

# Ticket Guide

## Seating Options:

### Wheelchair Viewing Platform

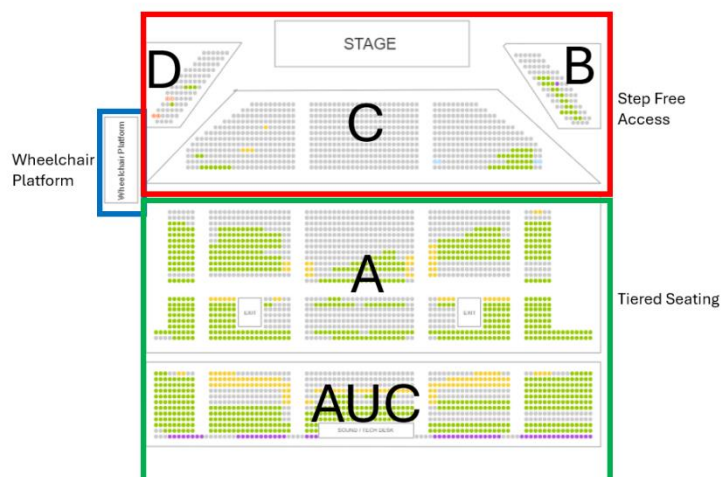
- Spaces are limited and subject to availability on a first come first serve basis.
- There are 6 wheelchair spaces and 6 free of charge companion seats per concert on the wheelchair platform.

### Step Free Access

- Access requirements can be accommodated on the flat areas of the auditorium in Blocks B, C & D.
- Spaces are limited, subject to availability and booked in advance on a first come first serve basis. (Please Note: Your view may be restricted as guests are not prohibited from standing in front of their seats).
- Pairs of seats have been designated in Blocks B, C & D. These seats are designated for those who require step free access, aisle access and being in a close proximity to the stage, exit and toilets.
- These seats include a free of charge personal assistant ticket, and the ticket price of 1 ticket has been split across the 2.

### Other Seating

- Blocks A and AUC are in the tiered section of the venue.
- These seats do not have step free access with a total of 34 steps from Block A Row A to Block AUC Row MM.



# Personal Assistant Tickets

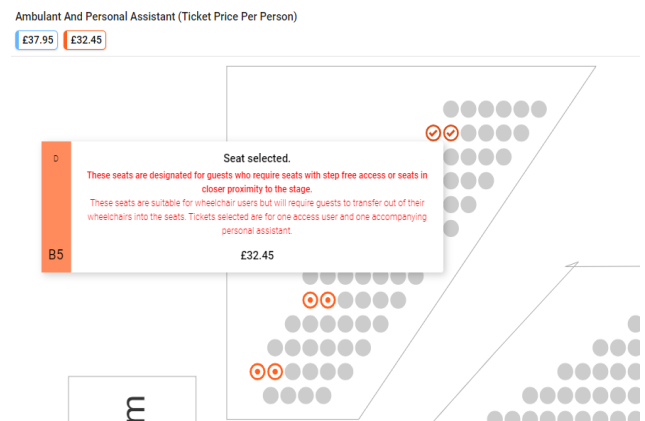
We offer Personal assistant tickets for guests that may require additional assistance whilst at Hampton Court Palace Festival. Please see the Step-by-Step guide on how to book these tickets below:

*Example photos shown below are for the Jack Savoretti concert (13<sup>th</sup> June 2024). Pricings between concerts will vary.*

## Step one: Select your Seats

If you are using the seat picker...

- Seat pairs have been designated in Blocks B, C & D.
- These seats include a free of charge personal assistant ticket.
- The ticket price of 1 ticket has been split across the 2.

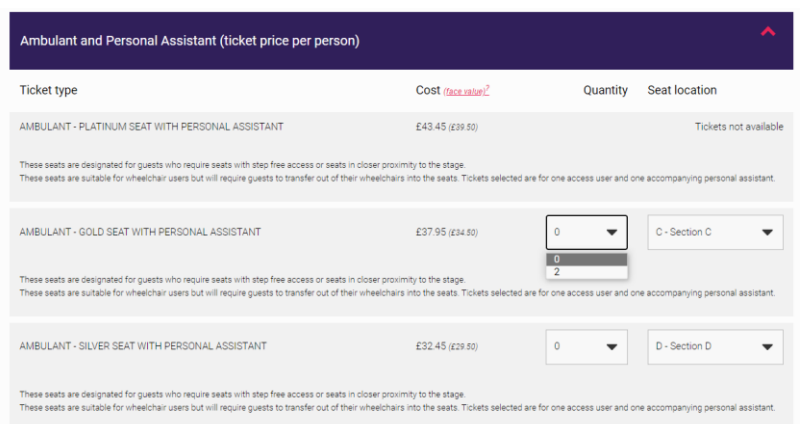


Wheelchair Viewing Platform

- Scroll down to the Wheelchair Accessible and Personal Assistant tab.
- Select your ticket type and change the quantity to 2.
- Tickets selected are for one access user and one accompanying personal assistant.

If you are using the select the best seats option...

- Scroll down to the Ambulant and Personal Assistant or Wheelchair Accessible and Personal Assistant tab.
- Select your ticket type and change the quantity to 2.
- Tickets selected are for one access user and one accompanying personal assistant.



If there is not a ticket option available for your preferred concert, this may be because this option is currently sold out. Please contact us directly where our team will be able to assist you with your booking, subject to availability

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## Step 2: Purchasing your tickets

Continue to checkout to purchase your tickets.

Remember to add your parking pass to your order if you are travelling by car. See the step-by-step guide on how to book Blue Badge Parking below.

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## Step 3: Upload your documentation.

Once you have purchased your tickets, See Tickets will send you an email to request for your supporting documentation

Please upload this supporting documentation to be reviewed by and accepted.

Examples of relevant documentation to support your Personal Assistant request include:

- DLA (Disability Living Allowance)
- PIP (Personal Independence Payment)
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- Any other relevant documentation

All documents provided must show your full name and be dated from no older than 2022.

If you have not heard back from See Tickets after submitting your documentation, please do come along to the event with your tickets as these will be valid and we will be able to assist you further with any queries

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## Step 4 – Your Tickets

Your tickets will be issued via email.

For any ticketing queries please contact See Tickets:

<https://hcpfestival.seetickets.com/customerservice>

For more information about Hampton Court Palace Festival, please contact our team here:  
<https://help.hamptoncourtpalacefestival.com/hc/en-us>