

# Box Office Customer Charter

### Easier Booking

From 1pm 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. 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 many organisations, our fees are applied per transaction and not per ticket. Fees reflect the costs of providing the service which include card processing costs, staffing, developing and maintaining the booking software and postage.

Details of our booking fees can be found online at [cheltenhamfestivals.com/booking](https://cheltenhamfestivals.com/booking)

We at Cheltenham Festivals are committed to ensuring that you, our customers, are given the best service possible. From the excitement of seeing the line-up 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.

### Enquiries

Our Box Office can be contacted via phone by calling 01242 850270 during open hours or via email at any time on [boxoffice@cheltenhamfestivals.com](mailto:boxoffice@cheltenhamfestivals.com) which we endeavour to respond to within 24 hours (48 at weekends).

### Please make a donation when you book

Cheltenham Festivals (charity no. 251765) relies on donations, ticket sales, sponsorship and gifts in wills to deliver four world-class festivals, and a year-round education programme which seeks to inform, educate and inspire.

A voluntary donation is suggested with each booking, which can be easily adjusted or removed online or by asking the Box Office team. Find out other ways to support the Festivals at [cheltenhamfestivals.com/support-us](https://cheltenhamfestivals.com/support-us)

Book tickets 24/7 online at [cheltenhamfestivals.com](https://cheltenhamfestivals.com)