**Box Office FAQs**

**Why can't I book some events online?**

Certain events are only bookable via the box office directly because their ticketing requirements are not standard. In these cases, speaking to a Box Office operative ensures that the booking is completed correctly.

**Are there any booking or transaction fees?**

No. We don't apply any booking or transaction fees to bookings.

**Are concessions, discounts & offers available ?**

Sometimes there are discounts and offers, it depends on the event; we have a promo panel which will detail all that information for you. This is located at the lower right hand of any event page.

We’ve also reviewed and simplified our pricing policy, scrapping concession types and the need to prove eligibility and now offer customers the opportunity to choose what to pay from three different price point options.

**Are discounts & offers available online?**

Some are. We have the ability to narrow the criteria applicable to deals which helps us ensure that the system is kept as automated as possible to give our customers access to any deals 24/7, but depending on the offer type, it might not be appropriate to have this active online, if that’s the case this will be clearly communicated.

**Can I use my ILA account to pay for my workshops?**

I'm afraid not, we are not a registered with ILA Scotland, however you may be eligible for a discount, please contact Box Office for further information.

**Do you have wheelchair spaces?**

Yes, in the Main Auditorium we can accommodate up to 7 wheelchairs in Row A (depending on availability). For the Changing House and Victorian Bar, we can accommodate 2 wheelchair users in each space.

**Can you book wheelchair spaces online?**

Unfortunately not, due to the design of our auditoria we do not have dedicated wheelchair spaces and will need to prepare space for any wheelchair user, customers requiring wheelchair spaces are asked to contact the Box Office directly on 0141 552 4267.

**What is a Captioned Performance?**

Captioning is similar to television subtitling and gives Deaf, deafened and hard of hearing people access to live performances. A captioner carefully prepares and cues text that appears in real time on units placed to the side of the stage, centrally or within the set.

More information available from Stage Text - [www.stagetext.org](http://www.stagetext.org)

**What is a BSL Performance?**

BSL interpreted performances allow people who are Deaf or for whom British Sign Language is their first or preferred language access to live performance. BSL interpreters provide a linguistic and artistic interpretation. The interpreter mostly stands to one side of the stage but sometimes interpreters are involved in the staging or the performance.

More information available from British Sign Language Interpretation - [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk) & [www.sasli.co.uk](http://www.sasli.co.uk)

**What is an Audio Described Performance?**

Audio Described performances support people who are blind or partially sighted to access live performance. An audio-describer meets audience members to introduce set and characters by providing a verbal description which continues during the performance via a headset. Sometimes there is a touch tour of the set and costumes before.

More information available from Audio Description Scotland - [www.adascotland.com](http://www.adascotland.com)

**How can I receive my tickets?**

If you reside in the UK, then tickets can be posted out 2nd Class via Royal Mail (fee is stated as part of the sales process), alternatively tickets can be sent via email to be shown on any mobile device. All orders that have a valid mobile phone number will also receive a text version of their ticket.

**When can I pick up my tickets?**

Tickets can be collected at any point during our Box Office opening hours up to when the performance begins. If collecting in advance of the performance, please make sure you have all the relevant proof of any concession tickets booked.

**Can I choose my seats online?**

Yes, if the event has allocated seating you will be presented with a seating chart to choose from, if the event is un-allocated you will be presented with a list of ticket types to choose from.

**What is a family ticket?**

This depends on the type of event, specific details for family tickets can be found in the details of the offer itself, please click on the appropriate link to see more details.

**When do I need to start purchasing a ticket for my child?**

As we do produce work for children from birth, the need to purchase a ticket is dependent on the event, please refer to the promo panel on the bottom right hand side of your chosen events page for further details or call the Box Office directly on 0141 552 4267.

**What does 'Babe In Arms' mean?**

This is the term used for children who are not charged for admittance into an event. Children that fall into this category will not be allocated a seat and customers cannot take carriers, prams or buggies into the auditorium and are therefore required to hold the child throughout the performance. For health and safety purposes we can only allocate one 'Babe In Arms' to each attending adult (aged 16+) and we need to record this information, at the moment these types of bookings can only be done by telephone.

**Do you have booster seats?**

No, unfortunately we do not have seating suitable to have booster seats.

**Do you sell theatre tokens?**

Yes, we sell West End Theatre Tokens. These are now in the form of a reusable top up card and can have anything between £1 and £500, which can be redeemed at our theatre and many others across the country. Visit www.theatretokens.com for more information.

**Are tickets refundable?**

Unfortunately, we are not able to offer a refund on tickets once they have been booked. If there is more than one instance of an event we may be able to swap your tickets to an alternative day (depending on availability). Please call the box office on 0141 552 4267 to see if an exchange is possible. Please note tickets can only be exchanged for another day within the event run which you have already booked for.

**Can you resell my tickets?**

If the event instance that you are booked into is sold out then yes, we can try. Obviously, there is no guarantee that we will be able to do this due to varying factors. If a resale is successful then we will contact you by telephone to inform you, if a resale is not successful then you won't hear from us.

Please note that all monies from successful resale(s) have a £1 admin fee deducted from the total per transaction it takes to sell on all returned tickets, and monies are kept on the customer’s account at Tron Theatre as 'theatre credit' which is valid for one year from date of issue.

**I really wanted tickets for a show, but it’s sold out, what can I do?**

Don’t worry! Just call the box office on 0141 552 4267 to add your name to the waiting list for the sold-out show. If tickets become available, we will contact you.

**General FAQs**

**Is there parking at the theatre?**

We don’t have our own car park but there are plenty available nearby. The nearest car parks are NCP King Street (<http://www.ncp.co.uk/find-a-car-park/car-parks/glasgow-king-street/>) and Q-Park Candleriggs (<http://www.q-park.co.uk/parking/parkingid/561>). There are 2 disabled bays

**Can I get in to see the auditorium or have a tour of the theatre?**

Unfortunately, as we are a working theatre our spaces aren’t always available for touring. Any tours will be publicised on our What’s On Page.

**Can I get something to eat at the theatre?**

By day there will be a limited café-style offering including sandwiches and cakes. A range of pop-up dining experiences will run a different times throughout the year, please check with Box Office at the time of booking as to whether these will be available on the evening you are attending.

**Can I order a drink for the interval?**

Yes, interval drinks can be pre-ordered from our main bar and will be available for you during the interval. Please note some shows may not have an interval.

**When can I go into the auditorium to sit down?**

We aim to open the Main Auditorium doors 15 minutes before the start of a show and the Changing House & Victorian Bar 10 minutes before the start of a show. You can take your seats as soon as the doors are open.

**Will I be let in if I am late for a performance?**

Latecomers are not admissible once the event has begun. Our job is to ensure that other customers, as well as cast, are not interrupted during a performance, if there is any reason this may occur then latecomers will be refused entry.

**Can I film/take photos/use my mobile phone in the auditorium?**

No, due to copyright laws the use of all photographic and recording equipment is not allowed unless otherwise stated. This includes the use of mobile phones. We respectfully ask that you switch off mobile phones, pagers, watch alarms and anything else that may disturb the performance for both the actors and audience.

**Do you sell ice creams?**

Yes, we sell ice creams during the interval (where applicable). You can also purchase ice cream vouchers in advance when purchasing your tickets over the phone or online at a discounted rate compared to purchasing on the day.

**I would like to give some feedback, who do I talk to?**

We welcome any comments you may have about a show or our customer service. The best person to give your feedback to on the night is the Front of House Duty manager or you can email your thoughts to feedback@tron.co.uk. We are always striving to improve your experience, so please let us know what you think.