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**How to book tickets online**

* Go to <https://www.thursford.com>.
* Click on the golden ticket to **‘Buy Tickets’**
* Select **Christmas Spectacular** (whichever year you would like to book for) then select **Book Online**
* Select the event you would like to book if we have more than one event running (if not it will take you straight to the calendar page of the event that is on sale)
* You should now be on the calendar page; select the performance date you wish to book. Green indicates good availability; amber indicates limited availability; red line shows a performance is sold out. If the box is blank, there is no show running on that date.
* Use the seating plan and hover over each coloured dot with your mouse to see the description, seat number and price of each seat. Light grey dots have already been purchased.
* If the dot has an exclamation mark it has a message attached to the seat. The message will appear below the description, seat number and price of each seat.
* Click on the dots to select your seat. The seats you have selected will turn light blue. When you are happy with your choice, click the gold ‘Add to Basket’ button which appears at the bottom of the screen.
* Your seats have now been added to your basket, where they will be held for you for 15 minutes.
* From this screen, you can switch to party rate **if you are booking more than 20 seats** by using the drop menus to remove your tickets from full price and applying the number of seats booked in the party rate discount drop down. *If you are booking 20+ tickets, please remember to choose the party rate.*
* Once you have selected your discount (if booking under 20 tickets you do not need to select anything on this page. Click the gold ‘Next’ button.
* Check the details (event, date, time, seat and price) of your selection and select any extras you would like to purchase, for example pre-ordered brochure or refund protection through the company **‘Booking Protect’** Once you are happy with your selection click the gold **Checkout** button.
* If you are not already, at this point you will need to either log into your account (by selecting the gold ‘booked with us before’ button or create an account if it’s your first time booking with us.
* If you are booking tickets online for the first time, you will need to set up a new account so that we know where to send your tickets to, it only takes a couple of minutes.
* Enter your address details (including your company name if you are booking as a coach party). Take care when entering your email address as this will become your log on and we will also send your confirmation email to this address. Choose a password you will be able to remember – it must be at least six characters long and only contain letters and numbers. The address that you use for your account must be the address that your payment card is registered to.
* Once you have entered your details, click the gold **Register** button.
* If you have an account but have forgotten your password, click on the **I have forgotten my password** link above the gold **Log On** box. This will prompt you to enter your email address. The website will then send you a link to reset your password.
* You will now be shown another summary of your order. Check it carefully, you will not be able to continue unless you have ticked the box to confirm you have read the terms and conditions. To read the terms and conditions, hover your mouse over the words **‘full conditions of the sale’** and click on the link. This will load our booking terms page, please then select the appropriate terms and conditions for the event you are booking for.
* Once you have read the terms and conditions tick the check box **(*Please note that, once paid for, our tickets are non-refundable and non-transferable)***double check your address matches the address your card is registered to, as well as checking you have booked the correct month and year and then click the gold **Pay By Card** button that will appear below the green terms and conditions box.
* You will then be directed to our payment partner Anderson Zaks, press the **gold continue button**.
* Enter your card details, including the expiry date and the three-digit security code on the back of the card and cardholder name.
* When you are ready select the gold **confirm button**.
* You have now purchased your tickets and will receive a confirmation email shortly.

**Thank you for booking to see the Thursford Christmas Spectacular.**

**We look forward to seeing you!**