**Cathedral Carol Services 2016**

This year’s Carol Services will be held on
- Monday 19 December 2016
- Wednesday 21 December 2016
- Thursday 22 December 2016

**Ticket arrangements for Community Carol Service (19 December 2016)**

As in previous years the first Carol Service will be all-ticketed. Some of the tickets available will be for standing to the rear of the Nave and in the North and South Nave Aisles. Priority Booking for members of the Community Roll will take place from Monday 7 November to Saturday 12 November 2016. Tickets will be available either in person or by telephone (01962 857275).

Members of the Cathedral Community, Staff and Friends of the Cathedral will be given an allocation of 2 seats per household. Final Year chorister parents will however receive 4 tickets per family but, if unable to attend the first Carol Service, can make arrangements through the Cathedral Office to attend one of the other two Carol Services. These alternative arrangements can only be made during the priority booking period.

Any remaining tickets will be made available to the public from Monday 14 November 2016.

**Collecting Tickets in Person**

For the MORNING of 7 November only, please go to the Cathedral ENTRANCE DESK inside the Cathedral (do not go to the Box Office in the Visitors’ Centre). Name Checking and Ticket issue will be from 9.00 a.m.

We know from experience that a queue will form from very early in the morning but please note that the allocation of tickets will not begin until 9.00 a.m. and will be taken on a strict first come first served basis. We thank you in advance for your patience on this matter. The queue will form inside the Cathedral and seats will be available for those who need them.

There will be a two stage process. First of all you will be required to provide your name and address. This is to verify that you are a member of the Cathedral Community (Friends will also be collecting tickets through the same process). This is the most time consuming element and again we ask for your patience. The second stage is the actual issuing of tickets. You will be asked to choose whether you want to sit at the Front or Rear of the Nave or in the Quire. The ticket staff will then provide you with the best available seat(s) in your preferred area. This will help speed up the overall movement of the queue.

**Collecting Tickets by Proxy**

It is possible for you to appoint a proxy to collect tickets on your behalf. If you wish to appoint a proxy then please complete the form below and provide this to your proxy. We are unable to identify or appoint proxies for you.
The proxy may be another member of the Community Roll and who may also collect their own tickets at the same time or it may be someone else who is not on the Community Roll (if they are not on the Community Roll they will not be able to request tickets for themselves).

Please note that in the interest of fairness an individual may not act as proxy for any more than two other members of the Community Roll.

**Obtaining Tickets by Telephone (01962 857275)**

The allocation of tickets by telephone for the Community Carol Service is the only high volume event that the Box Office has to manage. Therefore it is not practical/possible to have a high volume system for just one morning and by following the steps below you will make the process easier for yourself and others.

- When you call please leave your name, post code and telephone number on the Box Office voicemail as well as where you would like to sit (Front, Rear or Quire).
- Messages will be logged and returned in the order received as soon as possible.
- Please only call ONCE. Once you have left your message please do not call again as this adds to the time taken to process all calls.
- Any messages left before 9.00 a.m. on Monday 7 November will not be logged.

**Returning Tickets No Longer Required**

In order to ensure that the maximum number of people can attend may I please ask that if you request tickets and subsequently are unable to attend, you return any tickets no longer required to the Box Office in advance in order that others may make use of them.

**Second and Third Carol Services (21 and 22 December 2016)**

The Second and Third Carol Services will be non-ticketed. Reserved seating on each night will be kept to a minimum to give all those attending the best opportunity to get a seat of their choice.

Yours Faithfully,

Bruce Winton
Community Carol Service 19 December 2016
Priority Booking Proxy Appointment

Person appointing Proxy

Name
_____________________________________________________

Address
_____________________________________________________
_____________________________________________________
_____________________________________________________

Postcode
_____________________________________________________

I appoint _ (insert name of proxy here) _________________________________
to act as my proxy for the collection of tickets to the Community Carol Service.

I understand that if there is any problem with identifying my details on the Community Roll tickets may not be issued to my proxy and I may need to attend in person or call to confirm my details.

Signature of applicant
_____________________________________________________