

BOOKING PROCEDURES

Booking opens nationwide on 9 May 2016

ArtBucks members have a preferential booking window from 6 May 2016, during which time they may email their ticket requirements to boxoffice@nationalartsfestival.co.za or fax them to 086 233 2122. No telephone or online bookings will be accepted until Monday 9 May.

Booking for the National Arts Festival is a simple process:

1. Go through the Programme, or the online schedule at www.nationalartsfestival.co.za and choose the productions you would like to see.
2. Once you know what you'd like to see, you have several booking options:

ONLINE:

If you haven't booked online for National Arts Festival tickets, you will need to register on our system - www.nationalartsfestival.co.za.

Once you are registered, follow the easy steps to make your booking. You may pay by VISA or MASTERCARD credit card, Instant EFT or SnapScan. Please note that website bookings attract an online booking fee of R1,50 per transaction.

NB: Before starting to book, please make sure you know what you want to see and when – once you start filling your basket you will not have time to still be deciding on your shows! Get your Fest schedule planned – then go online to book. If you can't decide on all that you want to see – book the must-haves and come back later for other tickets.

CALL CENTRE:

Phone the Festival Call Centre **0860 002 004** and book your tickets with one of our friendly box office operators – you may use your credit card to make payment or make an EFT or direct deposit payment.

EMAIL OR FAX:

Complete the enclosed Booking Form, following the instructions it contains for returning it to. Once your booking has been made, your reservation will be emailed to you and you will have 48 hours in which to provide us with proof of payment.

GROUP BOOKINGS

Large groups are encouraged to book through the Grahamstown Box Office – contact the Box Office Manager on 046 603 1186 / 1163 or email your bookings to boxoffice@nationalartsfestival.co.za.

GETTING YOUR TICKETS

PRINT AT HOME TICKETS – WEBSITE BOOKINGS ONLY

If you booked online, you will receive a confirmation email for your bookings as soon as your payment has been processed, which will include a link to your bar-coded tickets which you can print out at home. These tickets will be scanned at venues. Instead of having to

collect your tickets prior to your shows, you will be able to take your print at home tickets directly to the venue where a cashier will scan the bar code and permit your entry to the show. Note that each ticket will only admit one person once – if a bar code has already been scanned at the door and someone else arrives with a photocopied or duplicate ticket bearing the same bar code, they will not be granted access.

- **You are not OBLIGED to print your tickets at home - you can also collect your tickets from any of our Box Office cashiers or at the self-service terminals (see below).**
- **If you a booking a large number of tickets, we recommend that you have your tickets pre-printed by the Box Office and collect them from the Monument on your arrival in Grahamstown. Please email boxoffice@nationalartsfestival.co.za to arrange this.**

COLLECTIONS

Pre-booked tickets (i.e. those booked via **email, fax or Call Centre**) must be collected from the COLLECTIONS desk in the Monument Box Office.

To collect your tickets for an **on-line credit card booking**, bring the credit card you used to make the booking to any of the Box Offices in Grahamstown (Monument, Village Green or Rhodes Theatre) and swipe your card at the self-service kiosks to have your tickets printed.

Online EFT customers should bring their emailed confirmation and give it to a cashier at any of the Box Offices to have their tickets printed out.

COURIER SERVICE

School and touring groups can request that their tickets are couriered to them prior to the Festival. Courier charges will be R150 per delivery. Please enquire when making your booking about this option.

TICKET ENQUIRIES

Call Centre	0860 002 004
Box Office Manager	046 603 1186
Festival Manager	046 603 1163
General Festival Enquiries	046 603 1103
Fax	086 233 2122

GRAHAMSTOWN BOX OFFICES

Monument Box Office

From 9 May: Mon to Fri 08:30 –18:00 daily

Sat 09:00 – 13:00 daily

From 29 June: 08:30 – 19:15 daily

Village Green Box Office

(located in the Steve Biko Building)

From 29 June 09:00 – 18:00 daily

Rhodes Theatre Box Office (servicing the Rhodes Theatre and Box Theatre only)

From 30 June 09:00 – 20:30 daily

Tickets, if still available, may be purchased half an hour prior to performance starting times at all venues. CASH or SNAPSCAN purchases only. ***No discounts are available at the door.***

VISITORS WITH A DISABILITY

Wheelchairs, guide-dogs, crutches etc. can be accommodated in most venues but we would need to be notified if special assistance is required at any of our venues. Please contact the [Box Office Manager](#) on telephone **046 603 1186** who will discuss your requirements and arrange assistance for you where necessary.

REFUNDS

Refunds for Main and Fringe events will be made **only in the event of programme alterations or cancellations**. The National Arts Festival cannot make other refunds or undertake to resell or exchange tickets.

The Festival organisers cannot be held responsible if a production runs longer than the advertised duration. This information is supplied by the performers and is published as a guide. **Allow at least 50 minutes between performances.**

We regret that we cannot refund tickets for late arrivals at performances.

DISCOUNTS

The following discounts are made available to selected Main and Fringe events – where available, discounts are indicated in the Festival Programme alongside the ticket price for each production.

- **Students, learners and pensioners** (registered full-time only) – ONE discounted ticket per performance
- **Group Bookings** – groups of TEN OR MORE seats per performance may be booked at the discounted rate (please mark appropriate price column).
- **Buy One, Get One Free** – these discounts have been offered by some Fringe producers – to qualify you must book at least two tickets to the performance and you will only be charged for one. Any multiple of two will qualify – i.e. if you book 7 tickets you will be charged for 6 tickets at half price and 1 ticket at full price. So why not bring a friend!
- **50% Fringe and Free & Preview Fringe performances** – these are date specific discounts offered by Fringe producers. Where productions are free, you should still book a ticket to ensure that you will be able to get into the performance. For performances on the Free Fringe, donations will be encouraged in lieu of a ticket price – please donate generously!

HALF PRICE HUT

In 2015, we introduced the Half Price Hut where artists offer a limited number of tickets at a 50% discount for the next performance of their show. Half Price Hut tickets are announced the day before they go on sale and you can only purchase Half Price Hut tickets for performances on the day of purchase. These tickets are **ONLY** available at the Half Price Hut on the Steve Biko lawns.

Cue Newspaper-, the Festival's FaceBook page and the Twitter account announce the list of performances that are offering Half Price tickets on a daily basis.

Like us on www.facebook.com/nationalartsfestival or follow us [@artsfestival](https://twitter.com/artsfestival) to keep tabs on these and other special offers.

ARTBUCKS

Members of the Festival's **ArtBucks** loyalty programme should confirm with their cashier that their Artbucks membership is recorded when they make their booking. Alternatively, they should give the cashier their Artbucks card when booking. At the end of the Festival the amount of credit due to the member, as per the rules of the programme, will be calculated.

Credit that has been accumulated by Artbucks members for purchases at the 2015 Festival, can be deducted from the amount due for their 2016 Festival purchases. Artbucks members may use their credit vouchers online or in person at the Box Offices. Please remember to inform the cashier that you would like to use your credit. You will receive an email indicating the credit that has been allocated to you shortly before preferential ticket bookings open (6 May 2016). For online Artbucks purchases, you need to use the voucher code indicated in this email.

Join Artbucks online and qualify for credit vouchers equal to 10% of your spend on tickets to 2016 Festival events for use at the 2017 National Arts Festival.

2016 FESTIVAL PROGRAMME UPDATE

We will be publishing an update to our Programme, which will be available in Grahamstown throughout the Festival, at all of our Ticket Offices and Information Kiosks. This will contain all information regarding both Main and Fringe performances and events: performance changes, a daily diary, a colour-coded map, and other necessary info. This is a must for all festivalgoers – pick up a free copy on your arrival in Grahamstown.