



THE ROYAL BRITISH LEGION
(Incorporated by Royal Charter)
Registered Charity No. 219279

**199 Borough High Street
London SE1 1AA**



3rd July 2019

REMEMBRANCE SPECIAL CIRCULAR 2019

FAQs

FESTIVAL OF REMEMBRANCE

1. How do I buy a ticket for the Festival of Remembrance?

Members of the Legion (Including the Women's Section) can purchase tickets by phone and online from our ticket agency, which has been nominated by the Royal British Legion and Royal Albert Hall.

Members can buy tickets online at <https://festivalofremembrance.seetickets.com> or by phone 020 7087 7929. **The above link will not be live until 1st August. Evening tickets will go on sale at 10am on Thursday 1st August and Afternoon tickets will go on sale at 10am on Thursday 8th August.**

All members can purchase **up to 4 tickets for the Afternoon Performance** and up to **2 tickets for the Evening Performance**.

Any unsold afternoon tickets will go on sale to the general public at the beginning of October. Details will be released on The Royal British Legion website at that time.

2. When do tickets go on sale?

Evening tickets will go on sale at 10am on Thursday 1st August and Afternoon tickets will go on sale at 10am on Thursday 8th August.

3. Can I buy a ticket, even though my branch hasn't submitted their accounts?

Yes. Under the new ticketing process, tickets are made available to all current paying members, irrespective of branch accounts being submitted.

4. I haven't renewed my membership, can I buy a ticket?

No. Only those with a current and valid membership will be able to apply for tickets.

5. What happens if I don't renew my membership but go ahead and buy a ticket anyway? Will I be automatically refunded?

In late September, all membership numbers will be checked for validity by The Royal British Legion. Invalid or expired membership numbers will be contacted and tickets will be refunded and reallocated.

6. Can I buy a group of tickets for my friends who are also members?

Bookings are restricted to 2 tickets per member for the Evening performance and 4 tickets per member for the Afternoon Performance.

7. Can I choose where to sit?

Yes, the new ticketing process is a first come first served so provided the seat you want is available, you can choose where you sit.

Online bookings allow members to choose seat using the online seat picker.

8. Can I buy a ticket for afternoon or evening performance?

Yes, you can choose which performance to attend. If you buy tickets for both performances, upon checking the validity of membership numbers, the afternoon performance tickets will be refunded and reallocated.

9. How much are tickets?

Ticket prices for both the afternoon and evening in 2019 (including VAT) are:

Grand Tier Boxes (afternoon performance only)	£30.00 per seat
Loggia Boxes (afternoon performance only)	£30.00 per seat
Second Tier Boxes	£25.00 per seat
Stalls	£25.00 per seat
Circle (Centre)	£10.00 per seat
Circle (Restricted View)	£10.00 per seat
Wheelchair spaces	£10.00 per seat

10. I am a Standard Bearer representing the British Legion at the Festival of Remembrance, how do I get a ticket for my spouse/partner/guest?

Standard Bearers representing the British Legion at the Festival of Remembrance are entitled to bring a spouse/partner/guest to the evening performance. Standard Bearers will be sent a code to enter on the ticket site to secure their ticket. **Please do not buy tickets through See online or via the phone.**

11. I was told by my Branch that only four tickets per branch are available. Is this the case?

No – this was an historic process. All tickets are made available to members and will be sold on a first come first served basis.

12. I am a wheelchair user – do I need to buy a ticket for my carer? Can I buy two tickets plus a carer?

Wheelchair spaces will cost £10.00 per seat - Carers accompanying a wheelchair space occupant will also be charged £10.00 for their seat. You will be unable to buy two tickets plus a carer. Wheelchair spaces are limited in the Royal Albert Hall and will be sold on a first come first served basis.

13. I want to sit next to my branch members – is it possible to buy seats next to a friend?

Yes, depending on availability. Under the new booking system seat allocation will be confirmed instantly. This allows members to book seats next to other members by calling up and asking for the adjacent seats.

Online bookings allow members to choose their seats using an online seat booker.

14. When buying more than one ticket, do I need the name of all the guests now or can I supply it later?

All information will be required for all guests at the time of booking. Bookings will not be accepted if details for only one are available. **Please ensure you have all the information to hand before calling.**

15. My area has the largest membership – do we get access to highest number of tickets?

All members will get equal access to tickets regardless of percentage of membership.

16. Is there a limit on tickets for each County/District/Section?

There is no limit for County, District or Sections. All members have equal chance to apply for tickets.

17. What information will I need to provide to the ticket agent when booking my tickets?

- Full Name (this must be exactly as it appears on your photo ID)
- Address (please include post code)
- Date of Birth (please use the format DD/MM/YYYY)
- Email address
- Contact number
- Membership Number
- Branch Name

The ticket agent has agreed to gather all the data on behalf of the Legion and will be GDPR compliant. The ticket seller will share the data with TRBL and Met Police only. All data will be deleted within one month of the event.

18. Am I able to buy tickets for guests accompanying me that may not be members?

Each member is allowed a maximum of 2 tickets for the Evening performance and 4 tickets for the Afternoon performance. **Your guest can be a non-member.**

19. If I am unable to go, is there a refund policy in place/resale of returned tickets?

Once confirmed tickets sent are non-returnable or refundable. You cannot transfer your ticket to someone else.

20. If my guest is unable to go, is there a refund policy in place/resale of returned tickets?

You are able to change the name of your guest before **1 October** by contacting See on **0207 087 7929** or **festivalofremembrance@seetickets.com**. Once confirmed, tickets sent are non-returnable or refundable.

21. What form(s) of identification do I need to bring on the day?

Ticket holders will need to bring with them both photographic ID and a document showing proof of Membership (where applicable) for access to the Royal Albert Hall via manned Police entry points on the day.

22. How will the ticket process be improved for 2019?

- An online seat picker which will allow members to choose seats next to others they may know.
- A guarantee from See tickets to adequately staff their call centres during ticket launch week – This will greatly decrease wait times on the phone and issues around being cut off that were present in 2018.
- A staggered launch for Afternoon and Evening tickets – Again this will help ease pressure on call centre staff.
- A better process with The Royal Albert Hall and See tickets for re-prints and last-minute name changes – this was identified as a problem in the two weeks running up to the Festival.
- Increase allowance of tickets to afternoon to 4 to allow groups to. Evening will remain as 2 tickets per member.

23. Update on the 2019 Conference Motion

At the last Annual Conference in Bournemouth, Motion 4 called on us to return to the ticketing system of previous years. It must be noted that the process applied in 2018 was brought about by new legislation out of our control, namely GDPR and the understandable need to heighten security advised by the Metropolitan Police. On behalf of Members, the Membership Council (MC) asked that the ticketing process was re-evaluated in the light of these new requirements which we must enforce. The MC additionally requested exploring the fairness of the new system in terms of distribution of tickets to more Members and making sure we maximise the seating capacity of the Royal Albert Hall. We are

pleased to report that the 2018 ticketing process resulted in fewer empty seats at either performance than ever before. At a meeting last week, having reviewed and challenged the process and the improvements proposed for this year, the MC is content that the list of changes proposed here will solve many of the problems Members faced last year and so reduce disappointment and dissatisfaction. The MC will of course continue to review the ticketing system after this year if the issues outlined are not resolved.

Please contact AnnualConference@britishlegion.org.uk for any further questions on annual conference.