



How to Book Access Seats Online

Before trying to book access tickets online, please contact the box office on 01482 323638 or boxoffice@hulltruck.co.uk so that we can discuss your individual requirements, set you up an account (if required) and talk you through the access booking process.

- Visit www.hulltruck.co.uk
- The most important thing to remember to do is **LOG IN** to your Hull Truck Theatre account before selecting the show/tickets so that the system recognises you as an access user. You can do this by:
- Locating the **'Account'** icon and **entering your username and password**.

The Account icon may look like either of these two images, depending on what device you're using:



Mobile site (located in the drop down menu)



Desktop site (located top right of the home page)

Please note that if you have your screen set to over 100% magnification, you may need to scroll across the page to locate these icons.

- Once logged in, **find the event** you want to book for and **click through to the seating plan**.
- Previously Wheelchair Spaces and Essential Companion spaces/seats would have looked 'sold' – or grey in colour.
- Now, you should be able to see the following:
 - o Wheelchair spaces – these will appear as the universal wheelchair symbol.
 - o Essential Companion seats – these will appear as stars, next to the wheelchair symbol.

If you hover over (on a desktop) or press and hold (on a mobile device) the space/seat will also show text to indicate that they are a Wheelchair Space or Essential Companion seat.

- You can now **select the access seats you require** and **put them in your basket**.
- On the next page use the drop down menus, next to each ticket, to **select the appropriate discounted ticket type** and then check out as usual.

Important Information

There are no physical seats in the wheelchair spaces.

If you cannot attend the theatre without an essential companion please let us know, during your initial conversation with the Box Office, and we can ensure you're able to receive the appropriate discount online.

Feedback

Hull Truck Theatre are always looking for ways to improve accessibility and customer service for our patrons. If you have any feedback regarding the access bookings page of our website, or the process of booking access seats online, please do let us know by emailing boxoffice@hulltruck.co.uk. If you have any queries please do not hesitate to contact us on 01482 323638.