



**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**

### **1. FESTIVAL OF REMEMBRANCE**

#### **Membership Ticketing**

The Royal British Legion Festival of Remembrance will be held in the Royal Albert Hall, London on **Saturday 10 November 2018** with performances at 2.00pm and 7.00pm.

Recent changes in Data Protection laws and increased security measures have meant a review of the process for obtaining tickets to attend the Festival of Remembrance was necessary. This is timely, because it has given us an opportunity to act on feedback from the Membership by changing to a fairer and more straightforward system of obtaining tickets. Under the new system, Members will be able to buy tickets on a first-come-first served basis, in an exclusive Member sale, buying tickets directly from the ticket agent.

There is also a new pricing structure for the purchase of tickets, which now allows members to select their own seating and pay accordingly, meaning a fairer allocation of seating within the Royal Albert Hall. There will be no additional booking fees for Members and administrative costs for the process will be covered by the Legion.

We believe that this new system means fairer distribution and fairer pricing along with an equal opportunity for all Members to secure a ticket. It will also ensure that Members' personal data is secure.

The ticketing information and application procedure is outlined below. Exact details of ticket booking phone number and website will be released in the Legion Magazine, e-Newsletter and Yammer in July. This will also be sent via email to MSOs.

#### **Requirements**

In addition to the implementation of GDPR, the Metropolitan Police have asked for the following information for **every person** who will attend the Festival of Remembrance, both afternoon and evening performances:

- 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

This information must be allocated to their seat number and all tickets must be individually named.

*The ticket agent has agreed to gather all of the aforementioned 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 after the event.*

The process for purchasing tickets for the Festival of Remembrance is as follows:

- Mon 23 Jul All members of the Legion (including the Women's Section) can purchase tickets from **9.00am** by phone and online via a dedicated phone line and private web link.
- The member should call the ticket agent directly. Each member must be prepared to quote the name of their branch and membership number when booking, as well as the information requested by the Metropolitan Police above for each guest to process the ticket booking. **No more than 2 tickets will be issued** and payment will be taken at the time of booking. Postal applications will not be accepted.
- Tickets will be issued on a first-come, first-served basis. No tickets will be issued before full ticket holder details are received. Tickets will be posted directly to the lead ticket booker in October. Once confirmed tickets sent are non-returnable or refundable. You are able to change the name of your guest before 1 October by calling the ticket agent. All membership numbers will be checked. A clause will be written in to the purchaser terms and conditions that a refund will be processed if an invalid / fraudulent membership number is used.*
- Fri 7 Sep All membership numbers checked for validity by TRBL. Invalid numbers are contacted and tickets will be refunded.
- Mon 17 Sep Refunded tickets go on resale
- Mon 1 Oct Ticket sales open to the general public.
- Sun 14 Oct All ticketing closes. Tickets are posted to the lead booker.

### **Ticket prices**

Ticket prices for both the afternoon and evening in 2018 (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

There will be no other charges on this ticket purchase (e.g. booking / transaction fee).

Carers accompanying a wheelchair space occupant will also be charged £10.00 for their seat.

### **Standard Bearers**

Branch Standard Bearers, including those from overseas, who wish to participate in the Muster at the Festival, should apply to their Membership Support Officer. Membership Support Officers will be sent a link by the Events Team on **Monday 18 June** where they can submit participant details, which should be completed by **Friday 13 July**. Membership Support Officers will be able to amend these details, remove and add replacement participants online until **Friday 31 August**.

Standard Bearers wishing to obtain tickets for eligible accompanying partners or spouses should apply through the same method as other members and purchase tickets through the aforementioned process. Tickets will not be issued to Standard Bearers via any other means.

It is essential that Standard Bearers are physically fit and have a high standard of smartness conforming to the guidelines contained in Chapter 6 of the Ceremonial Handbook. Standard Bearers are required to attend the rehearsals during the afternoon of **Friday 9 November (exact timings to be confirmed)**. Participation is conditional upon parading in both the afternoon and evening performances on **Saturday 10 November**. Lunch and dinner will be provided.

Standard Bearers will receive a payment of £50.00 to assist with their travel costs. All other expenses are the responsibility of the Branch, County or District. In order to receive this payment, all participating Standard Bearers will be asked to complete an online form before arriving at the Royal Albert Hall. **Forms submitted after the Festival will not be accepted.**

### **Security**

Due to heightened security measures the Metropolitan Police will need to conduct individual security checks on all participants. Basic personal information will need to be provided in advance for each applicant.

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.

### **Dress**

Members of the Legion attending either performance of the Festival of Remembrance are requested to wear the Legion badge, tie and decorations.

### **Refreshments**

The restaurants in the Royal Albert Hall will be open before each performance and offer a wide range of food and drink. Public bars will also be open before the performances start. To make table reservations and for additional information please call the Royal Albert Hall Box Office on **020 7589 8212** or book online at [www.royalalberthall.com](http://www.royalalberthall.com).

## 2. CENOTAPH CEREMONY

The annual Service of Remembrance will be held at the Cenotaph in Whitehall on **Sunday 11 November**.

The Royal British Legion organises the annual march past the Cenotaph on Remembrance Sunday for 10,000 British and Commonwealth former military and civilian Service personnel. In 2018, for the end of the First World War Centenary Commemorations, the Government is organising for an additional 10,000 members of the public to march past the cenotaph after the Legion organised march has finished. Details on how to apply to the ballot for the public march past will be released by the Government later in the year.

**NB: There is no provision for serving personnel to participate in the March Past.**

Members of The Royal British Legion who are eligible to march as veterans can request a ticket via their association or Membership Support Officer.

The local Membership Support Officer is responsible for registering interest and numbers on behalf of their membership prior to the deadline of **Friday 8 June** via the online registration system. After Monday, 3 July, Membership Support Officers will be asked to collate the names and addresses of their membership who wish to take part by **Monday 20 August**.

Tickets and full joining instructions will be sent out during October. It is the responsibility of the Membership Support Officer to distribute tickets to their membership.

TRBL cannot accept applications from individual members.

*Deadlines have been brought forward this year in the hope that unallocated tickets can be reissued on Friday 31 August. Membership Support Officers will be able to edit the details of participants already registered in the system until Friday 28 September, should they change or no longer be able to attend.*