

Box Office Customer Charter

We at Cheltenham Festivals are committed to ensuring that you, our customers, are given the best service possible. From the excitement of looking at the brochure through to the thrill of attending our events, we want to make your festival experience an enjoyable and fulfilling one. To this end, we are pledged to continued improvement through working practices and customer feedback.

Easier Booking

From midday on the first day of booking. We ensure that customers are dealt with as quickly as possible and that staffing levels are good at busy times, but customers should note that these levels are more limited for phone and in person booking than online and there may be a queue. Creating a Wish List online should result in the best experience for most customers. We always do our best to accommodate those with special seating needs.

Fees

We endeavour to keep our fees as low as possible. Unlike most other organisations, our fees are applied per order and not per ticket. Fees reflect the costs of providing the service which include card processing costs as well as staffing, developing and maintaining the booking software and postage.

Our 2014 booking fees are as follows:

- Online sales £3.00
- Telephone sales £3.50
- In person sales £1.50
- Third Party event sales £3.50

Donations

Cheltenham Festivals is a not-for-profit organisation. In addition to Arts Council support, we must actively raise 96% of our funding every year to bring the arts and sciences live to audiences, support emerging talent and deliver educational programmes. A voluntary donation is suggested with each booking. This can be easily adjusted or removed online or by asking the Box Office team.

Enquiries

Our box office can be contacted via the phone line on 0844 880 8094 (Calls cost 5p per minute from BT landlines, mobile charges vary) during open hours or via email at any time at boxoffice@cheltenhamfestivals.com which we endeavour to respond to within 24 hours (48 at weekends).