

[MENUHIN HALL WEBSITE](#)

On Line Booking User Guide



 The Menuhin Hall

This Guide will help you create a brand new account and book tickets. To naviagte through this document click on a Table of Contents item below. Click on an image to return to the Table of Contents. Click [here](#) to display the Menuhin Hall Website.

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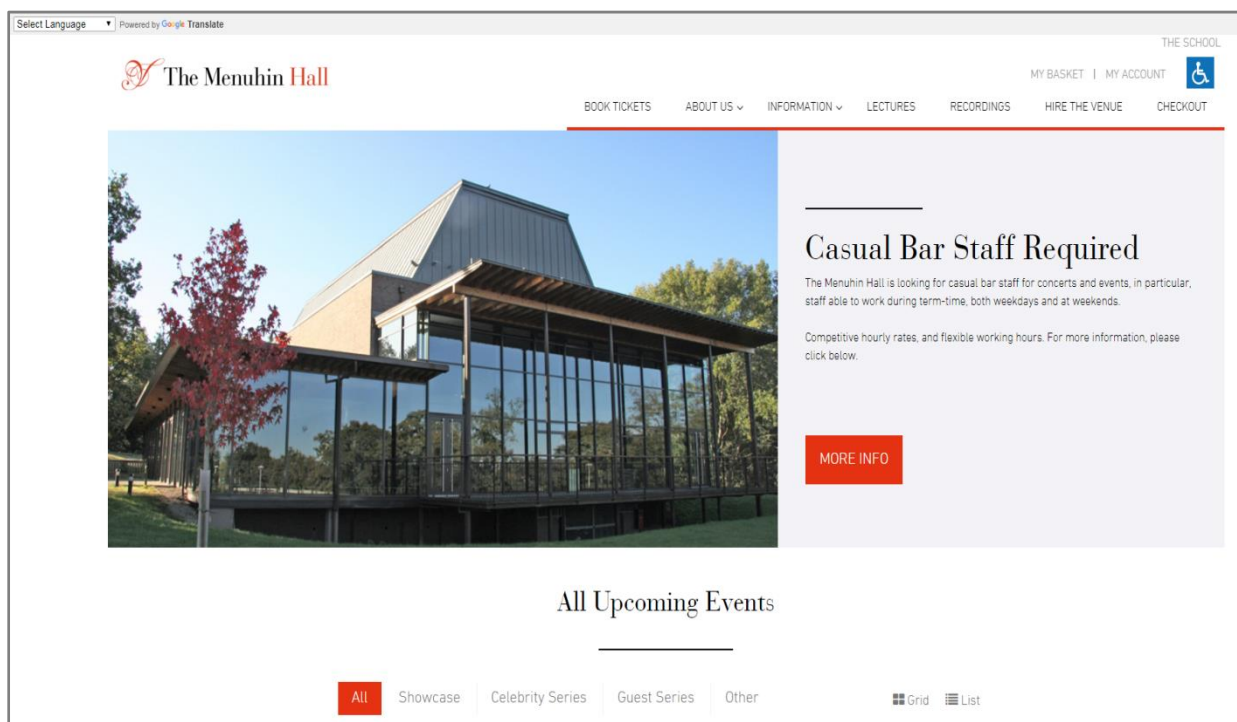


Website Navigation

To save time, you can click on images and words in this document to open web pages automatically. For example, click on the image of Yehudi Menuhin above to open the home page of the Menuhin Hall website.

The Menuhin Hall Home Page

Your internet browser should now open the Menuhin Hall home page.



You can access this page for future use by saving it as a 'Bookmark'.

Click on your internet browser for instructions on how to do this.

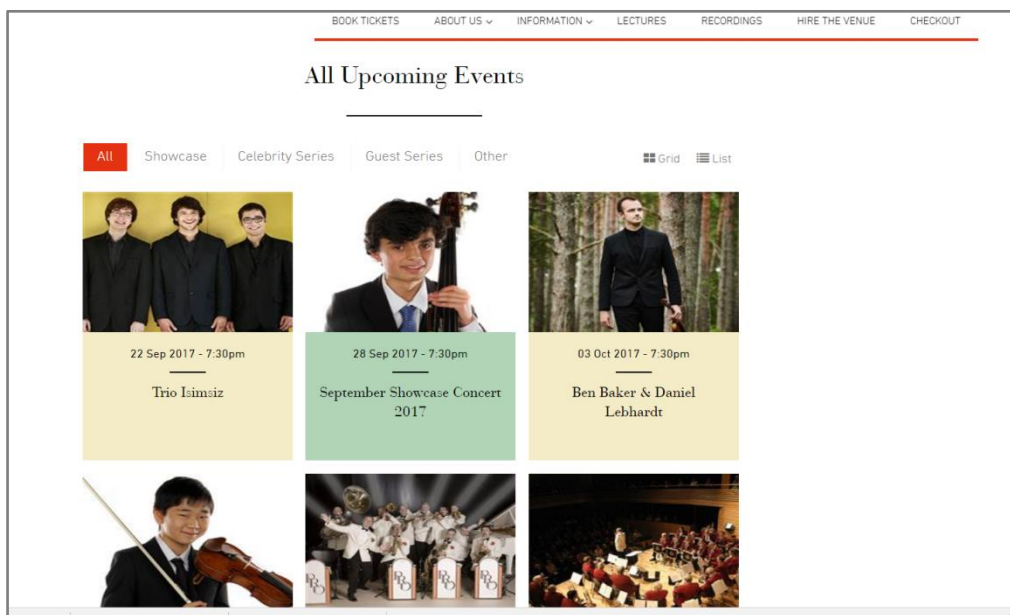
[Google Chrome](#)

[Microsoft Internet Explorer](#)

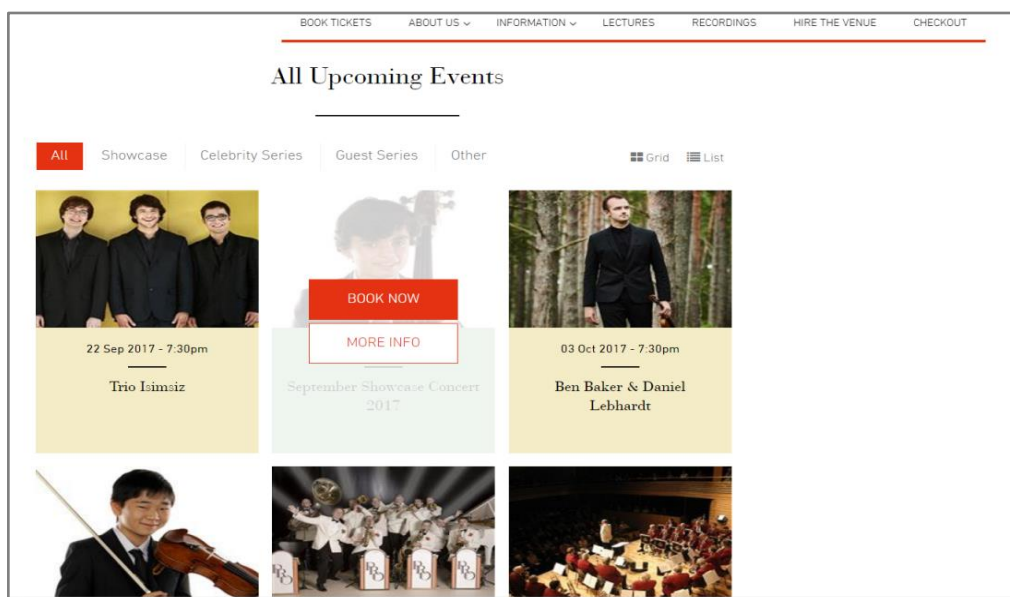
[Safari](#)

Selecting an Event

You now need to scroll down so that the website heading 'All Upcoming Events' is at the top of your screen. As you scroll down, the Menuhin Hall events currently on sale will appear.



Now move your mouse over the image of the event you wish to book.





The image will fade. You will be presented with 2 options, '**Book Now**' & '**More Info**'

Selecting an Event (continued)


MORE INFO

Clicking on the 'More Info' button will take you to a screen that lists information about the event such as ticket prices and the concert running time.



[THE SCHOOL](#)
[MY BASKET](#) | [MY ACCOUNT](#)


[BOOK TICKETS](#)
[ABOUT US](#)
[INFORMATION](#)
[LECTURES](#)
[RECORDINGS](#)
[HIRE THE VENUE](#)
[CHECKOUT](#)



September Showcase Concert 2017

Join us in supporting the students from The Yehudi Menuhin School as they showcase their love of music to an appreciative and supportive audience. Showcase Concerts are a vital part of music education. Programmes are selected by the Director of Music in consultation with instrumental teachers. Showcase concerts form part of performance education for the pupils of The Yehudi Menuhin School.

Date:
28 September 2017

Time:
7:30pm

Standard Price:
£17.50

Running time:
120 minutes

[BOOK NOW](#)

Or call the box office:
08700 842020

Please note:
The Box Office is open for telephone bookings Monday to Friday 10am - 3pm, except Wednesday 10am - 12.30pm. Closed for lunch 12.30-1.00pm daily.
The Box Office will be open one hour before each concert commences.

If this is the event you wish to book, simply click on the 'Book Now' button.

Booking an Event

BOOK NOW

Clicking on the 'Book Now' button will take you to a screen that will show you the layout of the Menuhin Hall, and how each area of the hall is defined. When you click on the image of the Menuhin Hall, the seating plan is then revealed.

Your Seats

September Showcase Concert 2017 , 19:30 Thursday 28 Sep 2017

Please select the area where you would like to sit.

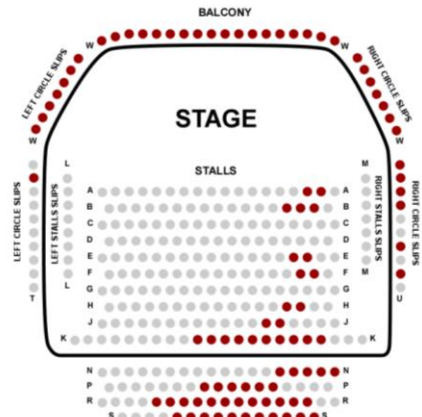
For customers requiring accessible seating or group bookings, please contact the box office on 08700 842020.
Burgundy - Available / Grey - Unavailable



September Showcase Concert 2017 , 19:30 Thursday 28 Sep 2017

Please select your seats (maximum 2 for this event per order)

For customers requiring accessible seating or group bookings, please contact the box office on 08700 842020.
Burgundy - Available / Grey - Unavailable



To book a seat, click on a red dot, which represents available seats.

Grey dots represent seats that have already been sold.

There is a lift available for those in a wheelchair or with mobility problems.

Downstairs Seats

Stall Seats are from Rows A to Row K

Left Hand Side Stall Seats are in Row L

Right Hand Side Stall Seats are in Row M

Upstairs Seats

Circle Seats are from Rows N to Row S

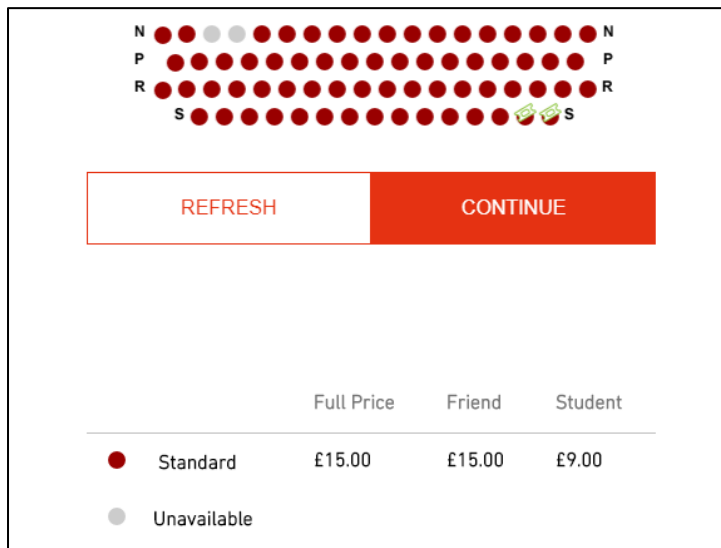
Left Hand Side Circle Seats are in Row T

Right Hand Side Circle Seats are in Row U

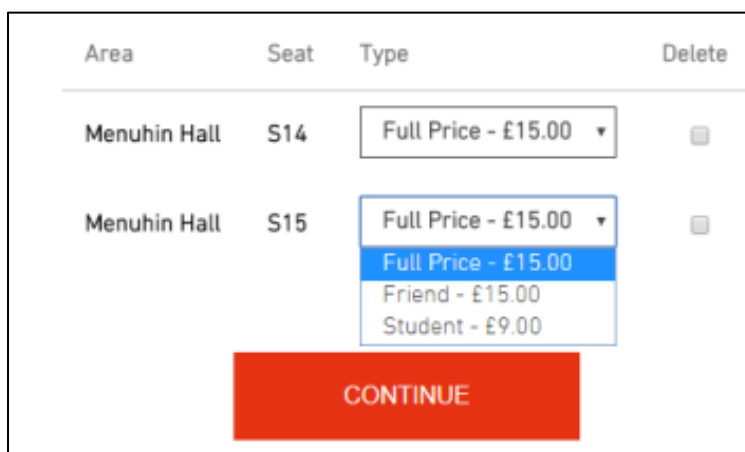
Balcony Seats that run behind the stage are in Row W

Booking an Event (continued)

Your selected seats will show with a ticket icon. Once you have selected a seat, it is reserved for 15 minutes, giving you plenty of time to complete your purchase.



To release a seat simply click it again. To cancel all the seats you have selected, click on the 'REFRESH' button. To carry on to the next screen, click on 'CONTINUE'.




If there is more than one ticket price available, select the required ticket price by clicking the down arrow on the ticket price selection box.

Once you have selected the correct price for each ticket, click 'CONTINUE'.

Booking an Event (continued)

Having clicked '**CONTINUE**', the tickets you have selected will be added to your 'Shopping Basket', and the next screen in the process is displayed.

MY BASKET | MY ACCOUNT 

[BOOK TICKETS](#) [ABOUT US](#) [INFORMATION](#) [LECTURES](#) [RECORDINGS](#) [HIRE THE VENUE](#) [CHECKOUT](#)

Basket

Savings

Enter a promotion code here if you have one

APPLY CODE

September Showcase Concert 2017	Quantity: 2	Total: £35.00
19:30 Thursday 28 September 2017		
2 Full Price		

DELETE EDIT

Total **£35.00**

Customer Information: You have 15 minutes to complete your booking. To choose your ticket delivery, please continue with your booking.

CONTINUE BROWSING CHECKOUT

Please check the ticket details in your basket are correct.

You can then '**CONTINUE BROWSING**' other concerts and simply add tickets for other events to your basket.

Please note that you have 15 minutes to select all the tickets you need and complete your purchase before your basket is emptied. This means that the tickets will be released and put back on sale.

Once you have selected all your tickets, you can then click on the '**CHECKOUT**' button.

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:
Mr

First Name:
Mark
(required)

Last Name:
Time
(required)

Email:
marktime@internetprovider.co.uk
(required)

Confirm Email:
marktime@internetprovider.co.uk
(required)

Phone:

Mobile:
01234 567890

Date of Birth:
1
January
196

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.

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'**.

Town:
Cobham

(required)

County:
Surrey

PREVIOUS
NEXT

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.

Checkout

Ticket Delivery Billing Details Summary Payment

Ticket Delivery

Please choose a delivery option for your tickets:

- ☒ Post my tickets to me (+ £1.00)
- ☐ Leave my tickets at the box office (Not available for your choice of tickets)

CONTINUE

Checkout

Ticket Delivery Billing Details Summary Payment

Ticket Delivery

Please choose an address to have your tickets posted to:

- ☒ Mr Mark Time (default)
Yehudi Menuhin School
Millfield
Cobham Road
Stoke D'abernon
Cobham
Surrey
KT11 3QQ
United Kingdom **EDIT**

ADD ADDRESS

CONTINUE

Ticket Delivery Billing Details Summary Payment

Billing Details

Please choose a payment method:

- ☒ New card
Please select an address for your card (card details will be taken at the final stage of checkout):

☒ Store my card details

- ☒ Mr Mark Time (default)
Yehudi Menuhin School
Millfield
Cobham Road
Stoke D'abernon
Cobham
Surrey
KT11 3QQ
United Kingdom **EDIT**

ADD ADDRESS

CONTINUE

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**'

Checkout

Ticket Delivery Billing Details Summary Payment

September Showcase Concert 2017 , 28 September 2017 19:30 Full Price x 2 @ £17.50

EDIT BASKET

Ticket Total:	£35.00
Ticket Delivery Fee:	£1.00
Total:	£36.00

By checking this box you agree to our [terms and conditions](#)

☐

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.

The screenshot shows the 'Checkout' page with a progress bar at the top indicating the current step is 'Payment'. Below the progress bar, the 'Payment' section is displayed. It shows the 'Total to pay: £36.00'. The 'Card Type' dropdown menu is set to 'Visa'. The 'Card Number' field contains '1111 1111 1111 1111' and shows a red error message: 'Please enter a valid credit card number.' The 'Expiry Date' field is set to '11/11' and shows a red error message: 'The date must be in the future'. The 'Start Date' field is empty and has a note '(mm/yy) UK Maestro and Solo only'. The 'Issue Number' field is empty and also has a note '(mm/yy) UK Maestro and Solo only'. The 'Security Code' field is empty and has a red error message: '(required)'. At the bottom right of the form is a red button labeled 'CONFIRM PAYMENT'.

Checkout

Ticket Delivery > Billing Details > Summary > **Payment**

Payment
Total to pay: £36.00

Card Type:
Visa
(required)

Card Number:
1111 1111 1111 1111
(required)
Please enter a valid credit card number.

Expiry Date:
11/11
(mm/yy)
(required)
The date must be in the future

Start Date:
(mm/yy) UK Maestro and Solo only

Issue Number:
(mm/yy) 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.