

MENUHIN HALL WEBSITE

Quick Guide

Booked your tickets but have problems logging into your account!



 The Menuhin Hall

Before Checking Out

You will need a Menuhin Hall account to check out and complete your ticket purchases. The next screen allows you to create a Menuhin Hall account, log into an existing Menuhin Hall account, or request a password change to an existing Menuhin Hall account.

Login
Have you got an account with us?

If NO, click "New Customer? Register Now" at the bottom of this page

If you can't remember whether you have an account, click "New Customer? Register Now" at the bottom of this page, and you will be prompted if your account already exists. If an account exists, a link will be emailed to your email address where you can set a new password. You will not be able to proceed until you have accessed this email.

If you have an account and have forgotten your password, please click "Forgotten your password? Reset here" at the bottom of this page. A link will be emailed to your email address where you can set a new password. You will not be able to proceed until you have accessed this email.

Please note: Passwords should be between 6 and 20 characters long.

Email address:

Password:

LOGIN

New Customer? [Register now](#)
Forgotten your password? [Reset here](#)

Create a New Account if ...

- i. You haven't booked with the Menuhin Hall before.
- ii. You have changed your internet provider and have a new email address.
- iii. You have forgotten the email address you previously used to register with us.

You can create a new account by clicking on the 'Register Now' text, which is just below the 'LOGIN' button. The full process of creating a new account can be found on the next page of this document.

If the email address you have entered has already been registered, you will be asked to reset your password.

Forgotten Password

Email address:

Confirm email address:

EMAIL PASSWORD LINK TO ME

Reset your Password

Click on the 'Reset here' text just below the 'LOGIN' button and simply enter the email address you used to create the account. Once you have confirmed the email address too, and clicked on the big red box below you will be sent a link to your Inbox that will allow you to reset your password.

Log into an Existing Account

Simply Enter your email address and password in the boxes provided. If you misspell or use a different email address to the one you used to create the account, it will not recognize your details and will display this message above the email address box.

Login failed. Please check your email address and password and try again.

Creating a New Account

SO you have never booked with The Menuhin Hall before and you need to create a new account. Firstly you will be asked to fill in a few details about yourself. The information that you enter is secure and is covered by the Data Protection Act from 1998. For more information click [here](#).

New Account

Details
Address
Contact Preferences

Details

Please enter your personal details below:

Title:

First Name:

(required)

Last Name:

(required)

Email:

(required)

Confirm Email:

(required)

Phone:

Mobile:

Date of Birth:

Password:

(required)
Passwords should be between 6 and 20 characters long.
 Password must be between 6 and 20 characters long.

Confirm Password:

(required)
Passwords don't match.

NEXT

There are three screens to navigate through, your main details, your address and your contact preferences.

Some fields are 'Required' i.e. you will not be able to move on to the next screen until these fields have been completed e.g. the 'Last Name' box.

You will need to confirm your email address and account password by entering them a second time.

The password must be between 6 and 20 characters long. As you can see, if you fail to do this, you will be prompted with a message telling you so. Another error message will also be displayed if your passwords don't match.

Click on **'NEXT'**

Creating a New Account (continued)

Next you need to enter your address details. Just enter your post code, click on **'FIND ADDRESS'**, and select your address from the list provided. The rest of your address will automatically be filled in.

Details Address Contact Preferences

Address

Please check your address and make any changes as necessary.

Country:
United Kingdom

Postcode:
KT11 3QQ

FIND ADDRESS

(required)

Name:
Mr Mark Time

(required)

For billing addresses this should be your name as it appears on your card.

Line 1:

(required)

Line 2:

Line 3:

Line 4:

Line 5:

Details Address Contact Preferences

Address

Please check your address and make any changes as necessary.

Country:
United Kingdom

Postcode:
KT11 3QQ

FIND ADDRESS

(required)

Name:
Mr Mark Time

(required)

For billing addresses this should be your name as it appears on your card.

Line 1:
Yehudi Menuhin School

(required)

Line 2:
Millfield

Line 3:
Cobham Road

Line 4:
Stoke D'abernon

Line 5:

If you need to return to the previous screen, click on **'PREVIOUS'** rather than using your internet explorer's back button. Click on **'NEXT'** for the final stage of the account creation process.

Town:
Cobham

(required)

County:
Surrey

PREVIOUS NEXT

Please decide how you wish to be contacted by clicking on the appropriate boxes to, to comply with the Data Protection Act.

To complete, click on **'CREATE MY ACCOUNT'**.

Details Address Contact Preferences

New Account

Contact Preferences

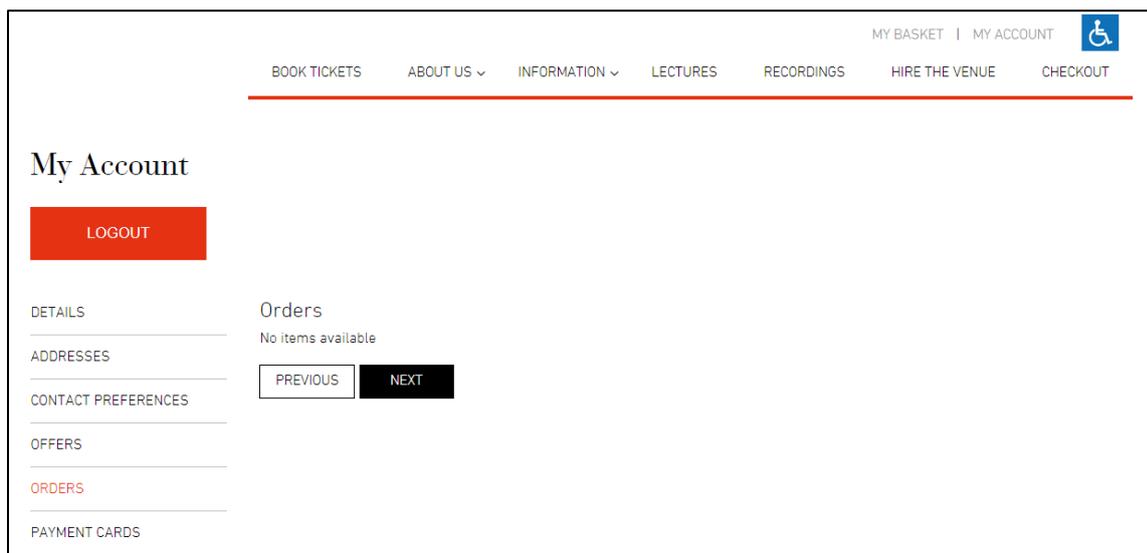
I'm happy to be contacted by Email

I'm happy to be contacted by Post

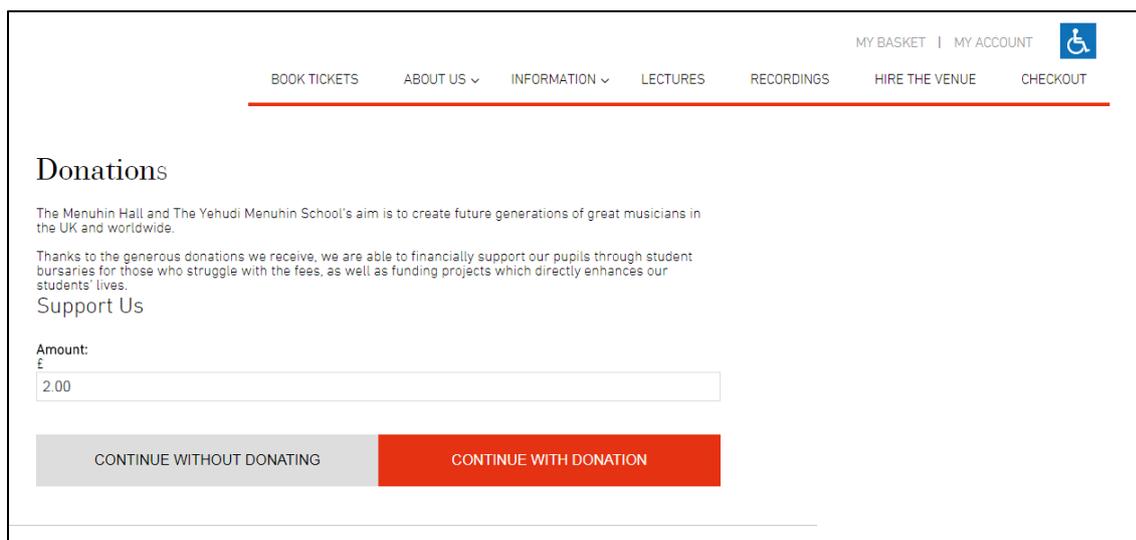
PREVIOUS CREATE MY ACCOUNT

Your Account Details & Donations

Now that you have created your Menuhin Hall Account, you can now manage various aspects of your account at any time by logging in using the email address and password you have just used.



Other options include looking at your Order History and managing credit and debit cards you have used to purchase your tickets. Now click on 'MY BASKET' at the top of your page, and you will be directed to a page where you can make a donation to the school.



Click on one of the above options available to begin the Checking Out process.

Checking Out

You are now ready to complete your ticket purchases. First of all, choose your ticket delivery option and click on **'CONTINUE'**. If you choose to have your tickets posted, you will be asked to confirm your delivery address. You can edit or add a different delivery address if required.

You also have the opportunity to add a different address for your credit card details.

Storing credit card details for your next purchase is optional. If you don't want us to store your card details, untick the 'Store my card details' box. Click on **'CONTINUE'**

You are now presented with your ticket purchase summary. You still have the opportunity to add or remove tickets by clicking on **'EDIT BASKET'**.

Before you can click on **'CONTINUE'** you will need to read and agree to the Menuhin Hall's terms and conditions.

Checking Out (continued)

Lastly you will need to enter your credit or debit card details. The card number and expiry date will undergo some validation, and error messages may appear during this process.

Checkout

Ticket Delivery
Billing Details
Summary
Payment

Payment
Total to pay: £36.00

Card Type:

(required)

Card Number:

(required)
Please enter a valid credit card number.

Expiry Date:

(mm/yy)
(required)
The date must be in the future

Start Date:

(mm/yy) UK Maestro and Solo only

Issue Number:

UK Maestro and Solo only

Security Code:

(required)

CONFIRM PAYMENT

Once you have clicked on 'CONFIRM PAYMENT', it may take a short while for your card details to be authorized so please don't navigate away from this screen, be patient until the order has been confirmed.

Congratulations, you have booked some tickets for a concert at the Menuhin Hall, and you will receive an email confirming the process. If you need any further help booking tickets either email boxoffice@menuhinhall.co.uk or call the Box Office on 08700 842020 Monday to Friday from 10am to 12.30pm or between 1pm and 3pm.