

# Booking tickets



ACT RIGHT  
THOUGHTFUL THEATRE



**Booking on the phone** Although booking over the phone might be preferred for someone older or someone unable to read the screen or someone who can't travel to the box office, calling a customer can cause a lot of stress for some.

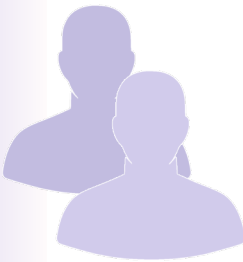
Suggestion= Customers have the option to call the box office so **let them do the calling**. If unsure you could suggest a phone call over email first.

## Booking online

Making sure your website is easy to navigate is very important. Consider the colour and size of font you use (is it easy to read or do users know how to make it bigger?), be **clear about price and date to make sure customers book correctly**.



**Add an access tab on to your website to allow users to change the size of font, colour of page/text. You could also include speech notes for those partially sighted or who have difficulty understanding large chunks of text.**



**Booking in person** Things to consider: See someone hovering by the desk? They might have a visual impairment so politely tell them that they are in the right place and at the front of the queue by **asking if they are looking to purchase a ticket**. If someone is lip reading, **talking to someone at a computer is very challenging as their face isn't always directed at the person talking to them**. Be aware of lip readers and if in doubt let them know you are going to take a look on the screen and avoid talking unless you are facing them or just ask- "are you a lip reader?"