

Troubleshooting for Online Bookings

Browsing

Do not use the 'Back' button on your browser. Use the buttons on screen only.

If you cannot see the right hand side of the Stage School website or are presented with a black line on the right, your browser is not configured correctly. Please use:

- a different computer
- a different browser (Internet Explorer, Firefox, Safari, etc.)
- the direct link to the ticket bookings system <http://sa2.seatadvisor.com/sabo/servlets/EventSearch?presenter=AUCPC>

Choose You Own Seats

The ticket booking system we use has the Choose Your Own Seats option, however due to the large number of bookings we receive, this functionality is not available on the first day of ticket bookings. 'Best Available' seating is the only option for the first day of online sales.

Best Available Seats

When booking seats, the system allows you to opt for Best Available seats (only option for first day of ticket bookings). These tickets are the best available seats, determined by computer system, at the time of your booking.

Prior to confirming your booking, you may choose 'Next' to be given the next available seats. You are able to perform this action as many times as you like, however your 'current' seats will not be held.

Group Discount Price

The system automatically defaults to the full ticket price, however you will be given the option to change this to the group price if you are purchasing four or more tickets to the one performance. Please note: the group discount price does not apply for split performances.

Declined Payments

At the point of finalising your booking, a declined credit card payment will result in an error message and your booking will not be confirmed. Please ensure there are sufficient funds in your account prior to booking your tickets.

Confirmation Number

When you finalise your ticket booking transaction you will receive a confirmation number. If you do not see this number your booking has not been finalised.

Please make a note of this number as you may need it to reference your booking at a later stage.