



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

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



31 May 2018

REMEMBRANCE SPECIAL CIRCULAR 2018

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. There will be a dedicated phone line and private web link in which tickets can be reserved. Full details to be released in July in the Legion Magazine, Yammer, e-newsletter and via MSOs.

2. When do tickets go on sale?

Tickets for both the afternoon and evening performance will go on sale to all members Monday 23rd July and will be sold on a first come first served basis.

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; group bookings will not be permitted online or over the phone.

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.

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. Why are ticket prices different to previous years?

We have introduced a new pricing for the Evening performance which brings it in line with the Afternoon performance. Members are now able to select their own seating and pay accordingly, meaning a fairer allocation of seating within the Royal Albert Hall.

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 wishing to bring a guest must purchase tickets as per all other members on a first come first served basis. If the guest is not a member, they may use the Standard Bearer's membership number and quote "Standard Bearer" in branch name.

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.

14. When buying two tickets, do I need the name of the second person now or can I supply it later?

All information will be required for both 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

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. 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 calling the ticket agent. 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.