

Essential Companion Booking Guide

If you require assistance at the event, please be sure to add an Essential Companion (EC) ticket along with your own entry ticket when purchasing. EC can enter free of charge.

For Child and Teen ticket holders, a Companion or Personal Assistant ticket shall also be provided if required, at no additional cost, but the child or teen must be accompanied by a paying adult ticket holder (such adult ticket holder may be the Companion).

Examples of relevant documentation are as follows:

- Copy of DLA, PIP or Adult Disability Payment entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- A current and valid blue badge
- Any other relevant documentation

You will need to attach your supporting documentation to support your EC ticket request at the point of purchase order to proceed with your booking.

If you require Blue Badge parking, you will also need to book a Blue Badge parking pass, at no extra cost, after adding your entry ticket to your basket. You will be required to add your Blue Badge number at the checkout

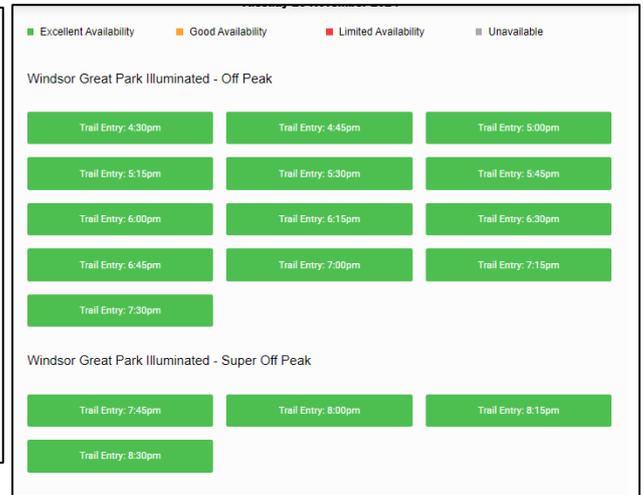
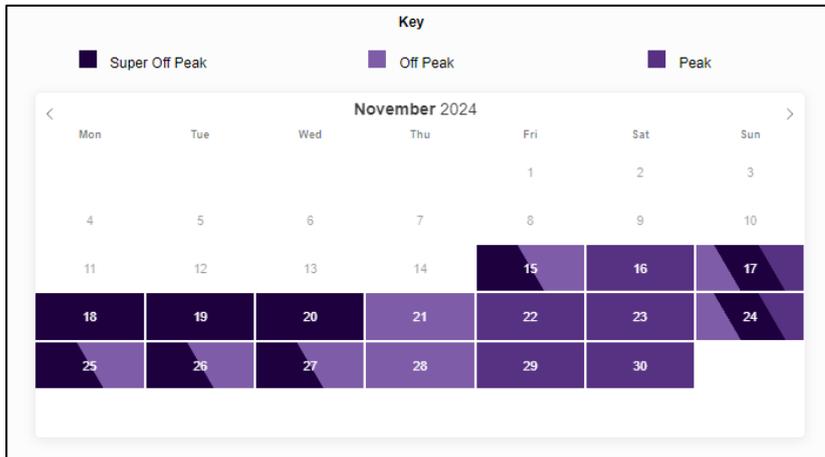
For all access ticket queries please contact SEE TICKETS

<https://tickets.windsorilluminated.com/customerservice>

Step by Step Guide

Step One – Select the date and time of your visit

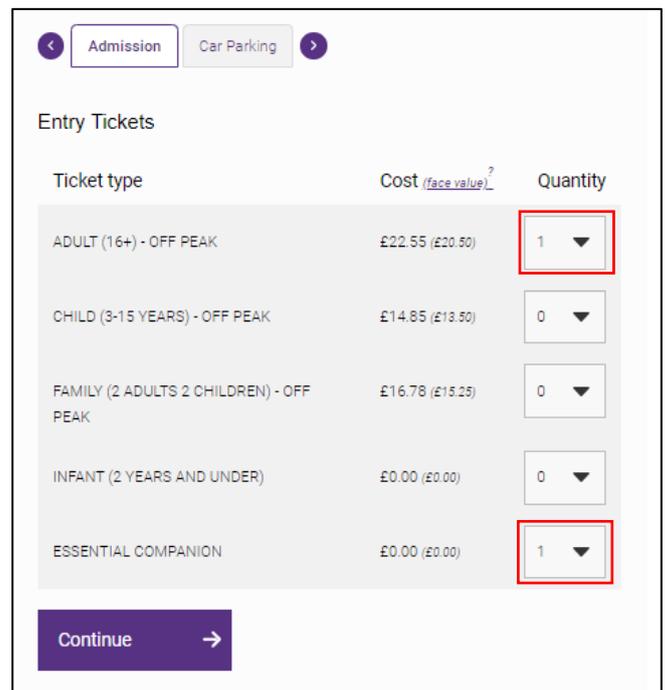
You will need to select the Date and Time you wish to attend. The time selected is your entry time to the event.



Step two - Select your Tickets:

Everyone visiting Windsor Illuminated will require an admission ticket for ENTRY, including Essential Companions (EC). Please add your EC ticket alongside the number of tickets you require. See steps below on how to book.

Please note, if you will require Blue Badge parking please view the **Parking** section of this guide. You will need to add the Blue Badge parking pass to your booking after adding the entry ticket to your booking cart.



Step Three - Upload your Documentation:

When happy with your basket, you'll be guided through to the checkout page.

On the checkout page, you will be asked to upload your documentation. This will be reviewed by See Tickets. Should See Tickets require any additional information, or documentation they will be in contact with you.

As accessible positions at venues are usually limited, we need to ensure that tickets reach the people that need them.

To help us ensure that these tickets are made available to those with these genuine needs, please upload a copy of one of the following (maximum size 4MB):

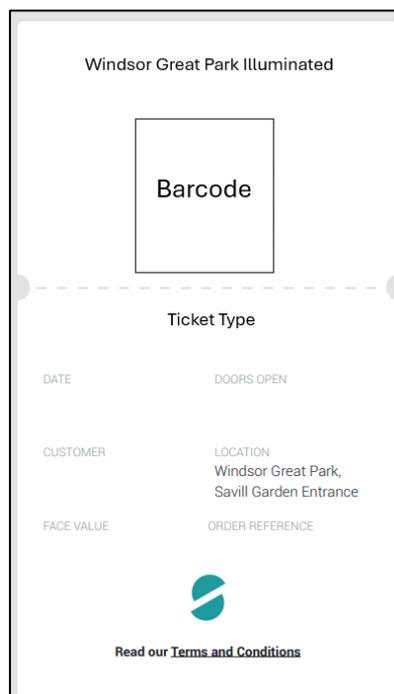
- Copy of DLA, PIP or Adult Disability Payment entitlement letter
- Evidence of registered severely sight impaired (blind)
- CredAbility Access Card (with +1 icon)
- Copy of Attendance Allowance letter
- Recognised Assistance Dog ID card
- A current and valid blue badge
- Any other relevant documentation *

Choose file

* Please note: If you are unable to upload appropriate documentation this may result in your order being cancelled. We appreciate your cooperation.

Step Four - Your Tickets

Your tickets will be issued via email with the following layout:



Blue Badge Parking

To add a blue badge parking pass to your order, please click on the 'car parking' tab.

Please note that all parking is limited and MUST be booked in advance.

If you require Blue Badge parking, you will need to select this option during your booking.

Car Parking		
Ticket type	Cost <small>(face value)?</small>	Quantity
CAR PARKING	£7.70 (£7.00)	0 ▼
BLUE BADGE CAR PARKING	£0.00 (£0.00)	1 ▼

Please note, a valid blue badge number will be requested on the checkout page. Please provide a valid blue badge number to qualify for your Blue Badge Car Parking ticket.

You will then need to input your Blue Badge number on the checkout page.

Please enter your Blue Badge Number: *

