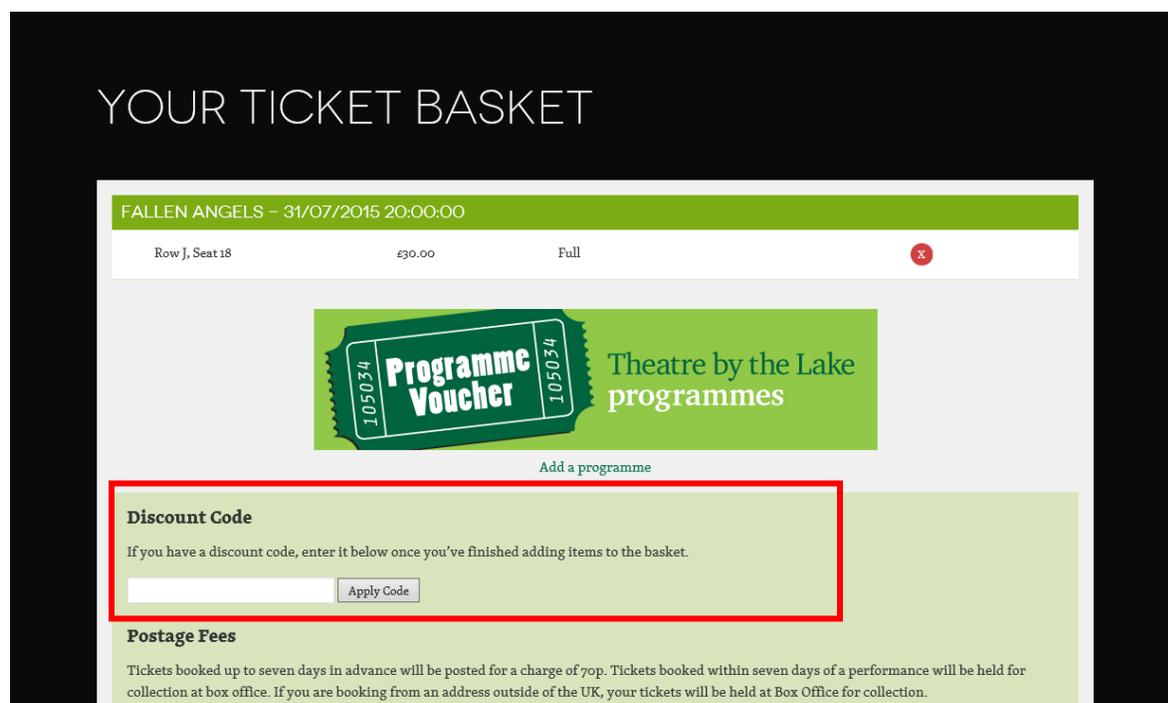


## HOW YOUR CUSTOMERS CAN APPLY THE £3 AMBASSADOR DISCOUNT ONLINE

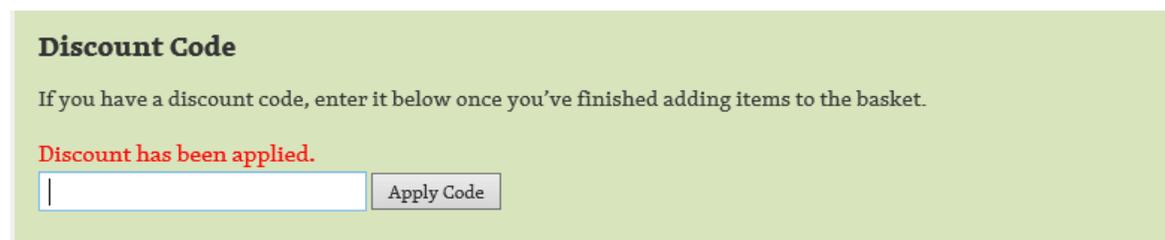
1. Go to [www.theatrebythelake.com](http://www.theatrebythelake.com) and choose the performance you'd like.
2. Add all the tickets you'd like to book to the basket.

**Please note – If you choose an 'Over 60' or 'Student' discount, you cannot also choose an Ambassador discount. Ambassador discounts only apply to full price tickets.**

3. Either create a new account or log in to your existing account.
4. You'll see the screen below. Enter your unique discount code and click 'apply code'.



5. Your basket will be updated and the discount applied to all eligible tickets. A message will appear in red saying 'Discount has been applied'.



6. If the code can't be used for the performance or seats that you've chosen, you'll instead receive a message explaining why the code hasn't been applied.

#### Discount Code

If you have a discount code, enter it below once you've finished adding items to the basket.

This discount code either can't be used for this show or cannot be applied to the ticket type you've chosen. It can only be applied to tickets marked as 'full'.

7. If you accidentally enter the wrong code, you'll receive a message saying 'This discount code was not found'.

#### Discount Code

If you have a discount code, enter it below once you've finished adding items to the basket.

This discount code was not found.

8. Once the code has been applied, you can continue to payment as usual.

## TERMS & CONDITIONS FOR THE AMBASSADOR DISCOUNT:

- Subject to availability.
- Cannot be used in conjunction with any other offer.
- One voucher must be exchanged for each ticket.
- Offer applies to selected performances at Theatre by the Lake - ask your accommodation provider or speak to the Box Office for details.
- The discount only applies to new bookings not yet paid for, and cannot be applied retrospectively.
- Reserved tickets not paid for within five days (or for late bookers, one hour before the performance) will be offered for re-sale.
- If you inform us at least 48 hours before an event, we will be happy to exchange your tickets or hold a credit for you against a future booking.
- There is a £1 fee per ticket for this service (with a maximum charge of £10 per transaction). We regret that we are unable to give refunds unless the event is cancelled.
- For information on our refunds policy for groups, please contact the Sales Supervisor on 017687 74411.
- This discount can only be used by customers of ambassador establishments. The discount is not available to ambassadors or their friends / family.