

# SHETLAND WOOL WEEK BOX OFFICE HANDY TIPS

**Tickets will go live on Wednesday 9 July at 14:00 (BST)**  
**The SWW box office can be found here -**  
**[www.shetlandwoolweek.com/boxoffice](http://www.shetlandwoolweek.com/boxoffice)**

## Create a wish list

Now that you have a copy of the programme it's a good idea to make a list of all the events you would like to attend – be prepared and have a backup plan in case your first (and second) choice has sold out.

We will be operating a queuing system again this year and there are likely to be long waiting times.

## Practical Tips

- Make sure your mobile / tablet is fully charged
- Avoid having multiple tabs open on your web browser
- Joining the queue on multiple devices is not advised as it will add increased pressure on the box office
- Use the search bar to find events quickly

## Purchasing Tickets

- Once you have added your first item to your basket you have 20 minutes to complete your order and check out
- Each order can include a maximum of 10 tickets during the initial busy period
- For events with a capacity of 20 or less, you can purchase up to 2 tickets. For events with more than 20, up to 4 tickets

## Checkout

### Important Information:

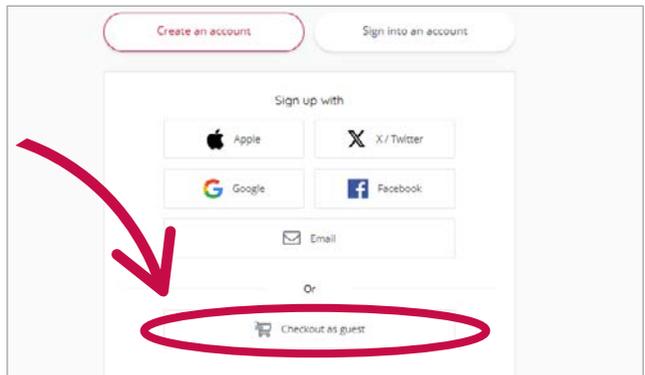
All customers should use the 'Checkout as guest' option even if you created an account last year.

If you try to sign in to an account or create an account you will be pushed through the standard reset password flow which will direct you off the Box Office website.

### Helpline information

We will have a dedicated helpline set up on Wednesday 9th July from 14:00 – 17:00 (BST).

The number is **+44 (0)1595 741555** please only use this if you have a problem with your online booking. Ordering tickets by phone will not speed up the process as you will still need to join the online queue.



### Fees:

- A £1.50 order fee applies to each transaction.
- We accept Visa, MasterCard, Maestro, American Express, Google Pay and Apple Pay

### Tickets are non-refundable:

- However you can swap and sell tickets privately using the SWW facebook forum page or on the noticeboard at the Hub during the event.

**We really hope you're able to get tickets to your chosen events, but if not, please don't be disheartened. There's so much to enjoy throughout Wool Week – from drop-in events and exhibitions, to open studios, tours and talks happening across the isles. Take the opportunity to explore something new, soak up the atmosphere and enjoy all that Shetland has to offer.**