This step-by-step guide will help you to book an access seat and explain how to receive a free companion ticket.

If you are not yet signed up for HYNT, please click [**here**](https://www.hynt.co.uk/en/) to find out more about the scheme which supports customers who need a companion to access our theatre and cultural events.

1. Login to your account via the website’s home page by clicking the “person” icon.



1. Enter your email address or password. If you are a new customer, click the link “Register now” or if you have forgotten your password, click the link “Reset here” and email will be sent to the registered address and a link to reset it. (The email may land in your SPAM so please check here if it doesn’t arrive in your inbox.)



1. Once you have logged into your account, you will land on the “DETAILS” page. Complete the fields in each link if this is a new customer account. Similarly, you can update / amend fields, e.g. contact numbers, address, surname, etc.



1. If you are a HYNT card holder, there is a field at the bottom of the “DETAILS” page. Please insert the number here and “SAVE”.



1. Next, go to the link “OTHER PREFERENCES”



1. This link will allow you to identify your account as a HYNT Card user and to specify your access requirements. To access “wheelchair spaces” and a free companion seat, the box “I am a HYNT Card user” must be ticked. Be sure to save any updates.



1. Once these preferences have been updated, you can return to the What’s On page and book events and seats. The link is in the right-hand corner – the “three lines” icon. You can then select the relevant venue from the list.





1. As you are logged into your account and it’s marked as a HYNT card user, you will have access to all seats; however, areas which are suitable for wheelchair users are marked with an icon and have additional information pop up. After selecting your seats, click “CONTINUE”.



1. On this page, ticket types are chosen. If you need a free companion ticket to support a HYNT card holder, select “HYNT Essential Companion”. The cost of this ticket will be discounted from your basket at checkout.



1. The summary will list the total tickets and total price and identify that the Essential Companion Seat has been applied. Continue to the “Payment Page” where card details are entered.



1. If you forgot to login to your account whilst looking through the What’s On, there is a prompt when you hit “Buy Tickets”.



Please note: if your HYNT card allows two companions, please contact our box office. The website is not enabled to allow more than one companion seat.