



Season Ticket FAQ's

To help you get the best from our new Season Ticket Scheme, we have prepared a number of responses to questions you might have, as follows. If you have additional questions that aren't answered here, please get in touch with any member of our Council, or email info@summerseatplayers.co.uk

Q. Will I have the same seats secured ahead of the forthcoming season as I've always had?

A. No – your Season Ticket (purchased in advance from us) secures you a discounted price for the forthcoming season and allows you to book during the Priority Access period, which we believe will give you the option to secure your preferred seats on your preferred night. However, you will no longer be in the position of reserving in advance the same seat / same night of the run for each play at the start of the season without having to renew your choice for each play.

Q. I liked the Patrons Scheme - why have you changed it?

A. We are very grateful for the loyalty shown to us by our Patrons over the years and we haven't taken this for granted. However, we have listened to feedback and we believe this scheme offers you more flexibility to book what you want, when you want it, to best suit your commitments nearer the time of the actual event. It will also help our volunteers by cutting down on the amount of manual administration and administrative changes near the time of an event.

The pandemic changed many things, not least the need to do a lot of things online, and we believe the majority of our audience members are now more familiar with this world. During our 2021/2 season, when we were unable to offer our usual Patrons Scheme as a result of Covid restrictions, the Priority Access period worked well for a large number of our loyal customers, and so we have decided to continue with this method, with the added benefit of us being able to offer you a discounted price on the standard ticket seat cost.

Q. How and when do I purchase a Season Ticket?

A. You need to complete our Booking Form, submit it to us, and make your payment direct to Summerseat Players in advance of the season commencing. Season Tickets cannot be purchased via TicketSource – this is used purely to make your booking for each performance. Please follow the instructions on the Season Ticket Announcement (also available on our website at: www.summerseatplayers.co.uk/season-tickets/).

Q. How do I book my seat for each performance?

A. Please go to www.ticketsource.co.uk/summerseatplayers to secure your tickets for our performances and follow the instructions on the Season Ticket Announcement (also available on our website at: www.summerseatplayers.co.uk/season-tickets/). You can also book via the Box Office during opening hours by quoting your unique reference discount code to our helpful volunteers.

Q. How do I make sure I get my preferred seat on my preferred night?

A. When each Priority Access period is opened to Season Ticket holders (as notified via email), you will have the opportunity to go online immediately and book your preferred seats and night for each show, ahead of bookings opening to the general public. This is the same as the way we operated the system for previous Patrons during our last season (2021/2) and it seemed to work well.

Q. How do I get my discount code for booking?

A. We will email a unique discount code (which is specific to the amount of Season Tickets you have purchased) to the Lead Booker ahead of the Priority Access period for each production commencing. This will be no less than 1 week before tickets go on general sale to the public.

Q. How do I get the password for the Priority Access period?

A. This will be emailed to the Lead Booker along with your unique discount code. There will be a new password for each production, exactly the same as it was in the abbreviated 2021/2 Season for our previous Patrons Scheme members.

Q. Do I need to enter the password first to be able to book my tickets?

A. Yes – the Priority Access worked well during our 2021/2 season, so we will continue this for Season Ticket holders – you enter the password (which will change for each performance run) having selected the number of required seats, and you should then be taken to a page to select your preferred seats, following which you need to enter your unique discount code to ensure you are not charged twice for your booking.

- Q.** I don't have access to emails, what can I do to have a Season Ticket?
- A.** Please get in touch with us if this is the case and we will endeavour to make suitable alternative arrangements with you via our Box Office. However, please note that many of our communications are now made via email or via our Social Media, so our preference is that we are able to contact you via a valid email address. We reserve the right to administer a postage charge for any ticket holders that require postal communications.
- Q.** When I go through the booking process on TicketSource, it shows a cost of £12 per ticket plus a booking code, is this right?
- A.** Yes – however, once you enter your unique discount code (which is specific to the amount of Season Tickets you have purchased), the price per ticket will be removed, as will the booking fee. There should be no charge to you for booking Season Ticket seats, and you should not be asked to enter your payment details. You must enter your discount code and ensure the payment shown is £0, and to ensure you are not charged twice for your booking. Please see our Terms & Conditions for details.
- Q.** Will I still be able to make changes to my booking?
- A.** Yes, you can still get in touch with us if your circumstances change at short notice. Contact our Box Office (during opening hours) or email info@summerseatplayers.co.uk
- Q.** I have missed the Priority Access period, can I still book seats?
- A.** Yes, you can book seats via TicketSource or via our Box Office (during opening hours) right up to the start of a performance, providing there are seats available. We therefore strongly recommend securing your seats and preferred night during the Priority Access period to make sure you don't miss out. Please see our Terms & Conditions for full details.
- Q.** My party of Season Ticket holders (under the same Lead Booker) can't all make it on the same night – can we split our booking for a performance across two or more nights?
- A.** Yes, you can only use your unique discount code once via TicketSource, so the easiest way to split your booking is to contact our Box Office (during opening hours) or email info@summerseatplayers.co.uk with the details of your request and we will assist you.
- Q.** If I can't make it or don't want to watch a particular production, can I gift my Season Ticket to a friend?
- A.** Yes, you can do this and you don't need to inform us, as long the seats are booked via TicketSource as outlined in the booking instructions. You may not profit from this however – please see our Terms & Conditions for full details.
- Q.** I no longer want my Season Ticket, can I get a refund?
- A.** You have the opportunity not to take up a Season Ticket at the start of each season, but otherwise you commit to a whole season of productions on the Main Stage and will not be entitled to a refund if you change your mind. Please see our Terms & Conditions for full details.
- Q.** You no longer appear to be offering a concession discount, is that correct?
- A.** Yes, all of our tickets for our Main Stage performances are now £12. However, Season Ticket holders can secure a seat for just £10 per person per performance by paying in advance. In our 2022/3 season, this will save you £8 per person (the 2022/3 Season Ticket costs just £40 per person, to be paid in advance).
- Q.** I would like to purchase a ticket for my friend, who isn't a Season Ticket holder – can I do this?
- A.** Yes, but if you want to guarantee that you can sit together, you will need to wait until the end of the Priority Access period when all tickets go on general sale. The non-Season Ticket holder will need to pay the full price of £12 per ticket, plus a booking fee applied by TicketSource.
- Q.** Do I need to print my ticket for when I attend the Theatre for a performance?
- A.** No, we actually prefer that you don't print your ticket (so as to save on paper and printing ink), but it will help us if you can show your ticket(s) on your smartphone or device. This is not essential as our friendly Front of House volunteers will be able to check you and your party in on arrival.

Full Terms & Conditions can be found at: www.summerseatplayers.co.uk/terms-conditions/

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