This Illustrated Guide to the Bonn Players Online Ticketing System covers three topics:

1. How to order a ticket
2. How to obtain a student discount
3. How to print your tickets

Please note that the illustrations used in this guide may not reflect the current Bonn Players production or the seating plan of the current theatre venue. The process, however, is identical regardless of the play or theatre seating plan.
TOPIC 1: HOW TO ORDER A TICKET

STEP 1: LOG IN TO THE TICKETING WEBSITE

Click here to log in
STEP 2: ENTER YOUR LOG IN DETAILS AND LOG IN

Enter your email address and password. Then click here to log in.
STEP 3: SELECT THE PERFORMANCE DATE FOR WHICH YOU REQUIRE TICKETS

Select the performance date for which you wish to reserve seats.
STEP 4: SELECT THE FIRST SEAT YOU WISH TO RESERVE

Click on the first seat you wish to reserve and the selected seat will be shown in the “TICKET ORDER” box.
**STEP 5: SELECT STUDENT DISCOUNT IF APPLICABLE**

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<thead>
<tr>
<th>Our Shows</th>
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<td>Tuesday November 15</td>
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<td>Wednesday November 16</td>
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<td>Friday November 18</td>
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<td>Saturday November 19</td>
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If a student discount is available for this seat, a message advising this is displayed.

If you are eligible for a student discount, click here and the price in the Ticket Order box will be discounted.

**Please Note: YOU WILL BE ASKED FOR YOUR STUDENT ID AT THE DOOR**

If you are not eligible for a student discount, click “No thank you” to proceed.
STEP 6: SELECT PAYMENT METHOD

Select required payment method: bank transfer or PayPal/Credit Cards (this option also includes direct debit - ELV)

Add comments to your order here if required

Then click “Continue”
STEP 7: REVIEW AND CONFIRM YOUR ORDER

If you are satisfied that the order is correct, click here to confirm.

No alterations can be made to your order after this point.
IF YOU PAY BY BANK TRANSFER (UEBERWEISUNG) Go To STEP 13

STEP 8 Payment by PayPal/Credit Card/Direct Debit

If you selected the PayPal/Credit cards payment option, you will be taken to the PayPal secure payments processing system. Here you can choose to pay using your PayPal account or if you do not have a PayPal account, to pay by credit card or direct debit.
If you pay using your PayPal account go to step 12
steps 9 to 11 explain how to pay by credit or debit card.

STEP 9. You are then taken to the PayPal Guest Checkout
screen. Select the country where your credit / debit card was
issued.

STEP 10. On the next screen you can pay using a bank direct
debit card (Lastschrift) by filling in your bank card details and
other required information.
STEP 11. If you wish to pay by credit card, click on the tab labelled “Kreditkarte” and fill in your credit card details and other required information.

For both payments by debit and credit card, check the “Terms and Conditions” box and click on “Jetzt zahlen” to complete the transaction.
STEP 12  Confirmation of your payment from PayPal and ticket delivery

If you pay by PayPal, credit card or direct debit, after you have completed your payment, you will receive a payment confirmation and be returned to the Bonn Players ticketing system. Your tickets can now be downloaded and printed.
STEP 13: ORDER CONFIRMATION (Payment by bank transfer (Ueberweisung))

If you elect to pay by bank transfer (Ueberweisung) you will be taken to this screen which confirms that your order has been processed successfully.

Click here to check your order, or continue with another order by clicking here.

If you require no further seats, please log off by clicking here.
TOPIC 2: HOW TO OBTAIN A STUDENT DISCOUNT TICKET

STEP 1: SELECT THE SEAT(S) YOU WISH TO RESERVE

Select and click on the seat you wish to reserve and the selected seat will be shown in the “TICKET ORDER” box at full price.

STEP 2: OBTAIN DISCOUNT (IF AVAILABLE)
If a student discount is available for this seat, a message advising this is displayed.

If you are eligible for a student discount, click here and the price in the Ticket Order box will be discounted.

Please Note: YOU WILL BE ASKED FOR YOUR STUDENT ID AT THE DOOR

If you are not eligible for a student discount, click “no thank you” to proceed.

Repeat steps 4 and 5 for any other tickets you wish to order and when your order is complete, click “Checkout”
TOPIC 3: HOW TO PRINT YOUR TICKETS

If you paid by PayPal, credit card or direct debit (ELV) your tickets were immediately available for download when your transaction was processed. (See Topic 1 Step 9) Similarly, if you paid by bank transfer (Ueberweisung) your tickets were attached to the email confirmation that was sent to you.

If you were unable to download you tickets at that time, you can also download you tickets by logging into the ticketing system.

STEP 1: ENTER YOUR LOG IN DETAILS AND LOG IN

Enter your email address and password. Then click here to log in.
STEP 2: SELECT YOUR ACCOUNT

Click on My Account
STEP 3 SELECT ORDER TO PRINT

Select the order for which you wish to print tickets. (NB ONLY PAID ORDERS CAN BE PRINTED)
You will then be taken directly to the Order Information screen and by clicking here, your tickets will be downloaded as a PDF file.