

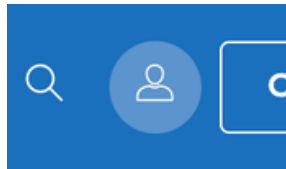


# Accessing your Online Account

1

Visit our new website and click the 'Member' icon in the navigation bar in the top right.

[www.wellingtonorbit.co.uk](http://www.wellingtonorbit.co.uk)



2

On the login prompt, select 'Forgot Password'.



3

Enter the email address associated with your WOW membership

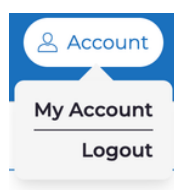
A screenshot of a form for entering an email address. It includes the text 'My Email Address is', an empty input field, and a blue 'Submit' button.

4

Check your inbox for an email from [noreply@admit-one.co.uk](mailto:noreply@admit-one.co.uk), which will contain your new password you can then use to sign in

5

Once signed in you can access your 'My Account' area where you can change your password to something more memorable if you wish.



You're now in! Simply sign in whenever you book to ensure your WOW discounts are applied to your booking automatically.



# Frequently Asked Questions

## How does WOW membership discounts look on the new booking system?

Discounts are applied against our standard cinema tickets as seen below. Previously, you would have been used to selecting 'WOW Adult, WOW Senior etc' but these have been merged to make this a more natural experience.



As before, WOW discount covers full price 'standard cinema' tickets which includes Midweek wonders. This excludes special events, live cinema and any non-standard priced event not specifically mentioned.

## I didn't receive any email from Admit One (noreply@admit-one.co.uk)?

Please check your Junk or Spam folder, as automated links can sometimes be filtered. These will come from our booking provider 'Admit One'. If issues persist, please contact us.

## Email not recognised?

Ensure you are using the exact email address associated with your WOW membership. If you have recently changed emails or think we might have an old one on file, please let us know.

## Membership status not showing?

If you log in and your membership status isn't appearing, please get in touch and we will ensure your account is correctly associated.

## Is an online account required for booking with membership via the website?

Yes, in order to access your 10% off tickets on our new system, you will need to have an online account. Alternatively, you can continue to book over the phone and in person in our cafe with your WOW membership card.

## Question not answered? Get In touch.

01952 743 377  
info@wellingtonorbit.co.uk

