

## BOOKING GUIDE – ACCESSIBLE TICKETING

We have a complimentary ticket policy for essential companions. The complimentary Essential Companion ticket can only be booked alongside a Standard ticket for those who require a carer or companion to attend with them.

This policy is for customers with permanent and/or long-term access requirements; it is not for people with temporary impairments. Essential companions attending through this scheme need to be over 18 when they visit our venue.

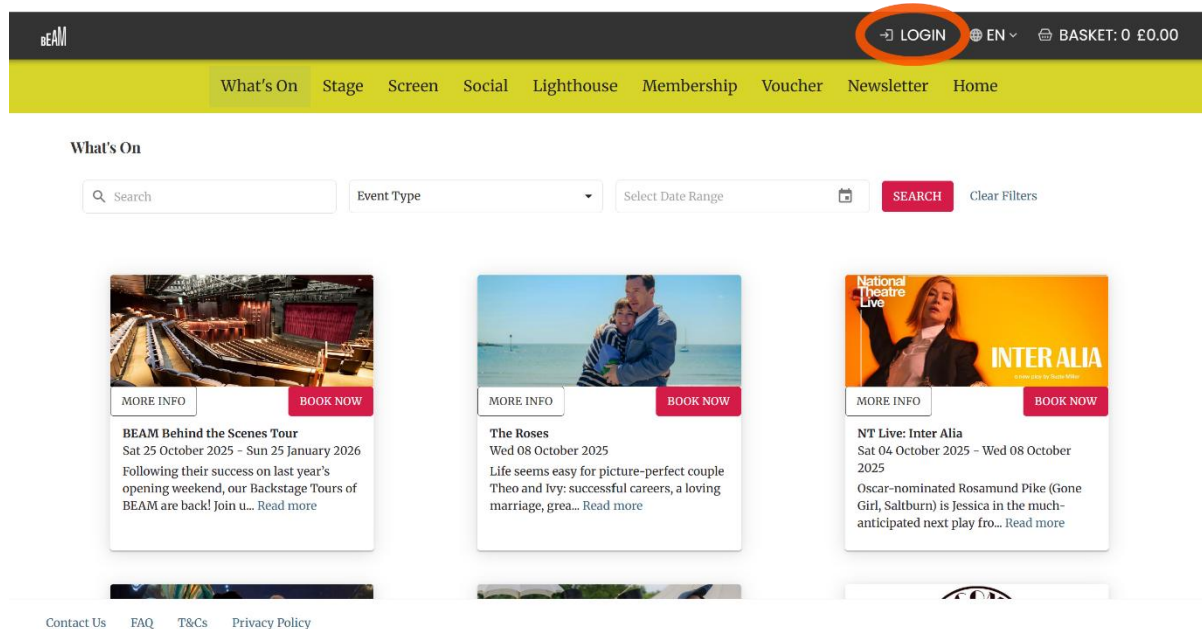
All children must be accompanied by a paying adult ticket holder at all times, regardless of whether this adult is their carer or not. You may only book a complimentary Essential Companion ticket for a child if they require a companion or carer to attend in addition to the paying adult ticketholder.

Please be prepared to present the relevant documentation to support your complimentary ticket request upon arrival. Relevant documentation should be one of the following:

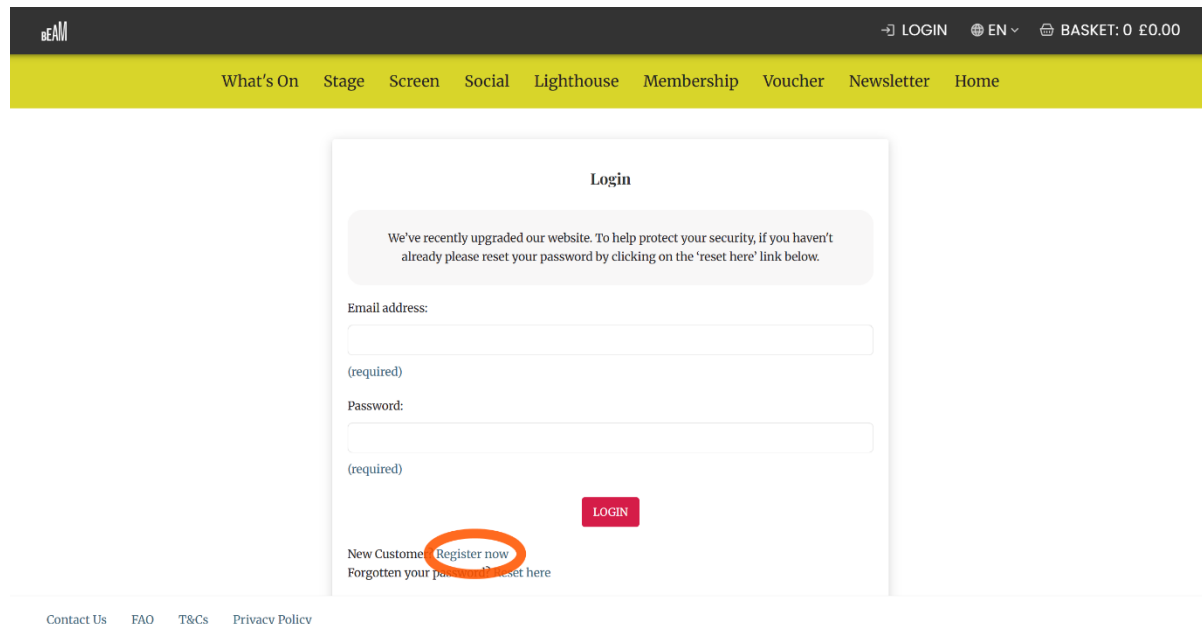
- DLA
- PIP
- Blue badge
- Attendance allowance letter
- Credibility access card
- Or another form of credible documentation

## How To Book a Complimentary Essential Companion Ticket

**Step 1** – You will first need to make an account with us if not already done so. Once you have navigated to the ‘What’s On’ page, click ‘Login’ in the top right hand corner.



Enter your login details or click ‘Register now’ to create a new account.



**Step 2** – Once you are logged in, click ‘other preferences’ to let us know your access requirements. You can add the access requirements for yourself or if you are booking on behalf of the access patron.

My Account

LOGOUT

Details Addresses Contact Preferences **Other Preferences** Offers E-tickets Orders Memberships Account Credit Payment Cards

Other Preferences

Venue Accessibility

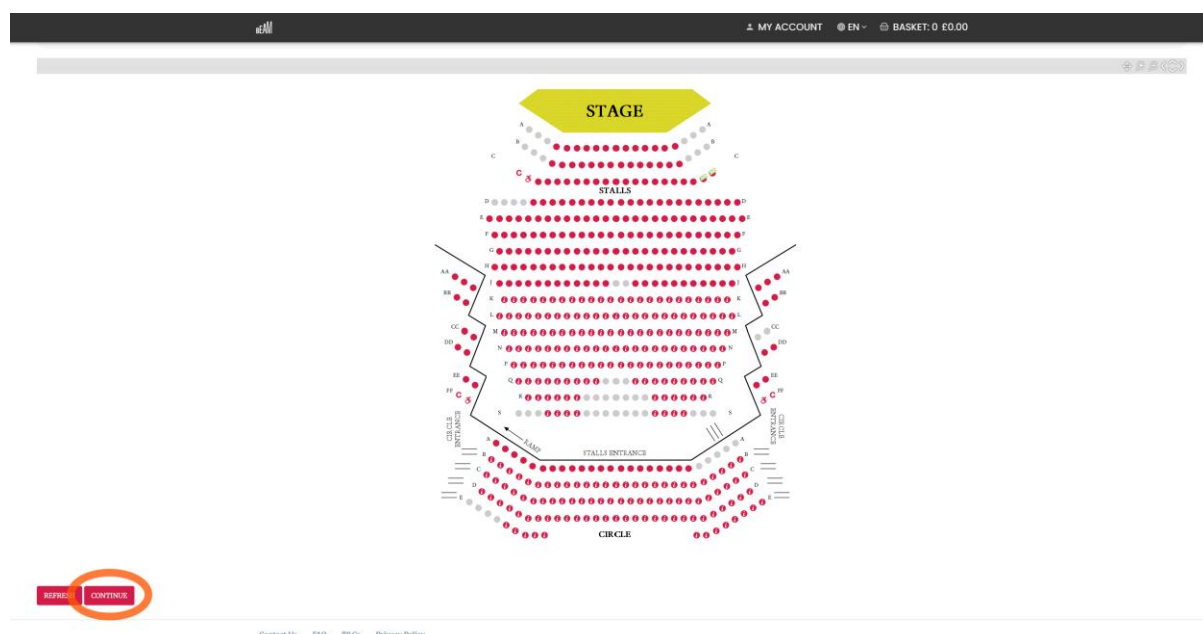
Please let us know if you have any additional access requirements:

- ☐ Wheelchair User - Remain In Wheelchair
- ☐ Wheelchair User - Transfer To Theatre Seat
- ☒ **Require An Essential Companion**
- ☐ Visually Impaired
- ☐ d/Deaf

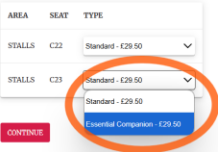
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You will need to ensure ‘Require An Essential Companion’ is ticked to be able to book the Essential Companion ticket.

**Step 3** – To book the ticket, click into the event you would like to attend and then select the seats you would like from the seating plan. You need to ensure you are still logged into your account when you do this. Once you have selected your seats, click continue.



**Step 4** – Using the drop-down menu, change the ticket type of one of the tickets to Essential Companion.



Murder, She Didn't Write - Friday 20 March 2026, 19:30  
BEAM, The Wash, Hertford, SG4 1PS

Please select the type of tickets you would like.

Change My Seats

AREA	SEAT	TYPE
STALLS	C22	Standard - £29.50
STALLS	C23	Standard - £29.50
		Essential Companion - £29.50

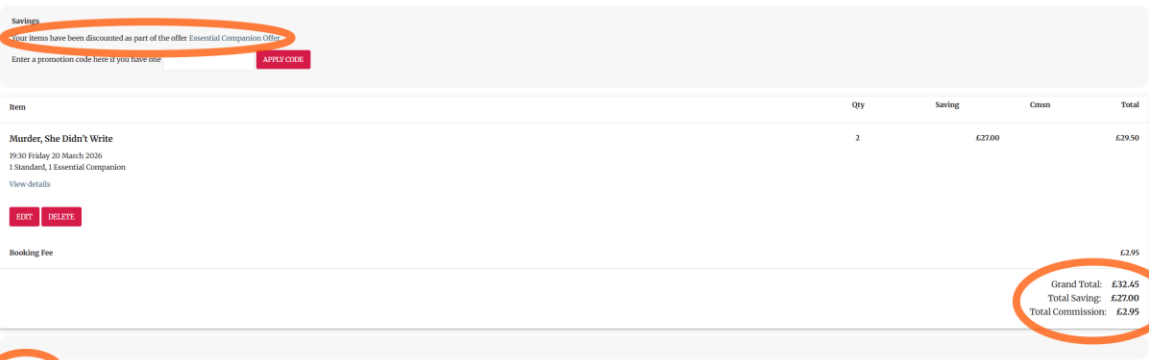
[CONTINUE](#)

Our offer powered by **SPECTRUM**

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The cost of the Essential Companion ticket will still show the same as the Standard ticket for now. Click 'Continue'.

**Step 5** – You can now review your basket. There will be a note under the 'Savings' heading confirming the Essential Companion offer has been applied.



**Basket**

**Savings**  
Our items have been discounted as part of the offer Essential Companion Offer.  
Enter a promotion code here if you have one [APPLY CODE](#)

Item	Qty	Saving	Comm	Total
Murder, She Didn't Write 19:30 Friday 20 March 2026 1 Standard, 1 Essential Companion <a href="#">View details</a>	2	£27.00		£29.50
Booking Fee				£2.95
				Grand Total: £32.45
				Total Saving: £27.00
				Total Commission: £2.95

[CHECKOUT](#)

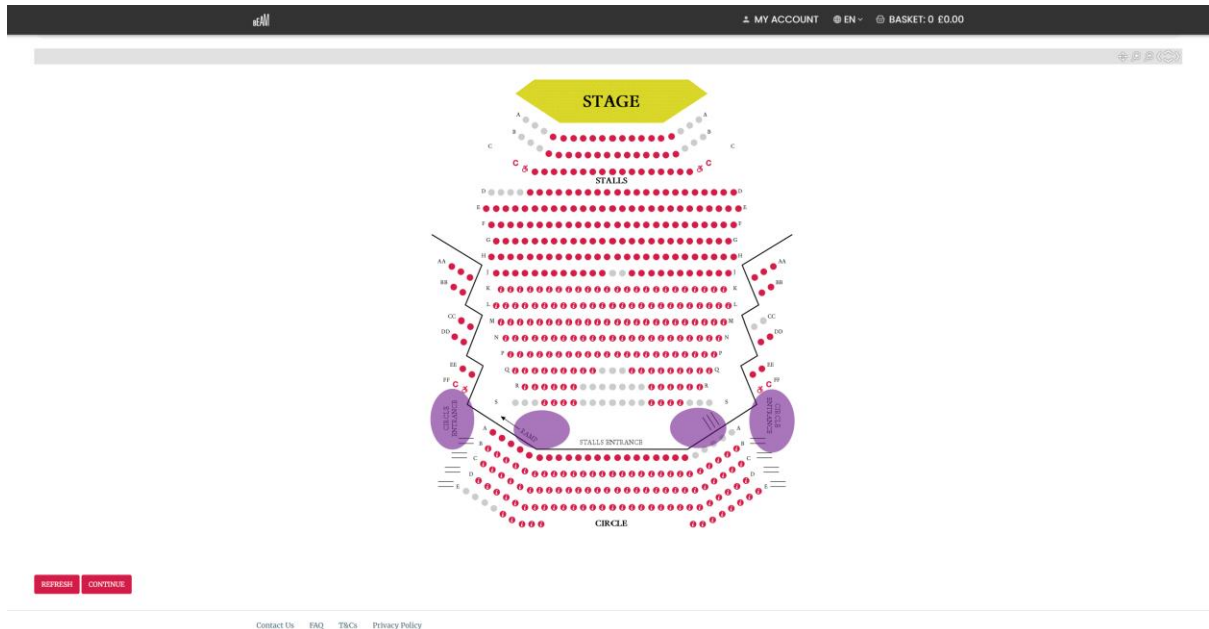
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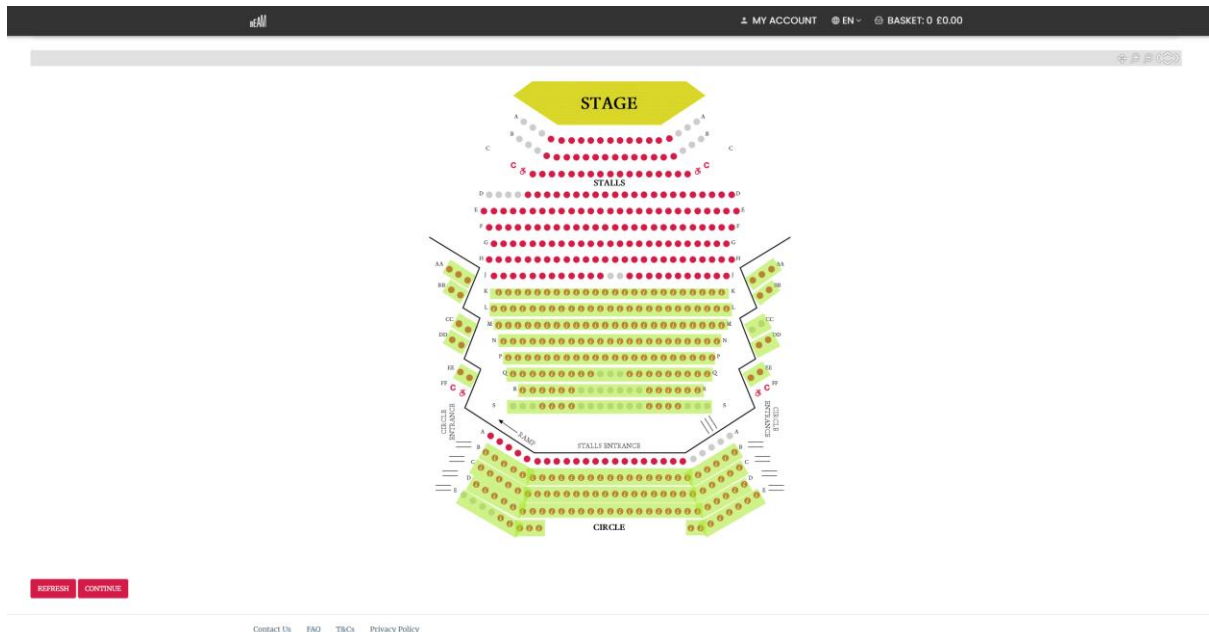
The cost of the Essential Companion ticket will now be deducted from the total. Click 'Checkout' to proceed with payment.

## STAGE ONE SEATING GUIDE

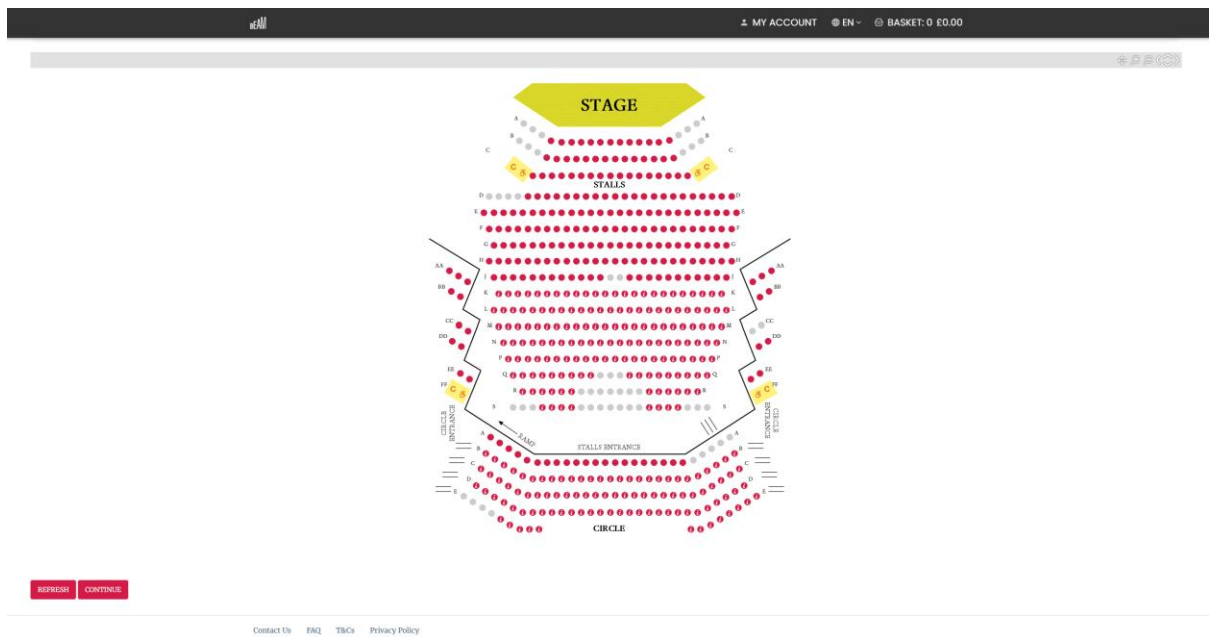
### Entrance/exit doors



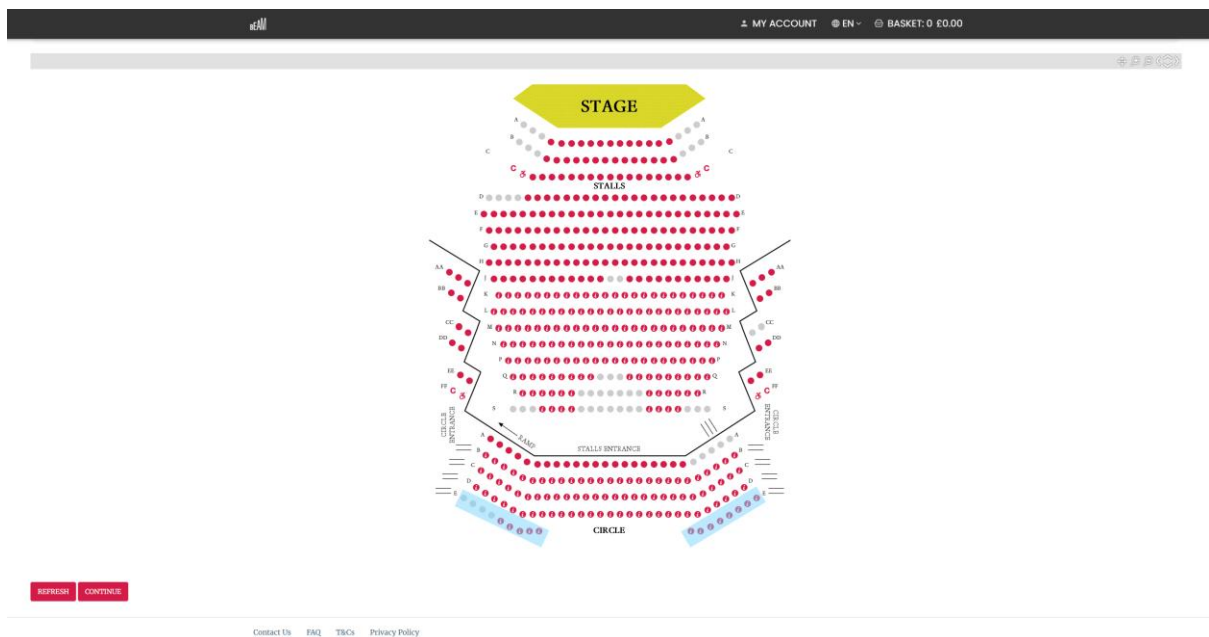
### Requires steps to access



## Wheelchair and companion spaces

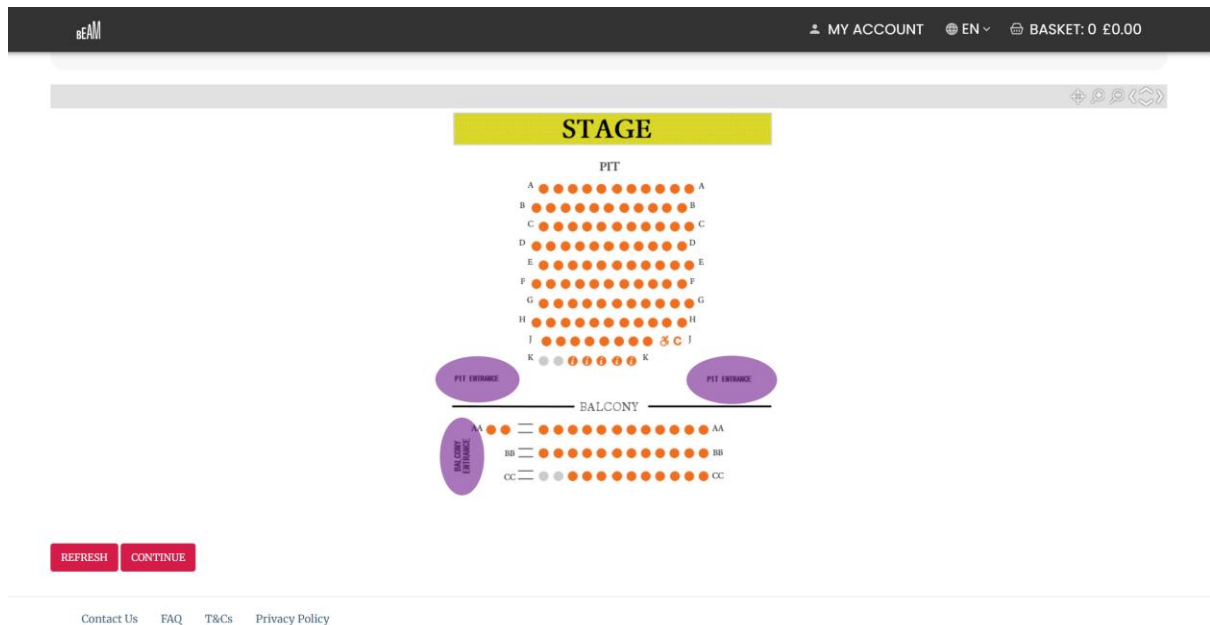


## Raised seats with footrest

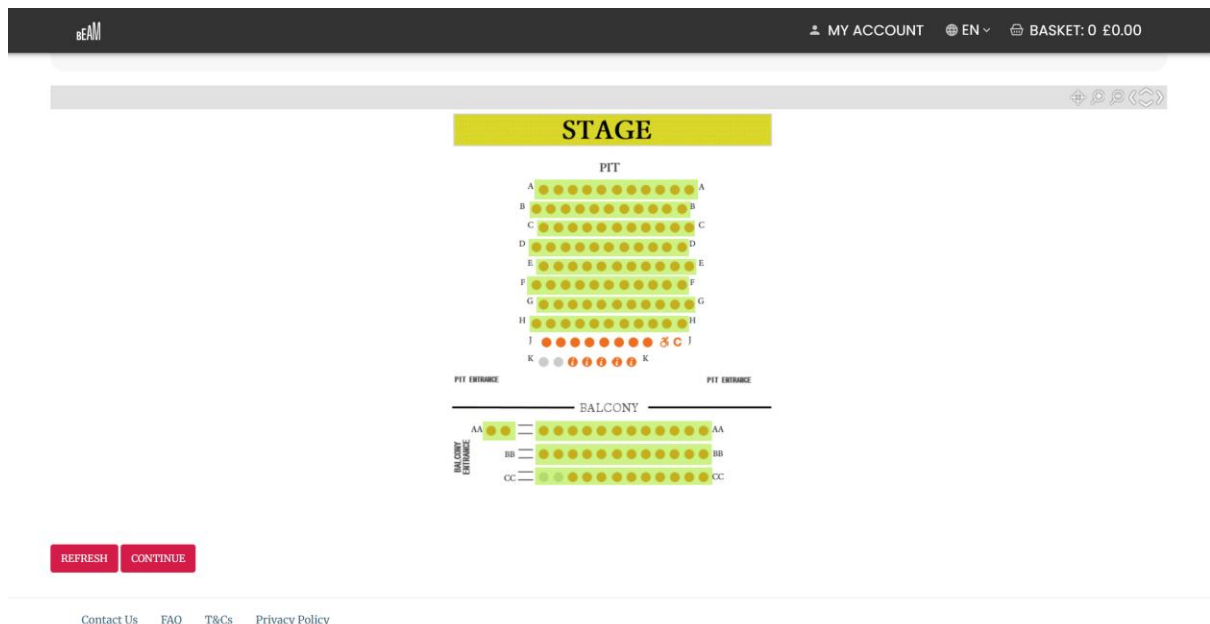


## STAGE TWO SEATING GUIDE

### Entrance/exit doors



### Requires steps to access



## Wheelchair and companion space

[MY ACCOUNT](#)
[EN](#)
[BASKET: 0 £0.00](#)

STAGE

PIT

PIT ENTRANCE

PIT ENTRANCE

BALCONY

BALCONY ENTRANCE

CC

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## Raised seats with footrest

[MY ACCOUNT](#)
[EN](#)
[BASKET: 0 £0.00](#)

STAGE

PIT

PIT ENTRANCE

PIT ENTRANCE

BALCONY

BALCONY ENTRANCE

CC

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## SCREEN ONE SEATING GUIDE

### Entrance/exit doors

MY ACCOUNT
EN
BASKET: 0 £0.00

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### Requires steps to access

MY ACCOUNT
EN
BASKET: 0 £0.00

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## Wheelchair and companion space

MY ACCOUNT
EN
BASKET: 0 £0.00

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## SCREEN TWO SEATING GUIDE

### Entrance/exit doors

MY ACCOUNT
EN
BASKET: 0 £0.00

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## Obstructed view

MY ACCOUNT
EN
BASKET: 0 £0.00

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## SCREEN THREE SEATING GUIDE

### Entrance/exit doors

MY ACCOUNT
EN
BASKET: 0 £0.00

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## Require steps to access

MY ACCOUNT
EN
BASKET: 0 £0.00

**SCREEN**

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## Wheelchair and companion space

MY ACCOUNT
EN
BASKET: 0 £0.00

**SCREEN**

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