

BOOKING Q&A

Why can't I log in?

Once you have added a ticket to your cart, and pressed 'Place Your Order' the system will ask you to log in. You should log in using your RWCMD online log in details.

If you have never booked online with RWCMD before, press *Sign Up* and create a new account by entering your details. It may ask you to re-enter the account details that you have just created (email address and password) and press *Sign In* to then proceed with your order.

Do I already have an online account?

Contact the Box Office on 029 2039 1391 and we can check if you have an active online account. If you do, you will first need to re-set your password using the forgotten password link here: <https://www.rwcmd.ac.uk/whats-on/tickets/account>.

Once your password has been re-set we recommend you close any browsers that you had open previously, and start the booking process again, logging in using the email address and the password you have just created.

Why does it say the system has 'Failed to authenticate'?

If you already have an online account but the system is failing to 'authenticate' your details, you will need to re-set your password using the forgotten password link here:

<https://www.rwcmd.ac.uk/whats-on/tickets/account>.

Once your password has been re-set we recommend you close any browsers that you had open previously, and start the booking process again, logging in using your email address and the password you have just created.

Why can't I add multiple events to my basket?

You can! Add an event to your basket and proceed with the booking process as normal.

When you get to the page asking you to complete your order, please accept the TicketCo Legal Terms. Then press **Cart** (not Pay) and this will take you back to our event listings where you can add more events to your basket by repeating the booking process for each event you want to watch.

Once all events are in your basket press **Checkout** (not Pay) which is in the top right-hand corner of the screen. You can then complete your order and make payment.

How long will the performance be available for me to watch?

Our live stream events are only available to watch live, so you will only be able to view it on the date and time that the event takes place.

Our films will be available for a certain number of days. This will be clearly stated at the top of the event page, but if you are unsure please check with the Box Office.

I've booked my ticket but how do I watch it?

Tickets/purchase confirmations are normally sent to the registered email address and/or telephone number within one hour of the payment transaction being approved.

This confirmation will contain all of the performance information you need and, just below 'How does it work' you will see a large play button. Press the play button to start streaming the performance to your chosen device. If your chosen performance has not yet started, you will see a countdown clock.

I've lost my ticket, what do I do?

Check your Trash and Junk folders. If it's not there, visit: <https://ticketco.events/uk/en> and press 'Find your purchased tickets'.