

ONLINE BOOKING GUIDE: ACCESS SEATING

The main auditorium at the Grand Opera House is known as the *Matcham Auditorium*. This auditorium contains over 1,000 seats to suit a variety of preferences and facilitate access across all floors. This guide provides a comprehensive list of information for our most frequently asked questions, but we recognise that each of our customers are unique in their choice of seats. If you can't find what you are looking for please get in touch with the box office, a friendly member of the team will be more than happy to help.

There are two ways to book access seating with the Grand Opera House:

- Contact the Sales team by telephone: **02890241919** or email: boxoffice@goh.co.uk
- Book Online, visit: www.goh.co.uk *

*If you, or a member of your party regularly requires access seating to enjoy a performance with the Grand Opera House, please contact the box office and let us know to update your record with us. By doing so – you will be given priority booking to select and purchase specific areas from our website.

If you require essential assistance to enjoy a performance at the Grand Opera House, you might wish to bring a companion with you free of charge. You can do this by joining the theatre's Access for All scheme. You can find the membership eligibility criteria and application form here: <https://www.goh.co.uk/access/>

Wheelchair Access

There are specific seats in the auditorium which have been designed to be removed for a wheelchair user, with accompanying party alongside. Due to Health and Safety reasons we cannot permit customers to transfer from a wheelchair to an auditorium seat. In the Matcham Auditorium we have capacity for 9 wheelchairs places per performance.

When using the website, wheelchair accessible spaces are denoted by a small 'wheelchair' symbol: . Clicking on, or hovering over any of these symbols will bring up a dialogue box with useful information on that area of the auditorium. Seats are locked in pairs to ensure that an accompanying carer/ companion can sit alongside a wheelchair user. Only customers who have updated their record with the box office will be able to purchase wheelchair access via the website.

Our most commonly purchased wheelchair allocations are in the ground floor *Stalls*. All wheelchairs are directed to enter this floor of the auditorium via Door B. Here, the wheelchair positions are: Pit Row 1-1, with companion in 1-2; Pit Row 1-18, with companion in 1-17; Row A-21, with companion in A20; Row B-1, with companion in B-2; Row G-29, with companion in G-28; Row M-26, with companion in M-25; Row M-28, with companion in M-29.

In the second floor *Upper Circle*, wheelchair allocations are: Row F15, with companion in F14; Row F17, with companion in F18. Wheelchair users are directed through Doors E and F, placed at the very back of this floor, the seating is in the back row, and considered a restricted view due to two decorative vertical pillars in the front row.

If you choose a different seat, we will be unable to accommodate the wheelchair and you may not be able to enter the auditorium for Health and Safety reasons. If you no longer require a booked wheelchair space, please contact the Box Office as soon as possible so the seat can be returned and any amendment to your booking completed.

Step-Free and Limited Step Seating

If you are unhappy having to negotiate any steps we recommend that you choose seating within the Ground Floor *Stalls* and enter using Door B. The seats nearest this Door are: Row N 22 -25; Row L27 – 30; Row K30 – 33. If you can negotiate a limited number of steps we recommend choosing seats in the Ground Floor *Stalls* and First Floor *Grand Circle*. There is a lift to service the first floor, and a maximum of two steps with a handrail to access any seats in this area.

Signed Performances

Signed performances happen only on specific days. We offer BSL Interpreted performances, the interpreter is usually placed Stage Left. When this is the case, the best seating to view the interpreter is in the Ground Floor *Stalls*: Row C14 – 20; Row D 14 – 20; Row E14 – 20.

Audio Described Performances

Audio described performances take place on specific days. The Box Office can arrange to deliver notes to accompany the audio-description in advance of your visit, and take pre-orders for headsets. Our headsets work in any seat in the Matcham Auditorium.

Captioned Performances

Captioned performances take place on specific days. Sub-titled performances are best viewed from the Ground Floor *Stalls* Rows C – F. Sur-titled performances are often best viewed from the *Grand Circle*, or *Stalls* Rows E - H.

Assistance Dogs

Please contact the Box Office for advice on available staggered aisles if you wish to use this service. We do not offer a dog-sitting service, but provide a bowl of water for any assistance dog attending our venue.

Box Seating

Box seating is currently only available to purchase through the box office, either in-person, or over the telephone. The auditorium has six self-contained boxes, that have recently proved popular for customers who would benefit from being slightly apart from crowded areas of the auditorium.

On the first floor *Grand Circle* we have four boxes, two Stage Boxes that seat four persons each, and two Circle Boxes that seat three persons each. On the second floor *Upper Circle* we have two Upper Boxes that seat three persons each, there is a narrow corridor and steps to access seats in the Upper Boxes.

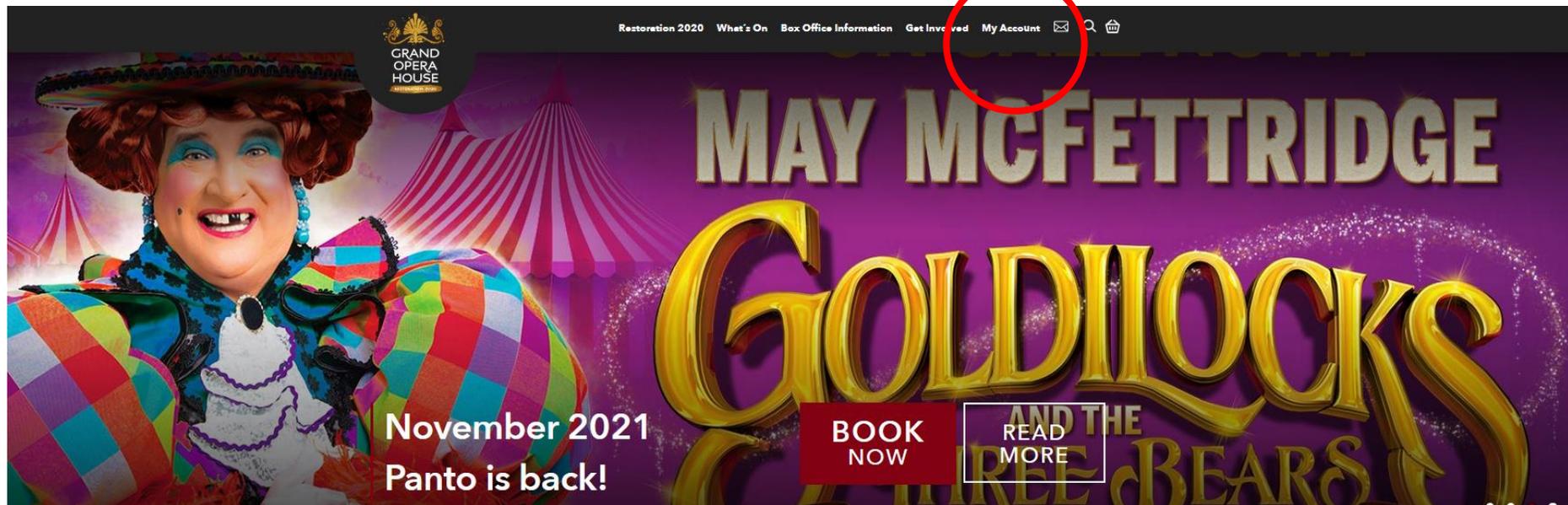
Waiter service is provided both pre-show and during the interval, and some hospitality packages may be available to purchase in advance of your visit. Please contact the Box Office for advice on any of our box seating and to book.

How to Book

The following pages will provide a step by step guide of how to select and purchase tickets on our website. This includes information on how to acquire an Access for All complimentary companion ticket – and assumes the customer booking holds a valid Access for All membership with us. If you are a nominated booker, book on behalf of a minor, or book on behalf of a group – please telephone the box office to place your order.

If you have a Gold or Silver membership* with the theatre please read the guide to booking Friend discounts first.

*If you are a Gold or Silver Friend and are purchasing tickets for guests in addition to the Access Member and companion seat, please keep the ticket type set to Full Price for these extra tickets to ensure that Friends' discounts are applied.

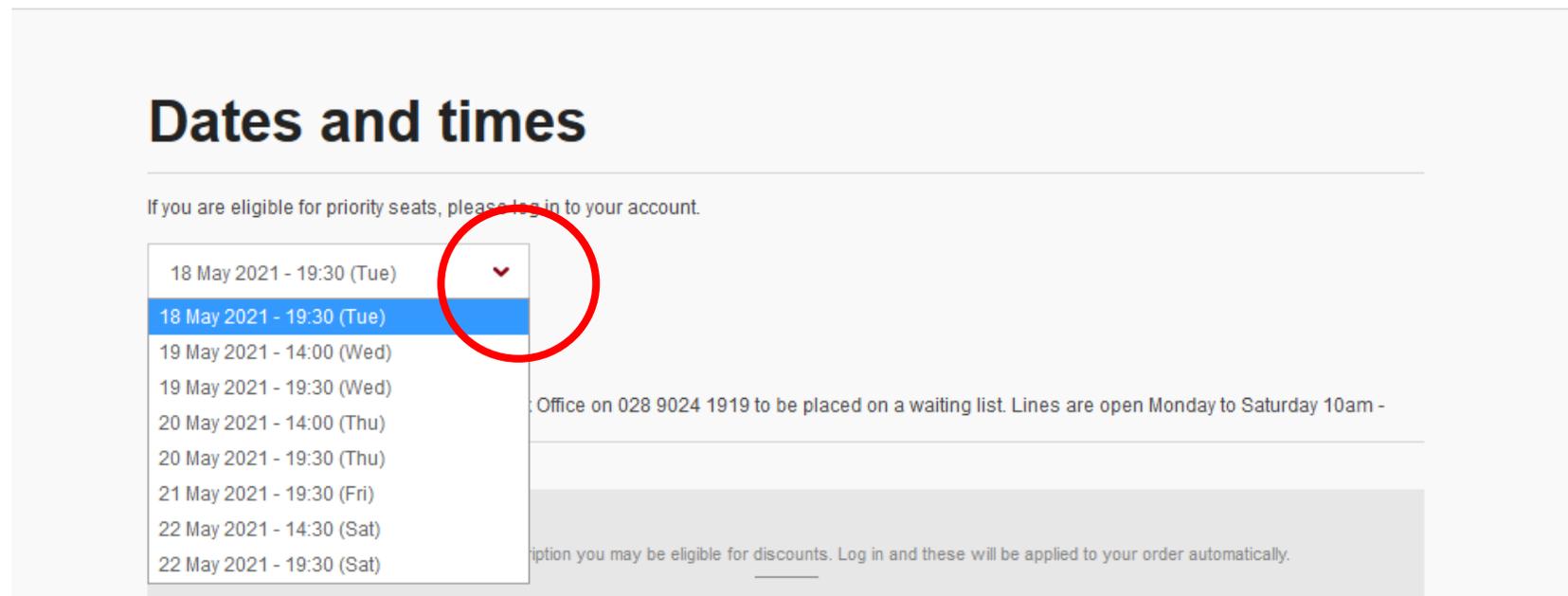


If you have an existing account with the Theatre, then the very first step will be to log in – you can access the **MY ACCOUNT** button from the top of the home page (above). This will take you to the log-in page, which asks you to enter your email address and password. Click Log-In.

In the next screen you will be able to view and amend all information associated with your record. You can update your contact details and marketing preferences, view your booking history and current orders, and check the renewal dates of associated memberships that you hold. If everything is up to date, click the **WHAT'S ON** button (found at the top of the screen) to browse all upcoming performances available for purchase.

On the **WHAT'S ON** page you will see a list of all productions in date order. For each production you are given the option to click on the **LEARN MORE** button which will take you to the show page, or **BOOK NOW** button, which will take you to a list of all the dates and times the production is with our venue. After choosing **BOOK NOW**, use the drop-down arrow (circled below) to select the performance you wish to view available seats for. To view available seats, click **BOOK NOW**.

Book Now



Dates and times

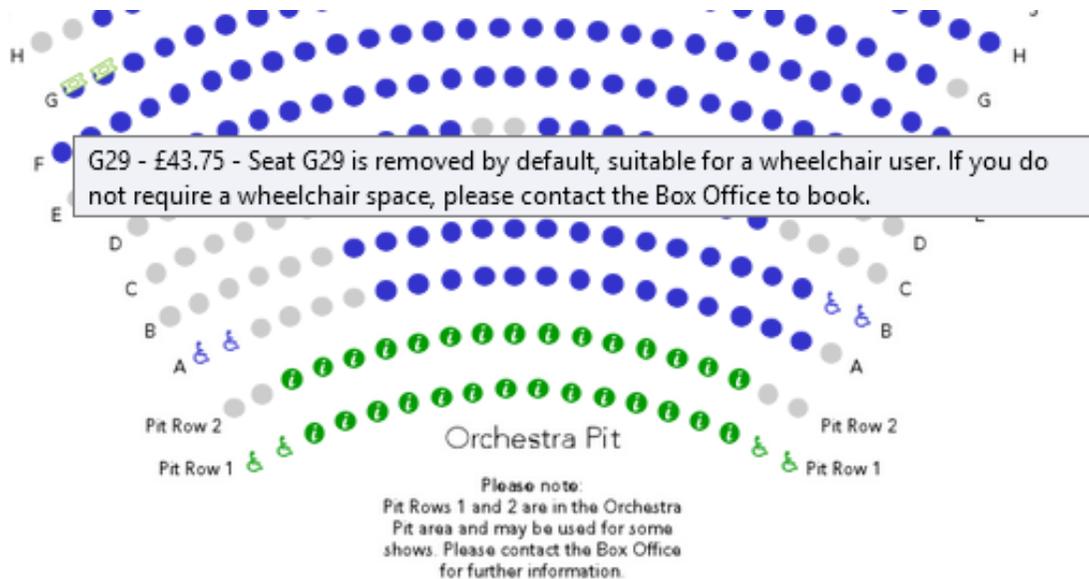
If you are eligible for priority seats, please log in to your account.

- 18 May 2021 - 19:30 (Tue)
- 18 May 2021 - 19:30 (Tue)
- 19 May 2021 - 14:00 (Wed)
- 19 May 2021 - 19:30 (Wed)
- 20 May 2021 - 14:00 (Thu)
- 20 May 2021 - 19:30 (Thu)
- 21 May 2021 - 19:30 (Fri)
- 22 May 2021 - 14:30 (Sat)
- 22 May 2021 - 19:30 (Sat)

Office on 028 9024 1919 to be placed on a waiting list. Lines are open Monday to Saturday 10am -

ption you may be eligible for discounts. Log in and these will be applied to your order automatically.

The next screen displays the different floors in our auditorium. As long as you are registered and logged in to the website – wheelchair allocations can be viewed on two of these floors, with 7 allocations in the ground floor *Stalls*, and 2 allocations in the second floor *Upper Circle*.



Clicking on the area you wish to book will display a small green ticket on selected areas. You can click on areas again to de-select, or click **CONTINUE** to purchase selected areas.

This will bring you to a screen to choose and confirm any applicable discounts. If you hold a valid Access for All membership – please select a Carer using the drop-down list (below). If you do not hold an Access for All membership, you can still choose between Full Price, and any available concession prices here. Click **CONTINUE**.

Please select the type of tickets you would like.

| AREA | SEAT | TYPE | DELETE | INFORMATION |
|--------------|------|--|--------------------------|--|
| Upper Circle | F11 | <input type="text" value="Full Price - £48.00 (inc. £1.25 cmsn)"/> | <input type="checkbox"/> | Seat F11 is removed by default, suitable for a wheelchair user. If you do not require a wheelchair space, please contact the Box Office to book. Partial restricted view (approx. one-tenth of stage area lost) due to vertical pillar in front. Seats sold pre-restoration may be re-allocated. |
| Upper Circle | F12 | <input type="text" value="Full Price - £48.00 (inc. £1.25 cmsn)"/> <input type="text" value="Full Price - £48.00 (inc. £1.25 cmsn)"/> <input type="text" value="Carer (Access for All Members - Online Only) - £48.00 (inc. £1.25 cmsn)"/> | <input type="checkbox"/> | Seat F12 is suitable for a carer accompanying a wheelchair using F11. Carer tickets are processed automatically online for eligible customers, please select 'Carer' ticket type if you hold a valid membership. Partial restricted view (approx. one-tenth of stage area lost) due to vertical pillar in front. Seats sold pre-restoration may be re-allocated. |

This takes you to the basket summary page, selected concessions and applied discounts will show here. Below, the Carer ticket has been discounted to £0.00, the full price ticket is being charged. From here, you can click on **CONTINUE BROWSING** to re-visit the **WHAT'S ON** page, or click **CHECKOUT** to continue to the payment screen.

Basket

Add more tickets and take advantage of one of these available offers:

[Group Discount 8+](#)
Your tickets have been discounted as part of the offer [Complimentary Carer: AfA Members Booking Online](#)

Enter a promotion code here if you have one

| ITEM | QTY | SAVING | TOTAL |
|--|------------------------------|----------------------|------------------------|
| The Commitments | 2 | £42.50 | £42.50 |
| 14:30 Thursday 28 April 2022 1 Carer (Access for All Members - Online Only), 1 Full Price | VIEW DETAILS | Edit | Delete |
| | TOTAL | £42.50 | £42.50 |

[CONTINUE BROWSING](#)

[CHECKOUT](#)

Ticket Delivery

[Edit](#)

Receive my tickets by post - (no charge)

Ticket Delivery Address

21 Moorgate Street Belfast County Antrim BT5 5BZ United Kingdom

2. Donations

[Edit](#)

I do not want to donate

3. Order Summary

[Edit](#)

Tickets

The Commitments, 28 April 2022, 14:30

1x Full Price - £42.50

1x Carer (Access for All Members - Online Only) - £0.00

[Edit basket](#)

Summary

Tickets Total £42.50

Total £42.50

4. Billing Details

[Edit](#)

Payment method

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

Billing Address

21 Moorgate Street Belfast County Antrim BT5 5BZ United Kingdom

5. Payment

Card Type:

(required)

Card Number:

(required)

Expiry Date:

(mm/yy)

(required)

Start Date:

(mm/yy)

UK Maestro and Solo only

The final step in the booking process is the Order Summary screen. From here you can specify whether you would like your tickets to be kept for collection at the theatre (COBO), or if you would like them posted to an address of your choice.

You can add a donation to the help support the Theatre. All donations received help the Creative Learning department to provide workshops, community engagement activities, arts-based activities and events, as well as sharing the history and heritage of the Theatre with communities across the province.

The order summary will list the number of tickets and total due, as well as the selected production, date and time. Once you have checked this you can pay using any Visa/ Master or Switch account, Account credit or Gift Voucher. You will receive an email to confirm your order has been processed and is complete.

If you have chosen to have your tickets delivered these will be posted second class and will arrive within one week.