

HOW TO BOOK FOR AMAZING



www.nationalartsfestival.co.za



0860 002 004



boxoffice@nationalartsfestival.co.za



From 7 May 2019

Artbucks!

ArtBucks members have a **preferential booking window** a week before bookings open – email your ticket list to the Box Office and grab first choice seats to any Fest show PLUS spend your 10% credit voucher! It's as easy as 1 2 3 ...

1. Pick your shows
2. Work out your schedule (use the diary for this... it makes it much easier!)
3. Fill in your booking form and **email** (boxoffice@nationalartsfestival.co.za) or **fax** (086 232 2122) it to the Box Office before 7 May 2019.

Andiswa and Navadia will make sure you get the seats you want and email you confirmation chop chop. If you're concerned, call them on **0860 002 004**.

Not an Artbucks member? Don't worry – you can join up online once bookings open. With Artbucks, you qualify for credit vouchers equal to **10%** of your spend on full price tickets to 2019 Festival events for use at the 2020 National Arts Festival. NB: Artbucks credit is only allocated on full price tickets – tickets purchased at concession prices, special offers etc. do not qualify for the Artbucks credit.

Plus, you can collect your pre-booked tickets at any box office or at the self-service kiosk using just your Artbucks card!

Whether you're an Artbucks member or not, it's easy to book your amazing experience online

How to ... Book online

1. **Log on** to www.nationalartsfestival.co.za
2. **Register** (if you have never booked for NAF tickets before – it's quick and painless)
3. **Book your tickets** (it's all very user friendly and if you read the screen you really can't go wrong ... but if you need help – call us – 0860 002 004)
4. Once you've booked all the tickets you want, **go to checkout**, choose your payment method (Visa or Mastercard, Snapscan, Instant EFT, or old fashioned bank deposit) and follow the on-screen prompts.
5. As soon as everything checks out on our side, we will send you a **confirmation email**. Our email should pop into your inbox within a couple of minutes of payment – if you don't receive it – give us a shout ... but check your spam or junk mail folder first – your firewall may have side-swiped it there.
6. Once you've got your confirmation ... read it through! It lists everything you've booked for and will tell you exactly what time you need to be in Makhanda (Grahamstown) for curtain-up at your first 2019 Fest performance.

Then, it's time to think about boring stuff like travel...



Before starting to book your tickets, please make sure you know what you want to see and when – once you start filling your basket you will not have time to still be deciding on your shows! Get your Fest schedule planned – then go online to book. If you can't decide on all that you want to see – book the must-haves and come back later for other tickets.

How to book through the call centre

If you're an ear-to-the-ground kinda person, the Call Centre is for you – on the other end of 0860 002 004 you'll find a friendly voice, a helpful attitude, efficiency and knowledge, useful suggestions and warnings, and – always – someone who is willing to listen. Once you've made your bookings, you can pay using a card while you're on the phone or by EFT – we'll hold the booking for two days for you to get the payment done.

How to book for a group

boxoffice@nationalartsfestival.co.za

Large groups are encouraged to book through the Box Office - Why?

- * you can only book a limited number of seats online – we can book more
- * we have secret powers and can book big groups so they sit together
- * we will print and package your group's tickets for you and ... for the cost of the courier, we'll send them to you in advance of the Festival.

PLUS (quite importantly) we know stuff ...

... like the venues you can park a bus at; places where you can book a meal or picnic, how to organise things that aren't on the Fest programme but that might be a cool group outing... a game drive, beach walk, historical tour, township tour etc.

You'll be in good hands if you call 0860 002 004.

How to get the best deal with discounts

The following discounts are made available to selected Main and Fringe events – where available, discounts are indicated in the Festival Programme alongside the ticket price for each production.

Concessions – This discount is available to **Students** (with a valid student card), **learners and children** (proof of age or school may be required) and **pensioners** (65 years and older – ID may be required)

Group bookings – groups of TEN OR MORE seats per performance

2-4-1 Tickets – these discounts have been offered by some Fringe producers – to qualify you must book at least two full price tickets to the performance and you will only be charged for one. Any multiple of two will qualify – i.e. if you book 7 tickets you will be charged for 6 tickets at half price and 1 ticket at full price. So why not bring a friend!

50% Fringe, Preview performances and Free Fringe performances – these are date specific discounts offered by Fringe producers. Where productions are free, you should still book a ticket to ensure that you will be able to get into the performance.

For performances on the Free Fringe, donations will be encouraged in lieu of a ticket price – please donate generously!

Visitors with disabilities

Wheelchairs, guidedogs, crutches etc. can be accommodated in most venues but we need to be notified if special assistance is required at any of our venues. Please contact the **Box Office Manager on 046 603 1136** or **0860 002 004** who will discuss your requirements and arrange assistance for you where necessary.

Print at home tickets – website bookings only

If you booked online, you can click on the **Print at Home** button to print out your tickets. These tickets will be scanned at venues. Instead of having to collect your tickets prior to your shows, you will be able to take your print at home tickets directly to the venue where a cashier will scan the bar code and permit your entry to the show.

- * **You don't HAVE to print your tickets at home** - you can collect your tickets from any of our Box Office cashiers or at the self-service terminals (see below).
- * **If you have booked a lot of tickets, it is much easier to have your tickets pre-printed by the Box Office.** You can collect them from the Monument on your arrival in Makhanda. Call 0860 002 004 or email us!

Collections

If you are an **Artbucks MEMBER** and have your **Artbucks card**, you can collect your tickets at any of the self-service kiosks by simply swiping your card at the kiosk – no need to wait in long queues!

Tickets booked by phone, fax or email must be collected from the **COLLECTIONS DESK** in the Monument Box Office. And **GROUP BOOKING** tickets will also be available here.

If you booked online with your credit or debit card, swipe your card at any self-service kiosk to have your tickets printed.

If you booked online and paid by EFT give the confirmation email to a cashier at any of the Box Offices to have your tickets printed out.

Door tickets

Tickets, if still available, may be purchased half an hour prior to performance starting times at all venues. **CASH** or **SNAPSCAN** purchases only. **No discounts are available at the door.**

Refunds

Refunds will be made **only in the event of programme alterations or cancellations.** The National Arts Festival cannot make other refunds or undertake to resell or exchange tickets.

The Festival will not be held responsible if a production runs longer than the advertised duration. This information is supplied by the performers and is published as a guide.



Allow at least 50 minutes between performances. We regret that we cannot refund tickets for late arrivals at performances.

Ticket enquiries

Call Centre	0860 002 004
Box Office Manager	046 603 1136
Festival Manager	046 603 1163
General Festival Enquiries	046 603 1103
Fax	086 233 2122

Makhanda / Grahamstown Box Offices

Monument Box Office

From 7 May: Mon to Fri 08:30 - 18:00 daily
Sat 09:00 - 13:00 daily
From 27 June: 08:30 - 19:15 daily

Village Green Box Office

From 27 June 09:00 - 18:00 daily

Rhodes Theatre Box Office

(servicing the Rhodes Theatre and Box Theatre only)
From 27 June - 7 July 10:00 - 20:00 daily

AMAZING STAGES

where you'll find

- THE UNEXPECTED
- THE THRILLING
- THE UNCONVENTIONAL

AND

you'll have some of the

BEST FREE FUN

you'll find at Festival

at the **STANDARD BANK VILLAGE GREEN**

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