Feedback

Saffron Hall is always looking for ways to improve accessibility and customer service for our audience members. If you have any feedback regarding the access bookings page of our website, or the process of booking access seats online, please do let us know by getting in touch with our admin office on 01799 588545 or emailing access@saffronhall.com.