



Bodleian Libraries
UNIVERSITY OF OXFORD

FAQs

Booking fees for ticketed exhibitions, tours and paid entry events at the Bodleian Libraries

What is the Bodleian Libraries' policy?

As of 25 January 2018, the Bodleian Libraries will charge the following booking fees for the following transactions:

- Online booking fee per transaction: £1
- Telephone booking fee per transaction: £2

The booking fee on transactions currently only applies to gallery exhibitions (which are free but may be ticketed), tours and paid entry events.

Why have the Bodleian Libraries introduced a booking fee for ticket transactions?

A booking fee helps to cover the costs of a simple box office (currently a voicemail & email service) as well as supporting the ticketing service more generally.

Why impose a booking fee rather than increase the ticket price?

The Libraries have improved their service and systems to better deal with large-scale free events, as well as the increased demand for tours and special paid events and courses. This in turn has increased the Libraries' ongoing costs. A non-refundable booking fee is the most transparent and balanced way of covering those costs, on a transaction-by-transaction basis, whether the event be free or paid entry.

Such a booking fee already applies at the Ashmolean and the University of Oxford Botanic Gardens who use the same University ticketing system.

Are there any exceptions to this policy?

Exceptions will be dealt with on a case-by-case basis. Small-scale free-of-charge events may not require full online or box office support and therefore booking fees may not be applied to these events. Other activities may receive special funding that can replace the booking fee.

How do I avoid a booking fee on ticketed exhibitions, tours and paid entry events?

In-person bookings do not attract a booking fee. Subject to availability, you can book event tickets at the Information Desk in the Weston Library, Broad Street, Oxford and tour tickets at the Great Gate to the Bodleian Library on Catte Street, Oxford. Exhibition tickets and tour tickets are available on the day. Other event tickets may be available in advance.