

USING THE ONLINE TICKETING SYSTEM (POSITICKETS)

Please follow the instructions below to book tickets for School productions. Confirmation will be sent via ParentMail when the online system is open to book for individual events.

1. Go to <http://www.positickets.co.uk/> and click on **Ticket Bookings**.
2. In the top left hand corner, click on the drop down **Producers** box and select **Chelmsford County High School for Girls**.
3. Click on **Go** button further down left hand side of the screen
4. The School's current production will be listed. Click on **View Show Times** to proceed with a booking. Click on **Book Now** against your chosen performance.
5. Choose full or concession tickets as applicable; amend number of tickets as appropriate and click on **Add to Order**. Repeat this step until the correct number of tickets have been requested. The box in the bottom left hand corner shows the details of your order. Tickets can be unselected in this box if you have made an error.
6. Click on **Proceed to Checkout** once you are happy your order is correct. Please be aware that the School is unable to accommodate any cancellations, refunds or changes to tickets once these have been ordered.
7. You must create an account the first time you use Positickets. Click on **Create an Account** under the option for purchasing tickets. If you already have an account, log in with your credentials.
8. Click on **Continue**
9. Verify your order is correct and click on **Finalise Order**. The payment option should be set as debit/credit card payment; delivery option should be set as e-ticket.
10. You will be taken into ParentPay. Click on **Continue**.
11. Complete credit/debit card payment information and click on **Review and Confirm Payment**
12. Click on **Confirm Payment**
13. The system will show your receipt when the transaction has completed. A copy of this + your e-ticket will be emailed to your email address. Click on **Return**. Please remember to check your Junk email folder if you do not receive the email confirmations.
14. You will see a summary of your order. Click on **Logout** at the top of the screen to end the process.

In the event of any problems using the system, please contact the School's main office (telephone:- 01245 352592) where staff will be happy to assist you.

Please ensure you bring printed copies of your tickets or have access to your e-ticket via a mobile device in order to gain admittance to the performance.