

Online Booking Guide



YA

**YVONNE
ARNAUD
THEATRE**

Our guide to helping you book your tickets online.

YVONNE-ARNAUD.CO.UK | 01483 44 00 00

Millbrook, Guildford, GU1 3UX

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Logging In



- What's On
- Your Visit
- Food & Drink
- Support Us
- Our Venue
- Take Part
- Producing
- Play Your Part

Search

ACCOUNT BASKET (0)

SIGN UP TO OUR MAILING LIST

Members

If you hold a valid Friends' membership, or are a Vanbrugh supporter, you will need to log in to your account before you select your tickets in order to access any pre-sales or discounts which you may be entitled to, depending on the production.

To log in, select the 'Account' button on the bottom-left of your screen.

You will be taken to a screen where you can enter your email address and password.

If you haven't got an account with us, select the 'Register Now' button and fill in the details to create your account.

A screenshot of the login page. At the top, there is a blue header with the 'YA' logo and the text 'Login'. Below the header, there are two input fields: 'Email address:' and 'Password:'. Both fields have a small '(required)' label below them. Below the password field is a blue 'LOGIN' button. At the bottom of the form, there are two links: 'New Customer? Register now' and 'Forgotten your password? Reset here'. A blue arrow points from the 'Register Now' text in the previous block to the 'Register now' link in this form.

Logging In



Forgotten password at login

Click the 'Reset here' button under the 'Login' button and you will be emailed a link to reset your password.

If you can't remember which email address you've used, or have any other issues, email us on boxoffice@yvonne-arnaud.co.uk

Forgotten password at checkout

If you have not logged in prior to choosing your seats, you will be prompted to do so at checkout.

If you have forgotten your password at this stage of your booking, you can request to be sent a passwordless link to login to your account by selecting the 'Send me a link to login' button.

The screenshot shows a 'Login' form with the following elements: a title 'Login', an 'Email address:' label with a text input field containing 'boxoffice@yvonne-arnaud.co.uk', a '(required)' label, a 'Password:' label with a text input field, another '(required)' label, a blue 'LOGIN' button, a link 'New Customer? Register now', and a link 'Forgotten your password? Reset here' with a blue arrow pointing to it.

Dear Yvonne Arnaud,

This is a message from Yvonne Arnaud Theatre.

→ We've received a request to reset your password. If you made this request, [please click here to change your password](#).

This link will expire in 12 hours. If you didn't make this request, you can ignore this email and your password won't be changed.

With best wishes,

Yvonne Arnaud Theatre

Start Checkout

Welcome back!

Please enter your password to log in.

Email (required)

boxoffice@yvonne-arnaud.co.uk

Password

CONTINUE

Forgotten Password? [Send me a link to login](#) ←

Dear Yvonne Arnaud,

This is a message from Yvonne Arnaud Theatre.

→ We've received a request to log in with a passwordless link. If you made this request [please click here to log in](#).

This link will expire in 10 minutes. If you didn't make this request, you can ignore this email.

Best wishes,

Yvonne Arnaud Theatre

Logging In



Express Checkout

If you have not entered your email address or logged in prior to choosing your seats, you will be prompted to do so at checkout.

If you are booking for the first time with an email address, you will automatically be taken to our Express Checkout option.

Here you will be asked to fill out some personal details but will not be required to setup a password for your account.

When making any future bookings with the same email address, you will be prompted to create a password.



Start Checkout

Start your checkout by entering your email address below

Email (required)

CONTINUE



Checkout

Personal Details

Email

First name (required)

Last name (required)

Phone Number (required)

CONTINUE

Ticket Delivery

Donations

Contact Preferences

Order Summary

Billing Details

Payment

Your Account

Once you've logged in, you will be taken to your account page.



A dark blue vertical sidebar containing the 'YA YVONNE ARNAUD THEATRE' logo at the top. Below the logo are several menu items: 'What's On', 'Your Visit', 'Food & Drink', 'Support Us', 'Our Venue', 'Take Part', 'Producing', and 'Play Your Part'. At the bottom of the sidebar is a search bar with a magnifying glass icon, and three buttons: 'ACCOUNT', 'BASKET (0)', and 'SIGN UP TO OUR MAILING LIST'.

My Account

LOGOUT

[Details](#) [Addresses](#) [Contact Preferences](#) [E-tickets](#) [Orders](#) [Memberships](#) [Account Credit](#) [Payment Cards](#)

Details

Title:

First Name:

*(required)

Last Name:

*(required)

Email:

Here you can edit your personal details, contact preferences and change your password.

You can also see your orders and keep track of your tickets.

To return to the main website, or start making a booking, click on the Yvonne Arnaud Logo at the top left of the page.

Selecting Your Event



There are several ways to view the events which are on sale, and to filter these events to find the ones you want.

What's On

To view all the shows which are on sale, select 'What's On' from the sidebar. You may need to navigate between pages if we have lots on sale. You can move through the listings by clicking the numbers or using the arrows at the bottom of the page.

Search Bar

You can search for a show using the search bar which is located at the bottom left of every page.

Filters

You can also find the event you want by using one of the three filters at the top right of your screen.

Clicking 'By Date' opens a calendar to let you choose the events you wish to view. You can select options such as 'Today', 'Tomorrow', 'Next 7 Days' or 'Next 31 Days'. You can also select your own timescale by clicking on two dates and then 'I've picked my dates' to see all events between your two chosen dates.

Click on 'By Venue' to select whether you wish to view events in the Main House, or the Mill Studio.

Clicking on 'By Genre' allows you to filter events, depending on what kind of show you would like to come and watch!



What's On

Your Visit

Food & Drink

Support Us

Our Venue

Take Part

Producing

Play Your Part

Search



ACCOUNT

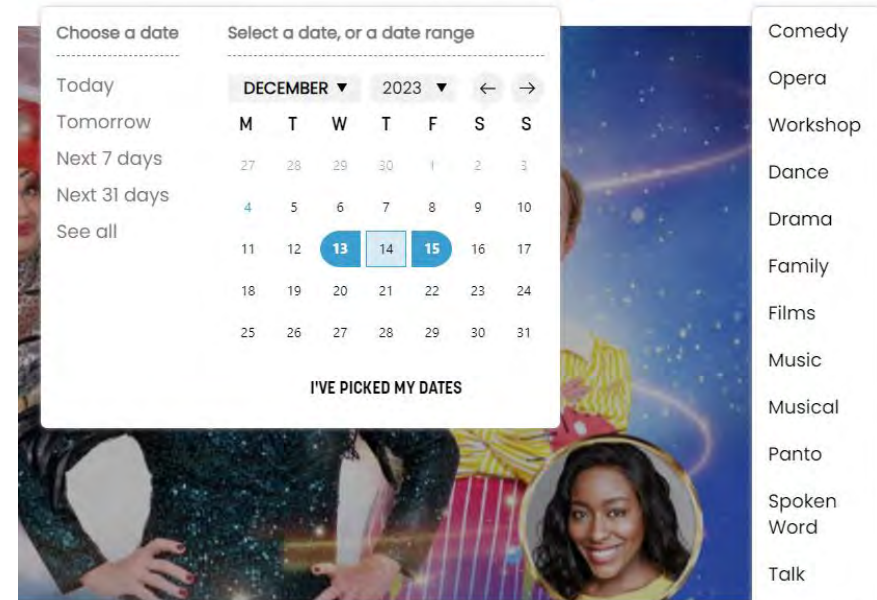
BASKET (0)

SIGN UP TO OUR MAILING LIST

BY DATE

BY VENUE

BY GENRE



Selecting Your Event

Once you have found the event you wish to find out more about, or book for, you have two options.



If you wish to view more information about the event, click on the image or title to go to that event's webpage.

When you are ready to book your tickets, you can select the 'Book Now' button either from the 'What's On' page, or the show's webpage.

This will bring up a list of all performance dates and times, simply select 'Book Now' next to the performance you wish to book for.



YVONNE ARNAUD PRESENTS Robin Hood

OUR FESTIVE FAMILY PANTOMIME
30 NOV 2024 - 5 JAN 2025

Join Robin and Marion as they right wrongs, sing songs and sort out the wicked Sheriff in our swashbuckling panto for 2024.

The citizens of Sherwood Forest have just about had enough. The Sheriff is raising taxes and making their lives ever harder. But never fear, Robin, Marion and their gallant gang are there to fight back and stand up for the locals.

Will it be love at first flight for Robin and Marion? Will Nanny Fannie Annie be all of a quiver?

Full of songs, slosh and silliness, *Robin Hood* will be full of merry men-t and guaranteed to hit the target.

You Sherwoodn't want to miss it!

'Riotous and fun, magical and merry.'

- Muddy Stilleto on Dick Whittington, 2021



BOOK NOW

Prices

Full price (Adult) Tickets from £18
Child Tickets from £14

Prices include all applicable fees & levies. Concessions and discounts apply, including on groups and schools. Find out more about our concessions & discounts.

Boxes are only bookable through our Box Office

Details

Venue: Main House
Running Time: TBC

Show Times
Sat 30 Nov 2024 - Sun 5 Jan 2025

Click Book Now for list of performance dates and times

Accessibility
To book accessible tickets and discuss your access requirements, please contact our Box Office. For more info on Accessibility, click here.

Advisory Info
For All Ages

Choosing Your Seats



When you have selected 'Book Now', you will be presented with this screen, which allows you to choose where you wish to sit in the auditorium.



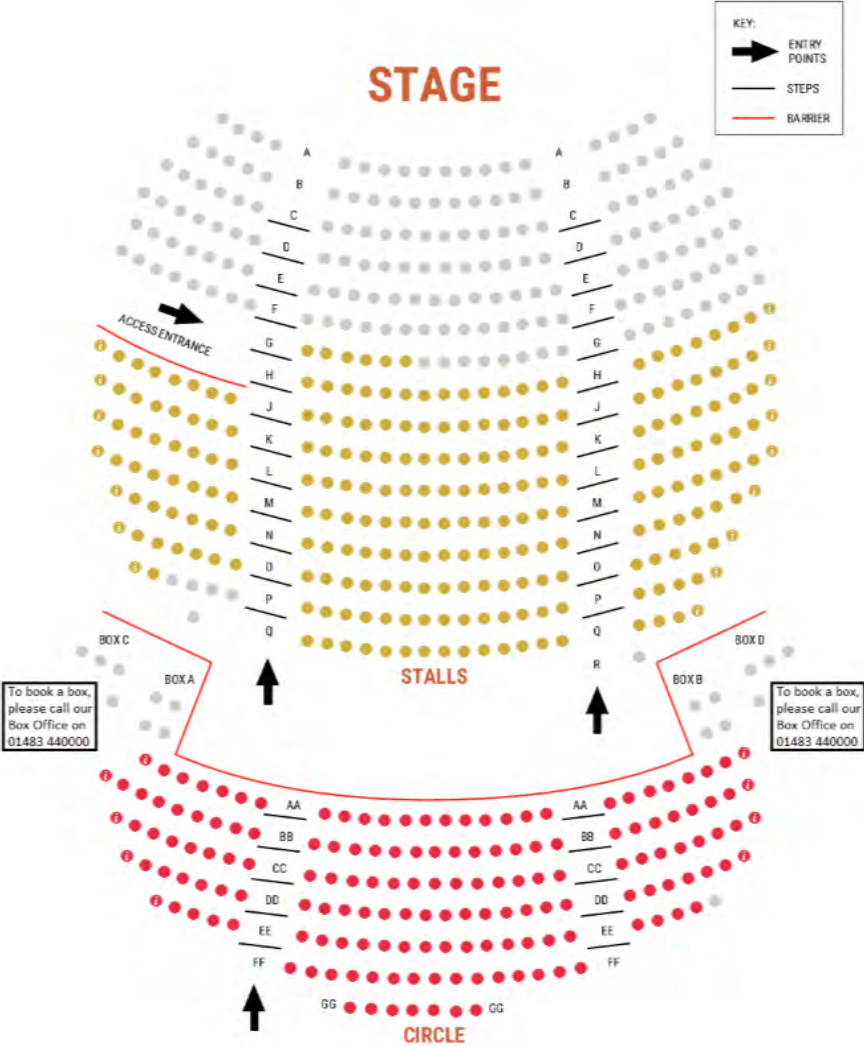
You can see the prices for tickets in each section by looking at the table of prices on the bottom of the page.

Seats are colour coded.
Grey seats are unavailable and different prices are different colours.



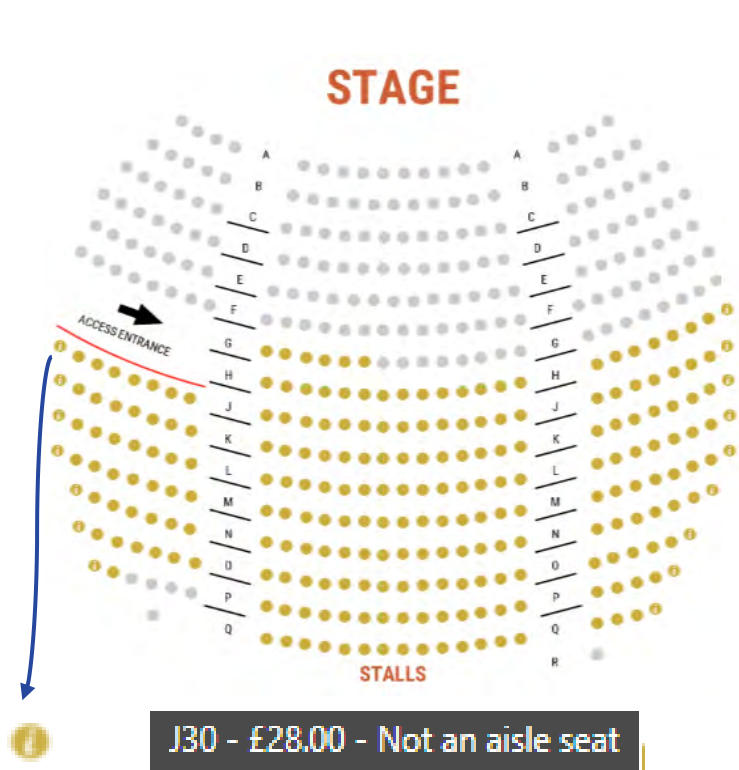
Prices

	Full Price	Child/Under 16
● Price Band A	£28.00	£24.00
● Price Band B	£24.00	£20.00
● Unavailable		

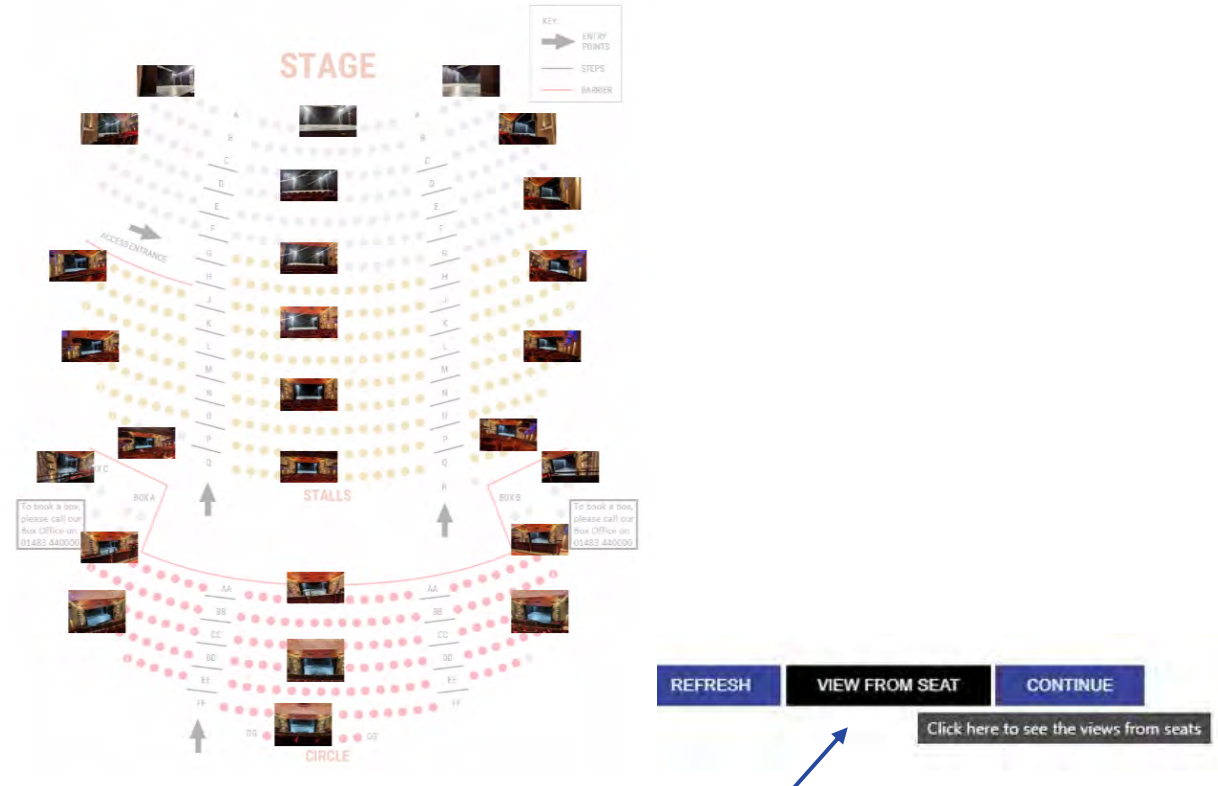


Choosing Your Seats: Understanding the seating plan

There are several elements to the seating plan, here's what they are:



1. Hovering over seats with an 'i' icon will reveal any important information regarding this seat.



2. Clicking 'View From Seat' at the bottom of the seating plan, will give you an overview of the view from different areas of the auditorium.

Choosing Your Seats: Understanding the seating plan



Choose Seats

Advance, multi-buy and members discounts will apply once you reach the checkout.
Robin Hood, Friday 06 December 2024, 19:00

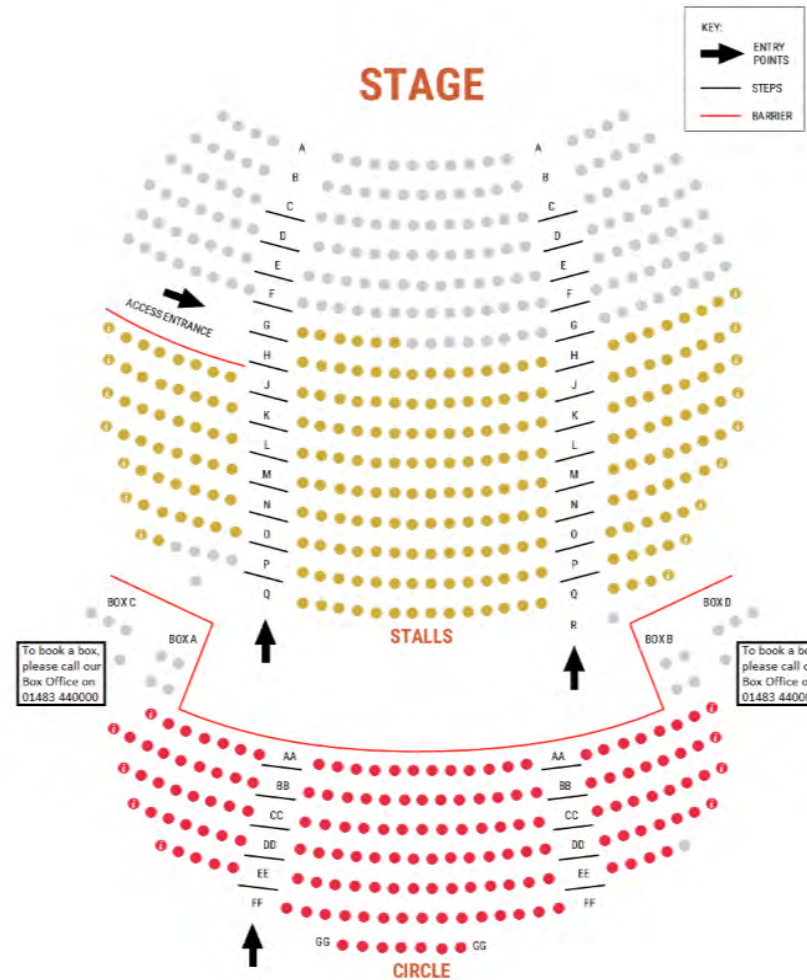
Yvonne Arnaud Theatre Main House, Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3LX

< 06 December 2024 19:00 >

Please select your seats (maximum 9 for this event per order)

If you have any access requirements, please call our Box Office on 01483 440000 or email boxoffice@yvonne-arnaud.co.uk

3. You can also zoom in/out and move around the seating plan by clicking on the magnifying glass.



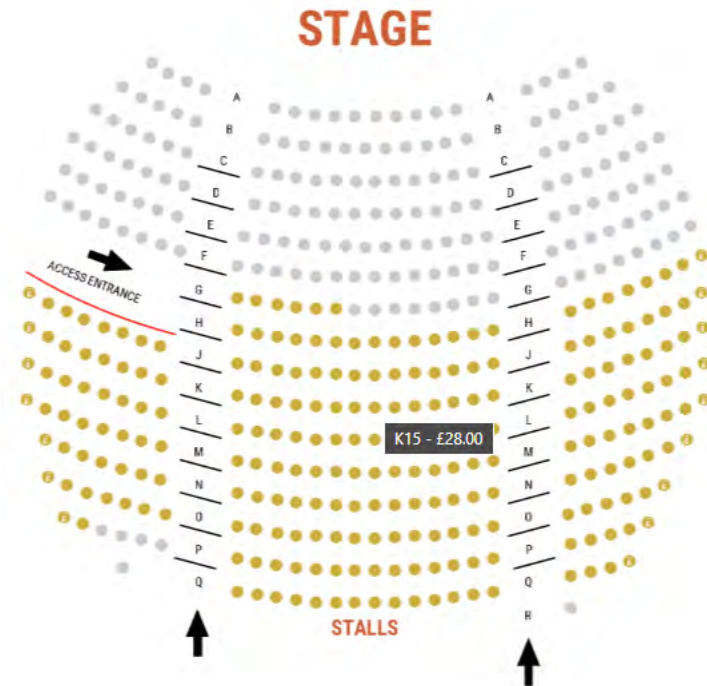
4. The key on the seating plan highlights all entry points, steps and safety barriers throughout the auditorium.

Please take care when choosing your seats, ensuring you fulfil any access requirements or seating preferences within your party.

Choosing Your Seats: Adding seats to your basket

To select your seats, just click on any available seats and press continue at the bottom of the seating plan.

When you hover over a seat, it will tell you the row, seat number and the price.



Robin Hood - Friday 06 December 2024, 19:00

Yvonne Arnaud Theatre, Millbrook, Guildford, GU1 3UX

Please select the type of tickets you would like

Advance, multi-buy and members discounts will apply once you reach the checkout.

Please use the drop down box below to select the ticket type for your booking. Please note that concessions are not available for all performances.

Change My Seats

Area	Seat	Type
Stalls	K15	Full Price - £28.00
Stalls	K16	Full Price - £28.00

[CONTINUE](#)

Area	Seat	Type
Stalls	K15	Full Price - £28.00
Stalls	K16	Full Price - £28.00
		Full Price - £28.00
		Child/Under 16 - £24.00

[CONTINUE](#)

If you change your mind about the seats you have selected, you can clear them by clicking 'Change My Seats' on the next page.

If there are multiple prices for a seat, for example a concession is available, the next page will allow you to select a price level using the drop-down menu.

Ticket Refund Protection



Protect your order from the unexpected for just £2.00 per ticket with **Secure My Booking**.

Ticket Refund Protection allows you to re-coup 100% of the paid ticket price (including service and admin fees) if you are unable to make it to your event for any number of covered reasons. These include: illness (including COVID-19), travel delay, adverse weather conditions and more! Evidence of why you are unable to attend the performance will be required.

If you would like to add ticket refund protection, click '**ADD TO BASKET**' below to include this. Terms & Conditions apply and we strongly advise reading these carefully before purchasing. For full Terms & Conditions please click [here](#). Please note that the cost of Ticket Refund Protection is not refundable once paid for.

For a worry free purchase, protect your tickets today as you cannot add to your order after you have paid.

Please be aware that the Yvonne Arnaud Theatre does not manage Secure My Booking.

06 December 2024 19:00

Ticket Protection £2.00 **ADD TO BASKET**

CONTINUE TO BASKET

Once you've added your seats to your basket, the next page will ask you whether you wish to add Ticket Refund Protection to your order.



To add protection, input the number of tickets you wish to protect and click 'Add To Basket' and then 'Continue To Basket'.



If you decide to continue without protecting your tickets, click 'Continue To Basket'.

Your Basket



In your basket, you can see a summary of the tickets you are purchasing and edit or cancel them.

If you wish to add tickets to any other shows, you can either go back to our 'What's On' page, or search for the show in the search bar at the bottom left of your screen.

You can also access your basket at any point via the bar on the left of your screen.

If you have been provided with a **Promotion Code** to access a special offer, you can enter the code in this box. Your offer will then be applied to your tickets.

Any valid discounts, such as advance tickets and members discounts will also apply here.

You may also be given the option to pre-order items, such as programmes, in your basket.

If you wish to pay with a **Theatre Token**, please click [here](#) before proceeding to checkout.

Basket

Savings

If you are a friend or member you may be eligible for discounts. Log in and these will be applied to your order automatically.

Enter a promotion code here if you have one

Item	Qty	Total
Robin Hood 19:00 Friday 06 December 2024 1 Full Price, 1 Child/Under 16 View details	2	£52.00
<input type="button" value="EDIT"/>	<input type="button" value="DELETE"/>	

Grand Total £52.00

You may also be interested in the following:

Programme - Robin Hood £4.00 x

If you have a Theatre Token Gift Card or eGift use it here

Once you are happy with the tickets in your basket, click 'Checkout' to proceed to the next step.

A vertical blue navigation bar on the left side of the page. It features the 'YA YVONNE ARNAUD THEATRE' logo at the top. Below the logo are several menu items: 'What's On', 'Your Visit', 'Food & Drink', 'Support Us', 'Our Venue', 'Take Part', 'Producing', and 'Play Your Part'. At the bottom of the bar is a search bar with a magnifying glass icon, and three buttons: 'ACCOUNT', 'BASKET (0)', and 'SIGN UP TO OUR MAILING LIST'.

Checkout



Checkout

Personal Details

Edit
boxoffice@yvonne-arnaud.co.uk Yvonne Arnaud

Ticket Delivery

Please choose a delivery option for your tickets

- Receive my tickets as e-tickets - (no charge)
- Receive my tickets by post - Not available for your choice of tickets
- Collect my tickets at the box office - (no charge)

CONTINUE

Donations

Contact Preferences

Order Summary

Billing Details

Payment

1. Here you can choose your ticket delivery method.

2. At checkout, you can also add a donation to your booking. This donation will go directly to supporting the theatre.

If you are donating for the first time, you will be asked to confirm if you can claim Gift Aid on your donation. If we already have a Gift Aid declaration from you, you will not be asked again.

Donations

Donate to the Yvonne Arnaud Theatre

Surrey's largest arts providers; a registered charity and the only producing theatre in Surrey. Our role as a deliverer and facilitator of theatre and arts activities is critical. Through our work we support good mental health and well-being for Surrey residents, giving a sense of self, place, and pride to those we engage with. Your support is fundamental to our survival and success.

Donation Amount

£

+ -

CONTINUE WITH MY DONATION | **I DO NOT WANT TO DONATE**

Checkout



Contact Preferences

Edit

We would like to send you new show announcements, theatre news, updates on our creative learning programme, and opportunities to support us.

Contact me by email - Yes
Contact me by post - Yes

Order Summary

Tickets

Robin Hood, 06 December 2024, 19:00

1x Full Price - £28.00
1x Child/Under 16 - £24.00

Donations

Donate to the Yvonne Arnaud Theatre £5.00
Edit basket

Credit

Gift Voucher Code

REDEEM VOUCHER

Current credit available: £0.00
 Use available credit to pay for this order

Summary

Tickets Total £52.00
Donations Total £5.00
Total £57.00

By ticking this box you agree to our terms and conditions of sale.

CONTINUE

Using a gift voucher

If you have a gift voucher to use, you can enter your gift voucher number in this box to redeem it.

If you already have credit on your account, please tick this box to use the balance towards payment.

3. You will be asked to confirm your contact preferences with us by ticking the boxes on your screen.

4. Please take the time to review your order summary and ensure you have booked the correct performance and date.

5. You will then need to tick the box at the bottom of the page to agree to our terms and conditions of sale.

Once you have agreed, select 'Continue' to go to the payment screen to enter your card details.

Paying for Your Order



Billing Details

Payment method

Store my card for future purchases (card details will be taken at the final stage of the checkout)

Billing Address

Please choose your billing address

Yvonne Arnaud Theatre Millbrook Guildford Surrey GU1 3UX United Kingdom [Edit Address](#)

Use another address

CONTINUE

▶ If you wish for your card details to be stored for future purchases, please tick this box.

You will then need to enter your billing address details.

Please then select 'Continue' to proceed to payment.

Payment

Card Type:

*(required)

Card Number:

*(required)

Expiry Date:

(mm/yy)

*(required)

Security Code:

*(required)

CONFIRM PAYMENT

Next you will need to enter your credit or debit card details and select 'Confirm Payment' to complete your order.

You may be required to authenticate your purchase via your online banking app. Please ensure this has fully processed and your order has been confirmed.

You're all booked!



What's On

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ACCOUNT

BASKET (0)

SIGN UP TO OUR MAILING LIST

Your tickets are now booked. You should receive an email confirmation and your tickets (if you selected print at home tickets) shortly after your booking is confirmed.

Order confirmation and tickets will come from bookings@ticketoffice.yvonne-arnaud.co.uk.

If these do not come through, check your spam/junk folders because they can sometimes get stuck here!

If you have any further questions, or need help with your booking, email boxoffice@yvonne-arnaud.co.uk or you can call the Box Office on [01483 44 00 00](tel:01483440000).