

## **TICKET EXCHANGE GUIDE**

This document details the exchange process for tickets where you can exchange tickets for a different event/ change your seat/ change date. Please note that there is a no refund/ no credit policy for any type of ticket exchange.

## Ticket exchange process:

1. Log in with your account to access your tickets.

You will see the tickets you have purchased as follows:



2. On the right side of the screen, you will see the following navigation menu that consists of an option titled: "Exchange Your Tickets". Using this option you can do the following:

- **<u>Change event:</u>** to get tickets for another event
- **Change the seat:** for the same performance date you have originally purchased tickets for
- o **<u>Change date:</u>** this enables you to choose another performance date for the same event





3. Once you have selected the ticket (s) you want to exchange and pressed on the "CHANGE TICKET(S)" button, you will be prompted with three options to select from as shown below:

Rothesay Classic C	itre Court
🛅 Tuesday, 20 June 2023 🥑	00 🖽 Rothesay Classic Centre Court, Edgbaston Priory Club 🖽 View on map
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Click on a date to choos	e your tickets.	tickets for
June 2023		
Mon, 12 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Tue, 13 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Wed, 14 Jun - 11:30	Rothesay Open Centre Court	<b>BUY NOW</b>
Thu, 15 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Fri, 16 Jun - 11:00	Rothesay Open Centre Court	BUY NOW
Sat, 17 Jun - 11:00	Rothesay Open Centre Court	EUY NOW
Sun, 18 Jun - 11:00	Rothesay Open Centre Court	EUY NOW

5. Select the seat (s) you want by using the seat map option or selecting the "Select the Best Seat automatically" option





6. After selecting the quantity of new tickets, you want to purchase <u>please select "ADD TO</u> <u>BASKET" button to proceed further:</u>

Select Select yr	t <b>your seats in</b> pur seat	ı the map below.	Select the Be Select the best seat	st Seat automatically.	
Seat Category	Preference (1)	Tariff	Quantity	Ticket Price	Sub-total
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		Child (5-16)	0 💌	£ 16.00 at category in order to benefit from th	£ 0.00 iis "Child (5-16)"
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		Child Wheelchair (5-16)	0 🔻	£ 16.00	£ 0.00
		Essential Companion	0 🔻	£ 0.00	£ 0.00
		Choose at least 1 item at tariff " Companion" tariff.	"Wheelchair" or "Child Whe	elchair (5-16)" in order to benefit from	n this "Essential

Total

<sup>2 tickets</sup> £ 52.00

ADD TO BASKET

7. After clicking on "ADD TO BASKET" you will be navigated to the following screen showing you the tickets you are returning and the new tickets you have chosen:

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The new tickets you will be getting by	Booking Fee £ -3.00
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	Sub-total £ 71.00
Total	£ 20.00
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9. After submitting your order, you will get a confirmation on screen which will be followed by an email as well.

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i	ies the reference <b>6481</b>	ies the reference <b>64817268</b> .

## Choosing to change your seat:

To change your seat please follow step 1 by first logging into your account then select **"EXCHANGE YOUR TICKET"** option from the navigation menu and choose **"CHANGE YOUR SEAT"** option; after clicking **EXCHANGE TICKETS** you will be navigated to the screen for seat selection as mentioned in step number 5; following this step, you can select the seats by hovering over the seat map or selecting **"Select the best seat automatically"** option.

## Choosing to change the ticket date:

To select another performance date for the same event please follow steps starting from 1 following which you will be navigated to the Date Selection screen that will have other dates for the same event; by selecting the **"BUY NOW"** option for the specific performance of your choice you can proceed to exchange the tickets by selecting the seats, adding to basket and submitting your order (for further details please refer to steps 5 till 8).