

# The Watermill Theatre

## Guide to Online Booking for Access Services

**The following Access Services are available to book online:**

Audio Described & Touch Tour (AD)  
British Sign Language (BSL)  
Closed Captioning (CC)  
Relaxed Performances (RP)

**In order to book Access Services online you will need an online account with your personal booking preferences selected.**

Follow the steps below to:

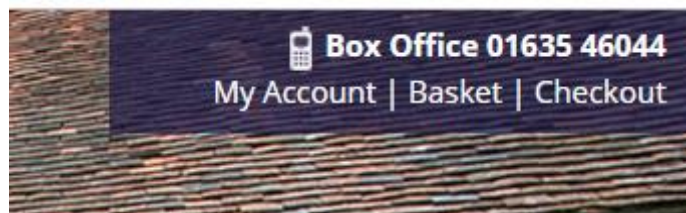
- Set up an online account
- Update your preferences
- Select your preferred seats
- Reserve Access Service Equipment free of charge

### **Setting up your online account**

In order to book online you will need an online account. If you have booked online before it is likely you already have an account with us.

Follow the steps below to login or set up a new online account to activate online booking.

1. Go to our website: [www.watermill.org.uk](http://www.watermill.org.uk) - this link will take you to our homepage
2. In the top right-hand corner of the screen, you will see these options:



3. Click on '[My Account](#)' to be taken to the login screen:

## LOGIN

Welcome to The Watermill Theatre!

You can buy tickets, update your details and contact preferences by logging into your account.

If your email address is already registered but you haven't got a password, please request a new password by clicking the 'Forgotten your password?' link below.

For assistance, please call us on 01635 45834.

Email address:

Password:

New Customer? [Register now](#)

Forgotten your password? [Reset here](#)

4. Enter your email address and password to login or select '[Register Now](#)' to create a new account. If you think you already have an account but can't remember your password, click '[Reset Here](#)' to be sent a password reset email.

## Updating your preferences

1. Once you are logged into your account you will see this page:

**MY ACCOUNT**

<b>DETAILS</b>	<b>ADDRESSES</b>	<b>CONTACT PREFERENCES</b>	<b>OTHER PREFERENCES</b>	<b>OFFERS</b>	<b>E-TICKETS</b>
<b>ORDERS</b>	<b>MEMBERSHIPS</b>	<b>ACCOUNT CREDIT</b>	<b>PAYMENT CARDS</b>		

**Details**

Title:

First Name:

Last Name:

Email:

Confirm Email:

Phone:

Mobile:

Date of Birth:

Confirm if 16 and above:

Assistance Dog:

2. Click on '[Other Preferences](#)' to be taken to this page:

DETAILS	ADDRESSES	CONTACT PREFERENCES	OTHER PREFERENCES	OFFERS	E-TICKETS
ORDERS	MEMBERSHIPS	ACCOUNT CREDIT	PAYMENT CARDS		

**Other Preferences**

**Access Services**

Please select which services you would like to use:

- Audio Description
- Integrated British Sign Language
- Closed Captioning
- Relaxed performances

3. Select the box for whichever service you would like to book online. This will also mean you will receive bespoke emails and information about your selected services.
4. Once you have selected your preferences make sure you click **SAVE** at the bottom of the page to ensure your access service preferences are updated.

**Booking tickets**

You should now be logged into your online account with your access service preferences saved. This means you are now able to book tickets with access services online.

1. Go to the 'What's On' page to see what's coming up at the theatre.



**RAPUNZEL**  
 FRI 18 NOV - SUN 01 JAN  
[Find out more](#) | [Book Now](#)



**NOTES FROM A SMALL ISLAND**  
 FRI 03 FEB - SAT 18 MAR  
[Find out more](#) | [Book Now](#)



**THROUGH THE LOOKING GLASS**  
 THU 23 MAR - SAT 25 MAR  
[Find out more](#) | [Book Now](#)



**VISITORS**  
 FRI 31 MAR - SAT 22 APR  
[Find out more](#) | [Book Now](#)



**THE SUSPICIONS OF MR WHICHER**  
 FRI 05 MAY - SAT 10 JUN  
[Find out more](#) | [Book Now](#)



**MANSFIELD PARK**  
 WED 28 JUN - SAT 08 JUL  
[Find out more](#) | [Book Now](#)

2. Click 'BOOK NOW' on your preferred show to be taken to the booking page:

### Dates and times

Please select a month:

- [March 2023](#)
- [April 2023](#)

If you are eligible for priority seats, please log in to your account.

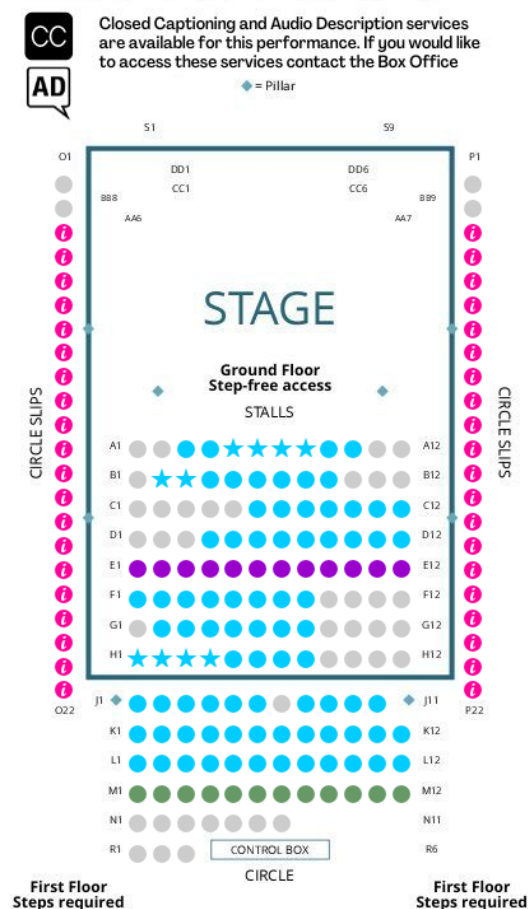
31 Mar 2023 - 19:30 (Fri) - Online booking opens at 12:00 on 19/10/2022 ▾

**BOOK NOW**

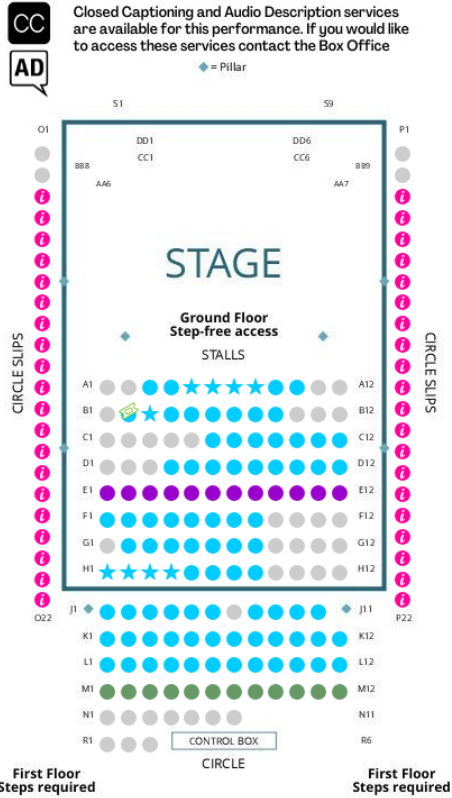
Enter a promotion code here if you have one

**APPLY CODE**

3. Click on the dropdown to select your chosen date. Details of when access services are available can be found on the event page or on the [ACCESS PERFORMANCE DIARY](#) page.
4. Once you have selected your preferred performance date you will be taken to the seating plan. The best seats for the accessible performance will be displayed as stars, as pictured below. These seats will give you the best possible experience of the service on offer.



5. Click on your chosen seat and a green ticket will appear to show it has been selected.



6. Once you have selected your seats click **CONTINUE** to continue the booking journey.

### **Access Service Equipment**

Specialist equipment is required in order to access Audio Description and Closed Captioning services. You will be presented with an option to reserve this equipment before you complete your booking:



### AUDIO DESCRIPTION EQUIPMENT

You will require a headset to access the audio described service. Headsets are available to borrow free of charge.

Please select the number of headsets you require for this performance:

15 April 2023 14:30

ADP Equipment £0.00

ADD TO BASKET



### PERSONAL CAPTIONING DEVICE

Closed Captioning is available for this performance. Personal devices to access this service are available to borrow free of charge.

Please select the number of devices you require for this performance:

15 April 2023 14:30

Captioning Devices £0.00

ADD TO BASKET

### **Further Information**

For more information about access at The Watermill, including details about the facilities at the theatre, please visit [watermill.org.uk/access](http://watermill.org.uk/access)

If there is anything you would like to discuss with us or if you require any support with booking online, the Box Office team are available to help 12pm-6pm every day.

Call us on 01635 46044 or email [boxoffice@watermill.org.uk](mailto:boxoffice@watermill.org.uk)