



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

199 Borough High Street
London SE1 1AA



24th August 2021

REMEMBRANCE SPECIAL CIRCULAR 2021

FAQs

FESTIVAL OF REMEMBRANCE

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

Members of the Legion can purchase tickets online from our ticket agency See Tickets, which has been nominated by the Royal British Legion and Royal Albert Hall.

Members can buy tickets online at <https://festivalofremembrance.seetickets.com>. **The above link will not be live until 14th September. Evening tickets will go on sale at 10am on Tuesday 14th September and afternoon tickets will go on sale at 10am on Tuesday 21st September.**

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 Tuesday 14th September and afternoon tickets will go on sale at 10am on Tuesday 21st September.

3. Can I buy a ticket over the phone?

See Tickets will no longer be operating their sales phone lines. Tickets should be booked online through See Tickets using the seat picker. However, if you are having problems, please call Support Care on **0345 845 1945**.

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

Yes. Tickets are made available to all current paying members, irrespective of branch accounts being submitted.

5. 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.

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

In early October, 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.

7. 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.

8. Can I choose where to sit?

Yes, the 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.

9. 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.

10. How much are tickets?

Ticket prices for both the afternoon and evening in 2021 (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
Wheelchair companion	£10.00 per seat

11. 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 Tickets online when they go on sale. Your unique code will be sent to you at a later date.**

12. 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.

13. 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. This year, there is an additional platform for wheelchair users, however spaces are still limited and will be sold on a first come first served basis.

14. I will be bringing a Guide Dog/Hearing Dog. Where can I sit?

Guide and Hearing Dogs are welcome at the Royal Albert Hall. Dogs are welcome in box seating where they can remain with you during the performance. If you prefer or are sitting in an area which is unsuitable for dogs (Stalls or Circle), you may leave your dog with a Steward until the end of the performance. To make this request please email: accessbooking@royalalberthall.com.

In case of an emergency, please leave the building under the direction of the Stewards. You will be directed to an Assembly Point where we will reunite you with your dog.

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

Yes, depending on availability. The booking system will confirm seat allocation instantly. This allows members to book seats next to other members.

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

16. 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 booking tickets.**

17. 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.

18. 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.

19. 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.

20. 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.**

21. 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.

22. 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 **31 October** by visiting the Customer Service page on the See Tickets website or via their 'live chat' feature. Once confirmed, tickets sent are non-returnable or refundable.

23. 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.

24. How will the ticket process change in 2021?

- An online seat picker which will allow members to choose seats next to others they may know.
- A staggered launch for afternoon and evening tickets.
- 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.

- Currently, in order to enter the Royal Albert Hall, all attendees (except Under 5s) will be required to demonstrate one of the following:
 - Evidence of a negative lateral flow test, either taken at home or at a test centre, within 48 hours of the performance. Rapid lateral flow tests can be ordered free of charge from the government website and reported [here](#).
 - Evidence of double vaccination, where the second vaccine was administered at least 14 days before the event, provided via the NHS App (England, Scotland, NI and Wales Apps are all accepted), vaccination card, or letter provided by the NHS.
 - Proof of natural immunity based upon a positive PCR test taken within 180 days of the performance.
 - Double vaccination, negative test or proof of natural immunity via an EU Digital Covid Certificate.

Please note: Government or venue guidelines or concerns for event safety may require a reduced capacity. Should this occur, guests will be entered into a ballot to decide attendance.