

THE ACADEMY THEATRE

FAQ's

Q: WHY DO YOU CHARGE AN ONLINE BOOKING FEE?

A: Our online ticket service is provided by another company. They charge us for this service. We keep the charge down to the *actual* cost that the company charges us for this service. We do not make any additional profit from this charge. To book online we charge just 0.50 pence per seat. Booking in person at the Box Office does not incur this charge.

Q: WHY CAN I NOT CHOOSE FROM ALL THE SEATS IN THE THEATRE WHEN I BOOK ONLINE?

A: In order to keep costs down we only release a selection of seats at a time into our online booking system. If we didn't do this then we would be charged a higher fee by our online service provider. In turn we would have to charge more for our tickets. When you book online for most theatres they can often charge you outrageously priced '*booking fees*' that can ££££'s to your order. We keep this cost down by not handing complete control to the online service provider. By doing this we keep our online booking costs down to just 0.50 pence per ticket, simply to cover the cost of providing the service to you. It means more work for us, but we think that you prefer it this way! Booking over the phone avoids this charge. If you prefer to book in person the Box Office number is 01226 744442, or call in between 9.30am and 6pm daily.

Q: WHY DO YOU CHARGE A £1.00 CARD FEE?

A: We have many different theatrical producers bringing their productions to our theatre. We handle all the bookings on their behalf. When you book tickets using your debit or credit card the bank charges us for this. This charge covers that cost, which we limit to a *maximum* charge of £1 per order, never more. Cash transactions are, of course, free.

Q: I WANT TO BOOK SPECIFIC SEATS. CAN I DO THIS?

A: Of course! If you want to sit somewhere specific, need a wheelchair space, an aisle seat or extra legroom just call the Box Office on 01226 744442. We're happy to help! You can always pop into the theatre to see us. We will take you into the theatre and let you try out the seats and pick them for yourself!

Q: DO YOU HAVE PARKING FACILITIES ON SITE?

A: Yes. We have well over 100 parking spaces and they're all FREE!

Q: DO YOU RENT OUT THE THEATRE FOR SHOWS AND OTHER FUNCTIONS?

A: Yes! We hire our theatre, rehearsal rooms, bar, cafe and backstage areas for all kinds of functions and events. From professional productions to lectures, seminars, festivals, weddings and funeral teas. We can also provide catering. We're happy to talk to you about your forthcoming event. Call us on 01226 744442 for more details.

FOR ANSWERS TO ANY OTHER QUESTIONS CALL US ON 01226 744442 AND WE'LL BE ONLY TOO HAPPY TO HELP.