

Help! I am getting an error to enable Cookies.

If you are reading this, you have had an error when attempting to purchase online tickets through our website. Please do not be concerned; help is on its way!

If you have received an error “You must enable cookies to use this website” or similar, then read below. This is a step-by-step guide on how to enable cookies so that you can purchase your tickets.

What are cookies?

Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website, and can be accessed either by the web server or the client computer. This allows the server to deliver a page tailored to a particular user, or the page itself can contain some script which is aware of the data in the cookie and so is able to carry information from one visit to the website (or related site) to the next.

How do I Enable Cookies? (Select always allow)

This section will tell you how to enable cookies (turning cookies on) and also how to disable them. Since your web browser maintains cookies, the method for enabling or disabling them will vary depending on which browser you are using.

Microsoft Internet Explorer 8.0 - 11.0

Select the 'Tools->Internet Options' menu item, and then open the 'Privacy' tab - you can then adjust the slider to block or allow various categories of cookie. Alternatively by clicking 'Advanced...' you can exercise finer control over the browser's behavior, choosing whether to accept, block, or prompt for cookies originating either on the website you are visiting (first party cookies) or originating from websites other than the one you are visiting (third party cookies, typically used by banner advertisements hosted on an advertiser's website).

Microsoft Edge - Windows 10

In Edge, click the three dots/lines button in the top right corner, then select 'settings' and 'view advanced settings'. In the Cookies section you can choose whether to allow or block cookies from various sources.

Firefox 7.0 and newer

Use the 'Tools->Options' menu item (may be under the Firefox button or 'parallel lines' menu button), then choose the 'Privacy' tab. Set the 'Firefox will:' option to 'Use custom settings for history'. Now you can choose whether cookies are enabled for websites you visit and third party websites, and if so how long they will persist. You can also use the 'Exceptions' button to override the settings for particular websites.

Firefox 3.0

Use the 'Tools->Options' menu item, then choose the 'Privacy' tab. Here you can choose whether cookies are enabled, and if so how long they will persist. You can also use the 'Exceptions' button to override the settings for particular websites.

Google Chrome

Click the 'parallel bars' menu button, choose the 'Settings' option, then scroll down and click 'Show advanced settings'. Alternatively for older versions of Chrome choose 'Options' on the 'Customize and control' menu, then open the 'Under the Bonnet' tab. In the 'Privacy' section, click on the 'Content settings...' button and open the 'Cookies' tab. Set the required cookie behaviour and use the 'Exceptions...' button (if required) to configure specific websites.

Apple Safari

Choose 'Preferences...' on the 'Settings' or 'Edit' menu (Windows) or the Safari menu (MacOS), then open the 'Privacy' tab. Now set the required cookie behaviour.

Apple iOS (iPhone, iPad)

From the home screen tap the 'Settings' icon, then choose 'Safari'. Find the 'Accept Cookies' option and set the required cookie behaviour.

Android browser

Tap the 'Internet' icon to start the browser, then press the phone's menu button. From the list of options, choose 'More', and then select 'Settings', then 'Privacy and Security'. Scroll down the resulting list and check or uncheck the 'Accept Cookies' item.

Android Chrome

Start Chrome, then open the options menu and scroll down to 'Settings', followed by 'Site settings'. You can now choose whether to allow sites to save and read cookie data.

Windows Phone 10

In the Edge Browser, tap '...' then 'Settings'. Click on 'View advanced settings' then scroll down to the Cookies section, where you can select the required cookie behaviour.

Windows Phone 7/8

In Internet Explorer, tap 'More...' then 'Settings'. Check or clear the 'Allow cookies on my phone' item to set the required cookie behaviour.

Blackberry

Open the browser from the home screen, then press the Menu key, followed by 'Options'. Under 'Privacy & Security' you can choose whether or not to 'Accept Cookies'. Press the Menu key and select 'Save' to save your selection.

Restart your browser

You may be able to get away with simply refreshing your browser, however in certain cases, you will need to close out and re-open your browser.