

Brighton Centre: Booking Accessible Tickets Online via Ticketmaster

We're always looking at ways to improve our accessibility and recognise that customers would like more options to book online. Customers with access requirements can book tickets for all shows at the Brighton Centre online via Ticketmaster, subject to availability. We have put together a useful guide [Accessible Overview of Seated and Standing Areas](#) to help you decide what area of the venue works best for you.

This document is designed as a step-by-step overview of how to make accessible bookings online. Please note this is for guidance only and the information provided is subject to change.

Ticketmaster is the Brighton Centre's contracted ticketing agent and all shows are [sold online via their website](#).

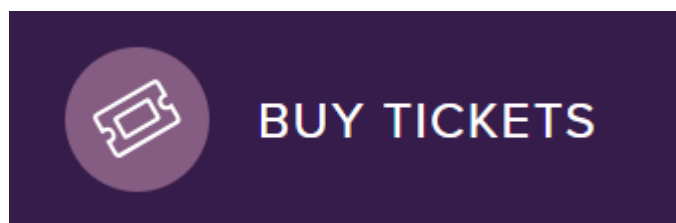
To book tickets online [you will need to create a Ticketmaster account](#).

Booking Tickets

Go to the Brighton Centre website: brightoncentre.co.uk


Select the show from What's On listing: brightoncentre.co.uk/whats-on

Click on the purple buy ticket symbol:



This will take you to the Ticketmaster website where you will make your ticket selection and pay for the tickets.

brightoncentre Powered by **ticketmaster**

 **Jools Holland** [More Info](#) [Accessible Tickets](#)

Sat, 14 Dec 2024, 18:30
The Brighton Centre, Brighton

Important Event Info: Children under 14 must be accompanied by an adult. The seating plans are for guidance only. Please note Row A in the stalls is not raised. [more](#)

Standard
 Accessible
 Verified Resale
 1




18 results for:

2 Tickets All Prices All Ticket Types

A handling fee of up to £3.25 may be added to each order.

Lowest Price **Best Seats**

Section **FSTALL** Row **R**

 Verified Resale Ticket
Full Price Ticket
£57.50 each

Click on All Ticket Types, a drop-down menu will appear:

1 Ticket All Prices **All Ticket Types**

A handling fee of up to £3.25 may be added to each order.

Ticket Types

Standard Tickets

Full Price Ticket

Accessible Tickets


Accessible Ticket

- Wheelchair Accessible
- Ambulant Disabled
- Sight Impaired
- Hearing Impaired

Accessible Companion Ticket

Essential Companion

Select the appropriate ticket type and if you are bringing a companion, select essential companion:

 **Accessible Tickets**

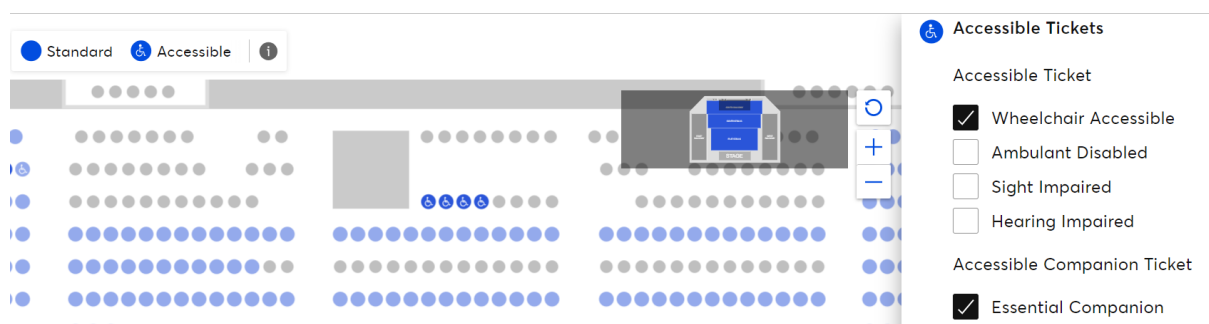
Accessible Ticket

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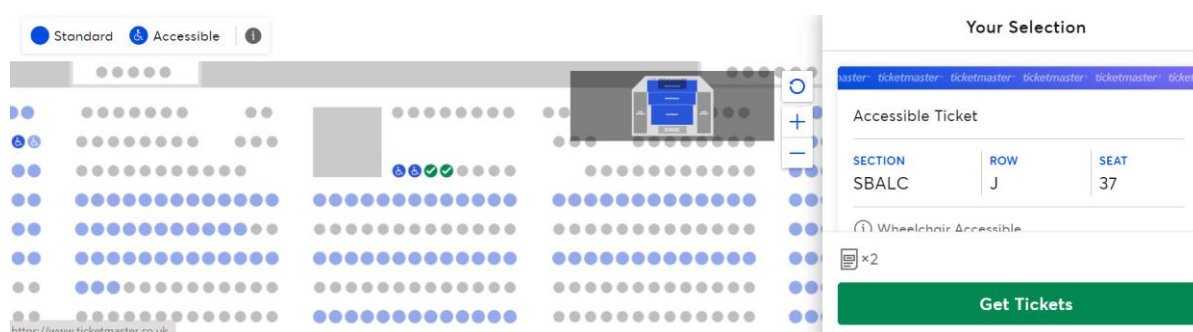
Accessible Companion Ticket

- Essential Companion

The Seat Map will now show the tickets available based on your requirements:



Select the tickets that best work for you by clicking on the accessible symbols on the Seat Map:



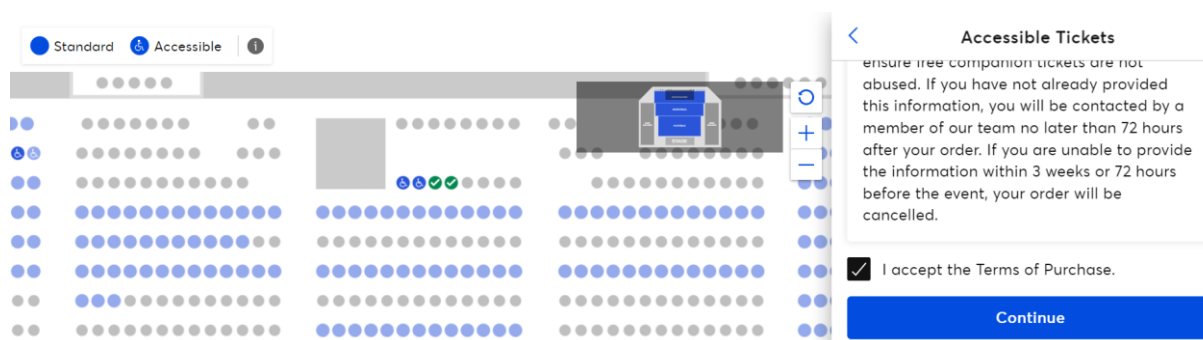
On the screen with your selection, check you have the correct tickets, e.g. wheelchair accessible, and click the green Get Tickets.

The Terms of Purchase will now be displayed:

By purchasing these tickets you confirm that you or a member of your party has access requirements that match the features provided by the selected ticket type.

Those purchasing tickets will have to provide verification information of their access requirements to support this purchase to ensure free companion tickets are not abused. If you have not already provided this information, you will be contacted by a member of our team no later than 72 hours after your order. If you are unable to provide the information within 3 weeks or 72 hours before the event, your order will be cancelled.

Terms are subject to change. If you are happy with the terms, click accept and proceed to check out:



Please always ensure suitable tickets are booked as the venue cannot guarantee availability on the day of the event.

Once accessible tickets are booked, you will receive an email from Ticketmaster with a link to submit supporting evidence. This needs to be done within three weeks of receiving the email or before the date of the show, whichever is sooner.

Please note

- Bookings where assistance dogs are to accompany you in the auditorium must be processed via the venue to ensure suitable space is booked for the dog, [please contact us for assistance](#)
- Bookings for assisted performances will need to be processed via the venue
- Resale tickets are not currently available as accessible tickets, but we're working with Ticketmaster to introduce this



Contacting Ticketmaster

Further information about booking accessible tickets online via Ticketmaster is [available on their website here.](#)

If you have an enquiry about an existing accessible booking you have made online via Ticketmaster or need to get your booking updated to add a companion ticket you can do so via your Ticketmaster account and their chat icon.

Go to your account > Find your order under My Tickets > Click the Chat Icon

Alternatively you can email access@ticketmaster.co.uk

If you would like to make an online accessible booking and need assistance, or if seats that are suitable for your needs are not marked with an accessible symbol, please contact Ticketmaster by emailing access@ticketmaster.co.uk and they will be happy to assist you.