



Booking an essential companion ticket at the Redgrave Theatre

This step-by-step guide explains how to book an essential companion ticket for a performance at the Redgrave Theatre, both for your first booking and for future shows.

Step 1: Apply for a Nimbus Access Card

Complete the registration form to apply for a [Redgrave Theatre Digital Access Pass](#). There is no charge for this pass. If you have an existing 'Access Card', please follow the instructions to link your card to the Redgrave Theatre.

Step 2: Application review

Once you have completed your registration, please allow 48–72 hours for your application to be reviewed and processed by Nimbus Disability.

Step 3: Contact the Box Office

After Nimbus Disability has approved your application, please contact the theatre Box Office so we can activate companion ticket access on your Redgrave Theatre account. If you do not yet have an account, we will be happy to assist you with an account set up.

You can contact us:

By phone: **0117 3157 800** Monday–Friday, 3:00pm–5:30pm

By email: **info@redgravetheatre.com**

When you get in touch, please provide the following information:

- The first and last name as shown on your Access Card or Redgrave Theatre Digital Access Pass
- Your Access Card ID number

A member of our team will complete a quick validation check (*this only takes a few minutes*) and set up your theatre account.

Step 4: Booking your tickets

Once your account has been activated or created you can book tickets:

- Online
- Over the phone
- In person at the Box Office.

You will then be able to claim your essential companion ticket.

Booking Online – The companion ticket discount will automatically apply at the checkout.

Booking in Person – Please bring your Access Card with you when visiting the Box Office to book tickets.

Reserved Tickets

If you have reserved tickets with the Box Office before completing your application, you will need to call the Box Office in order to complete the booking.

Please note that reserved tickets are held for **seven days**. After this time, they are released and put back onto public sale.