

A Triumphant Shout!

It's time to turn our attention to our next concert at All Saints Church, Kingston on Saturday 17 June (7.30 pm). We need to spread the word about the wonderful and varied music we'll be singing, and our exciting new commission by up-and-coming local composer, Emily Hazrati: *Ave Maris Stella*. It will also be the final chance to hear this year's Choral Scholars, Daisy, Hera, Matt and Allyn, taking solo roles. James will be providing the organ accompaniment as usual and he will also perform solo on Kingston's celebrated Frobenius organ. And Harry will of course be conducting!

For this concert we are slightly changing the ticketing system. Our aim is to have the majority of our ticket bookings completed online, with tickets being provided as pdfs. This brings us into line with best practice among our peers and it should involve some small savings. Tickets range from £5 to £22, with concessions for under 18s and students. There will be the usual discounts for Friends and for those purchasing 8 or more tickets.

The booking system has been tested but, as this is the first time we are channelling most ticket orders to the online system, we would ask you, your family and friends for your patience. We are providing a Q&A below that should cover most of the issues that might occur, and we suggest you take a look at this before making your purchase. Once you know your ticket requirements, please go to the concert web page: www.thamesphilharmonicchoir.co.uk/event-details/a-triumphant-shout

We have endeavoured to set it up so that members can buy tickets in as simple a manner as possible but **if you do experience a problem, please let Veronica know** (Veronica.Tuffrey@blueyonder.co.uk). We will do everything we can to make the system work for you.

This is surely a concert not to be missed. Please tell all your friends and get booking!

Q&A

Q: Is there an alternative to me buying ticket(s) online?

A: *You can ask someone else to buy them for you, and reimburse them with cash, cheque or bank transfer.*

Q: I'm willing to buy my ticket(s) online, but have poor internet access at home and/or don't feel confident to use the online system. What do I do?

A: *Bring your credit/debit card to a rehearsal and ask Caroline – or whoever is helping that day – and they will have a laptop to help you buy tickets.*

Q: I don't have printer or it doesn't work, so I can't print my pdf ticket.

A: *That's fine, just bring your device to the concert and show the steward the ticket on the device.*

Q: Will tickets be available for sale at the door on the day of the concert?

A: *Yes, you will be able to buy them with cash or card (via our SumUp machines).*

Q: Can I buy a ticket or tickets with cash at any other time?

A: *No, you can only buy them with cash at the door on the day of the concert. Earlier than this you will need to use your credit or debit card. Of course you can use cash to reimburse someone else who you've asked to buy tickets on your behalf with their card (see above).*

Q: How do I access the 10% discounts for 8 or more tickets?

A: *If you are a choir member, bring your debit/credit card to a rehearsal and ask Caroline - or whoever is helping with their laptop at rehearsals - to buy the tickets. Others should email webmaster@thamesphilharmonicchoir.co.uk*

Q: Sometimes I buy in instalments, with fewer than 8 tickets in my first set of purchases, and then later I qualify for the group discount. Will it still be possible to obtain a discount?

A: *It would be much easier for us if you could book all tickets in one go! But if this isn't possible, you can ask Veronica to arrange a refund of 10% the total cost of your 8 (or more) tickets after the concert.*

Q: How do I access free tickets for Carers?

A: *Ask Veronica or Caroline to email you the pdf tickets.*

Q: How do I get discounted tickets for TPC Friends?

A: *There are two options:*

1) *Existing TPC Friends can access a membership scheme that will give them 25% off 2 tickets when they check out. We will provide more information about this soon.*

(In fact, if someone wants to join the TPC Friends scheme to access this discount, they can now do so by paying £25 via the website)

2) *If the TPC Friend has a relative in the choir, the choir member can bring their credit/debit card to a rehearsal and ask Caroline (or whoever is helping with their laptop) to help them buy the tickets.*

Q: What will happen about TPC Friends who don't have a choir member as a relative and who are unable to use the online system?

A: *We can take their request for tickets together with credit card details over the phone or email, make purchases on their behalf and email them the pdf tickets. We will provide these contact details and instructions directly to the TPC Friends soon.*