

BOOKING Q&A

How to book an Online Event (using Citizen Ticket)

HOW DO I BUY A TICKET TO AN ONLINE EVENT?

Visit www.rwcmd.ac.uk/whatson and find the event you want to watch online and click on Buy Tickets.

HOW DO I ADD TICKETS TO OTHER ONLINE EVENTS TO MY BASKET?

Once you've added a ticket to your basket just click on the Search tab (next to My basket) and search for the event you want to buy a ticket for.

HOW LONG ARE ONLINE EVENTS AVAILABLE FOR?

This varies depending on the production, but most of our online events will be available for several days.

You can choose to watch the video as soon as it's available, or you can watch it later.

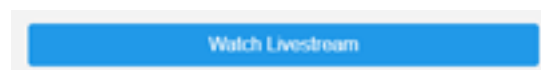
If you particularly enjoyed the event, you could even watch it again!

WILL I RECEIVE AN EMAIL CONFIRMATION?

Once you have paid for your ticket, you will receive an email confirmation from Citizen Ticket. Keep hold of this email as it contains a link to watch the online event.

You will also receive a reminder email the day before the online event takes place which will contain a link to watch the event.

When you are ready to watch the event just click on the Watch Livestream link.



You can also log into your Citizen Ticket Wallet which contains all your e-ticket links.

HOW TO WATCH YOUR ONLINE EVENT

- 1 Buy tickets
- 2 Check emails for e-ticket
- 3 Click 'Watch Livestream'
- 4 Press play and enjoy the show
- 5 Watch again? Repeat steps 2 - 4

WHAT IS A TICKET WALLET?

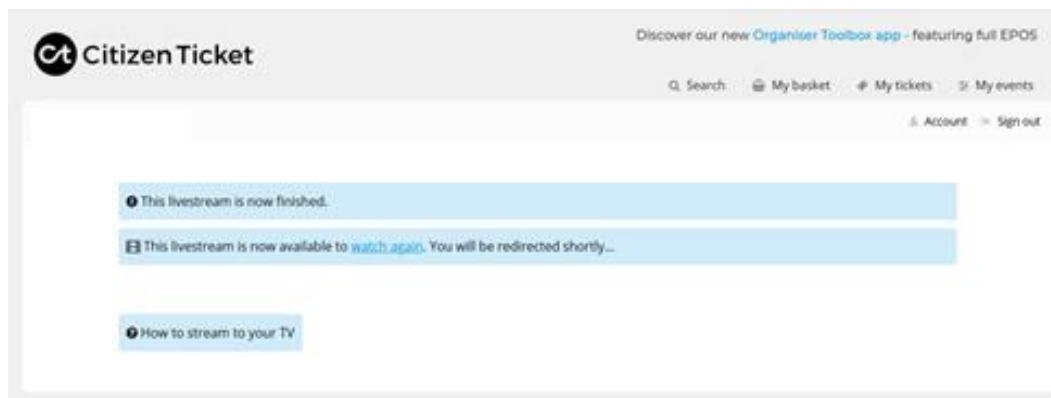
The Citizen Ticket Wallet is automatically set up for you when you purchase your first online ticket. Your Ticket Wallet is the easiest, safest, most convenient way to access your tickets to our online performances. Your Ticket Wallet contains information about each ticket you have purchased and a **Watch Livestream** or **Watch Again** link.

WHY DOES IT SAY 'WATCH LIVESTREAM' IF IT'S A VIDEO?

This simply means the event starts on a certain date and time. Our online events will be available to watch for several days. Your ticket will clearly state how long the event is available for.

HOW DO I WATCH THE ONLINE EVENT?

In your email confirmation or your reminder email you will see the **Watch Livestream** link. By clicking on this you will be taken to the event page. If the event is due to start soon, a play button will soon appear. If the event has already taken place, you will be able to **watch it again** by clicking on the watch again link:



I'VE LOST MY E-TICKET, WHAT DO I DO?

You will receive a reminder email the day before the event which will contain your link to access the event.

Or you can sign into your account to access your e-tickets here:

www.citizenticket.co.uk/account/wallet/

If you're still having trouble, contact boxoffice@rwcmd.ac.uk and we can resend your Ticket Wallet to you.

CAN I USE MY EXISTING RWCMD ACCOUNT CREDIT OR GIFT VOUCHER?

We're sorry but unfortunately you cannot use your RWCMD credit or gift vouchers on our live streamed or video on demand performances.

CAN I BUY A TICKET FOR A FRIEND TO WATCH A PERFORMANCE ONLINE?

Sorry, but there's no way to send a gift ticket to someone else. However, you can still buy a ticket and transfer the ticket to your recipient. An email will go into the recipient's inbox asking them to create a Citizen Ticket account. It is quick for them to sign up and assures them that the ticket is in their wallet.

For more information about how to transfer your tickets visit:
<https://help.citizenticket.co.uk/support/solutions/articles/60000673900-i-want-to-transfer-my-ticket-to-a-friend-or-family-member->

REFUNDS AND EXCHANGES

We're afraid that tickets for our online events are non-refundable and we are unable to exchange unwanted tickets.

WHICH DEVICE SHOULD I USE TO WATCH AN ONLINE PERFORMANCE?

If you have a good internet connection, you can watch our online events on your phone or computer (Citizen Ticket recommend using Google Chrome browser).

You can also stream the event to your TV, check out these instructions:
<https://help.citizenticket.co.uk/support/solutions/articles/60000673462-how-do-i-stream-an-event-to-my-tv->