

Frequently Asked Questions

Q Why does my password have to be so complicated?

A In order to keep your records safe, our system is fully compliant with banking industry standards

Q I need to change my personal details. Where do I do it?

A Please login and click on 'my account'. You can change any details there, and check on any bookings you've made too

Q Why do I have to enter my card details every time? Why don't you just store them?

A Smaller organisations and theatres like Warwick Arts Centre do not have access to the same facilities of larger online organisations like Amazon or Play and are therefore are not allowed, under the banking regulations, to store card details. This does however protect your money and helps to keep you safe from fraud

Q Where is the stage?

A On **all** our plans, the stage is at the top of the screen. Please note that when looking at the right side balcony, the row on the left (labelled S) is the front row.

Q Can I have my tickets delivered to a different address?

A To protect against fraud, we do not deliver to an address different to the billing address. If you overwrite the address on the page prior to payment, this will not amend where we send tickets to.

Q When I try to register a new account, it says that the email address is already registered.

A This means that the email address you are registering is already associated with an account on our system. You can either click forgot password to reset the account or call the box office on 02476 524524 and one of the team will do this for you. Otherwise, you can use a different email address if you have one

Q I have registered a new account/clicked on forgot password and have not received an email

A Please check your junk/spam folder in your email – you may find it has gone in there. If it has not arrived within 15 minutes, please call the box office for assistance

Q How do I choose concessions?

A At the top of the screen which allows you to choose your seats, any available concessions will be listed, along with a check box. Simply check the appropriate box and then choose your seats.

If the event is general admission (unreserved seating) then you will see a list of concessions, against which you can mark the number of tickets required at each level

Q Can I pay with theatre tokens online?

A We are not at this time able to accept theatre tokens online. If you wish to pay with tokens, please call the box office or come into the venue.

Q Can I book wheelchair places online?

A At this time, wheelchair bookings must be made over the phone or at the counter, as specific areas are held for these customers. We also offer a free companion ticket for anyone who requires one. Please call the box office for further information

Q I have a child under 2 – do I need to book for them?

A Children under 2 years of age who can sit on an adults lap will be admitted free of charge. For legal reasons, we do need to know that you plan on bringing a baby with you, so please call the box office to book a free place