



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

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



**4<sup>th</sup> July 2019**

## **REMEMBRANCE SPECIAL CIRCULAR 2019**

### **FESTIVAL OF REMEMBRANCE**

At the last Annual Conference, Motion 4 called on us to return to the ticketing system of previous years. It has to 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 be re-evaluated in the light of these new requirements which we have to 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.

### **Membership Ticketing**

The Royal British Legion Festival of Remembrance will be held in the Royal Albert Hall, London on **Saturday 9 November 2019** with performances at **2.00pm** and **7.00pm**.

We have amended the ticketing process and 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.

### **Requirements**

In addition to the implementation of GDPR, the Metropolitan Police have asked for the following information for **all guests** that will be attending 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 will be allocated to seat numbers and all tickets must be individually named.  
*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 after the event.*

## **Improvements from 2018**

The following improvements have been implemented based on membership feedback.

- An online seat picker which will allow members to choose seats next to others they may know.
- More call centre staff will be available during ticket launch week. This will decrease wait times on the phone that were present in 2018.
- A staggered launch for afternoon and evening tickets. This will help ease pressure on call centre staff.
- A better process is now in place for re-prints and last-minute name changes – this was identified as a problem in the two weeks running up to the Festival.
- Each member will now be able to book up to **4** tickets for the afternoon performance. Evening will remain as **2** tickets per member.

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

**Thurs 1 Aug**    **Evening tickets go on sale** - All members of the Legion (including the Women's Section) can purchase **up to 2 tickets** from **10.00am for the Evening Performance** by phone or online.

**Thurs 8 Aug**    **Afternoon tickets go on sale** - All members of the Legion (including the Women's Section) can purchase **up to 4 tickets** from **10.00am for the Afternoon Performance** by phone or online.

The phone lines may be busy on both days (1<sup>st</sup> and 8<sup>th</sup> August) so we advise to use the online seat picker to book tickets. **Members can buy tickets online at <https://festivalofremembrance.seetickets.com> or by phone 020 7087 7929. This link will not be live until 1<sup>st</sup> August.**

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 below for each **guest** to process the ticket booking:

- 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

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 6 Sep**    All membership numbers checked for validity by TRBL.  
Invalid numbers are contacted and tickets will be refunded.

**Mon 16 Sep**    Refunded tickets go on resale (if applicable)

**Mon 30 Sep** Ticket sales open to the general public.

**Sun 13 Oct** All ticketing closes. Tickets are posted to the lead booker.

### **Ticket prices**

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

There will be a nominal charge of **£1.75** per order to cover delivery costs.

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 parade of Standards at the Festival, should contact their Membership Support Officer to apply by **Friday 19 July**.

Standard Bearers are entitled to bring a guest to the evening performance. Standard Bearers will be given a unique code for the website to secure their ticket when all names are confirmed.

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 8 November (exact timings to be confirmed)**. Participation is conditional upon parading in both the afternoon and evening performances on **Saturday 9 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.

## **CENOTAPH CEREMONY**

The annual National Service of Remembrance will be held at the Cenotaph in Whitehall on **Sunday 10 November**.

The Royal British Legion organises the annual Veteran March Past that passes the Cenotaph on Remembrance Sunday for 10,000 British and Commonwealth former military and civilian Service personnel.

Participants must meet at least one of the following criteria:

- Military or civilian men and women from the UK and the Commonwealth who served the Crown on Military Operations
- Wives, husbands or civil partners of veterans who died as a result of their service in Her Majesty's Armed Forces
- A carer of a veteran requiring wheelchair assistance

**Members of The Royal British Legion who meet the eligibility criteria are encouraged to march with their relevant Corps, Regimental or Service Association.**

Members who meet the eligibility criteria and wish to march as part of The Royal British Legion contingent, should contact their Membership Support Officer before the **11<sup>th</sup> August**.