

MILL HILL U3A THEATRE GROUP

FAQ SHEET

Frequently Asked Questions.

Our Theatre Group receive many queries from Members regarding booking, and most have similar concerns. As a small dedicated **volunteer** committee, with apologies, please be aware we have neither the time nor resources to continually reply to individual queries that have been already covered by this FAQ Sheet.

We therefore list below the most usual concerns, and if you then scroll down and refer to the appropriate section, you should find the answer to your query.

Please be aware that emailing a request for tickets is taken as a firm commitment to purchase, unless we are otherwise notified in writing as urgently as possible after sending request.

As responses to our regular Theatre Offer emails can number in the hundreds, we would appreciate you **NOT** contacting us if you do **not** require tickets, as this just adds to our already heavy workload.

If you do not want to hear from the Theatre Group please simply delete or ignore our emails. They are sent via our automatic membership system and it is not possible to exclude any one email address.

If you experience issues with your mobile phone, computer or printer, please do not request that we send details again, as this is not possible. Perhaps ask another member / friend to forward or print their copy for you.

Question:

- i) **How do I BOOK Tickets?**
- ii) **How do I PAY for Tickets?**
- iii) **Will I receive confirmation of Ticket Request or BOOKING?**
- iv) **Will I receive confirmation of my PAYMENT?**
- v) **Can NON-U3A Members buy a Ticket or be a Guest?**
- vi) **HOW & WHEN will I obtain my Ticket(s)?**
- vii) **What happens if I buy tickets but CANNOT ATTEND?**
- viii) **Can I request an AISLE seat?**
- ix) **Is there a COACH or TAXI SHARING facility?**
- x) **Can I TELEPHONE the Theatre Group?**
- xi) **Can I get more details about any particular SHOW?**
- xii) **What if I, or a Friend, is not on email?**

i) HOW DO I BOOK TICKETS.

As soon as possible, upon receipt of one of our regular Theatre Group offers, please send an email to our Theatre Group specific email address ~ following the example below:

TO: mh.u3a.tg@gmail.com

Subject Heading: Name of the show you want tickets for ~ **THIS IS VITAL FOR US!!**

Your email message should then contain **ONLY** the following information

- i) The **SHOW** you want tickets for
- ii) Your **NAME**
- iii) Your Mill Hill U3A **Membership Number**
- iv) The **Number** of tickets you require
- v) The Name & Mill Hill U3A Membership Number of **any/all** accompanying guests.

Nothing more! Nothing Less! Please do **NOT** forget to alter the Subject Heading to the show you require as this is vital for us to process your application!!!

We are required to process all shows completely separately for accounting purposes. Therefore we are obliged to insist on **ONE** email request for **EACH** show, even if we are advertising 2 or more shows, & you wish to book for all. Failure to comply with this might mean you may not receive tickets for all the shows you require.

ii) HOW DO I PAY FOR TICKETS

You will receive a **Payment Instruction** email for each show whenever we reach minimum tickets sales to keep our Group discount. This usually takes between 7-10 days.

This Payment Instruction will have all the details of the show, i.e. **Date, Performance Time, Venue & Cost**. Please note this information in your diary!

You will be given instructions for on-line payment or telephone banking to our specific Bank Account, together with relevant reference details. These are different for each show, so please note!

If you wish to pay by cheque, please deliver your cheque to the Theatre Table at the back of the Hall at the U3A Monthly Meetings at Hartley Hall, OR you can also deliver your cheque to most MOTO Group Meetings, as per Instructions!

With apologies we are unable to offer the facility for any cheques to be "*popped-in*", or tickets to be collected, to or from any Committee Members' home address.

This is simply not something we can offer, and would ask for this to be respected at all times.

If you are going to be away when payment is due, please pass our payment instructions to a relative or friend to pay on your behalf ~ our deadlines are always non-negotiable, and not set by us.

If you have requested multiple tickets, do please ensure the Member making the booking submits one payment for all named guest(s), per show, as it is very confusing to our system if one Member books, then others pay, especially separately. **Please** help us to keep it simple & easy!!

iii) WILL I RECEIVE CONFIRMATION OF TICKET REQUEST OR BOOKING?

Please take our Payment Instructions as being proof we have received your request!

If this is not received within 2 weeks, please let us know, as your email may have gone amiss.

iv) WILL I RECEIVE CONFIRMATION OF MY PAYMENT?

It is **not possible** to offer individual confirmation of payments under any circumstances. However, if we **don't** receive your payment **before** meeting our deadline, but **after** you have emailed us to request tickets & we have subsequently emailed Payment Instructions to you**trust us** ~ we will contact you!!!

v) CAN NON-U3A MEMBERS BUY A TICKET OR BE A GUEST...?

Sadly NO!! We have been advised that although this was possible in the past, "*Directives*" from U3A HO Governing Bodies now state that we are unable to sell tickets to anyone **not** a Member of **OUR** U3A, with the sole exception of a necessary Carer, who, obviously, needs to accompany a disabled Member. However please also be aware not all theatres have suitable access.

vi) HOW / WHEN DO WE OBTAIN OUR TICKETS

Upon receipt of tickets, they have to be allocated, sorted, labelled and put into envelopes before they are ready for distribution. As soon as this has been achieved, all members who have paid for tickets for any particular show will be notified by email that their tickets are ready for collection at either the following monthly meeting at Hartley Hall, or at any MOTO meeting.

However on the very rare occasions that tickets are not available for distribution at the meetings just prior to the performance date, then, **and only then**, if you live in the **Mill Hill & immediate surrounding areas**, we do try to deliver your tickets to your door. However the majority of the time we do expect them to be collected at the Meetings.

PLEASE... Never panic or be concerned, you will **ALWAYS** have your tickets before the day!! Please also be aware that for over 60 Performances organised, no Member has ever not received their tickets, so we really appreciate if you could refrain from emailing us, chasing tickets. You **will** get them ~ without fail!

Only if all else fails, will you be notified to either meet in the foyer on the night of the performance, **OR** they will be in an envelope with your name on it, for collection at the Theatre Box Office.

With apologies we are unable to offer the facility for tickets to be collected from any Committee Members' home address. This is simply not something we can offer, and would ask for this to be respected at all times.

vii) WHAT HAPPENS IF WE BOUGHT TICKETS BUT CANNOT ATTEND?

Tickets bought from us, as with all Theatres & Ticket Agencies, **are always non-refundable**. We do not operate a waiting list for any performance, & although there are no guarantees, we will offer to re-sell for you **once** by mass email, **given enough notice**. However experience dictates that only discounting them attractively makes them easier to re-sell.

Please be assured you will **always** be refunded **IF** the ticket(s) have been re-sold by us. However in **all** refund situations, our cheques can take time to be issued as our accounting, reconciliation & compliance requirements must be properly processed.

Please be aware that your ticket(s) cannot be sold/given to any non-U3A member, as apart from adhering to the U3A Head Office Insurance Guidelines, if your seat is amongst other U3A Members, they are expecting to meet and enjoy the performance with other Members.

viii) WHERE WILL MY SEAT BE...? / CAN I REQUEST AN AISLE SEAT...?

Our allocation of seats is determined by the theatre agency. We request a set number of seats, always for best priced front to mid **STALLS** (*unless otherwise stated*), and as long as we reach the minimum number of sold tickets to keep the discount, then we proceed to purchase tickets for all that have been paid for.

We are rarely allocated aisle seats, and even if they are available, it is not always possible to specifically demand either the left or right hand side. If you can **only** sit in an aisle seat, please let us know which side is needed, if applicable. If available you will be notified.

ix) CAN YOU ORGANISE COACH or TAXI TRANSPORT to/from the THEATRE...?

NO ~ for a coach!! The majority of Mill Hill U3A Members have a **Freedom Pass**, and would mostly rather use it, than incur additional costs for a return coach seat or a taxi.

However ~ upon request we will circulate your email address to other Members travelling to the same show who might be willing to meet at a local station or share a taxi, so this can be organised between yourselves.

x) CAN I TELEPHONE THE THEATRE GROUP?

Unfortunately our very small committee has neither the time nor resources to allocate for telephone calls, unless it is absolutely vital that we call you. All communication must, of necessity, be solely by email. However, please be assured that all emails are answered as promptly as possible.

xi) CAN I GET MORE DETAILS ABOUT ANY PARTICULAR SHOW?

All relevant information for each show appears with every show advertised, always in the format, as per example below. **Don't forget to scroll down**, as we can advertise several shows at the same time!

<i>Show</i>	NAME OF SHOW
<i>Theatre</i>	VENUE
<i>Date</i>	Day 00th Month 0000
<i>Performance Time</i>	00 pm
<i>Our Price</i>	£00.00
<i>Normal Ticket Price</i>	£00.00

Please ensure when buying tickets that you make a diary note of these details, & keep our original email. If you need further information you can always Google either the Show or the Theatre themselves.

xii) WHAT IF I, OR A FRIEND, IS NOT ON EMAIL...?

If you have a friend who is a Member & but who does not have email (*less than 5% of U3A Members*) please do kindly offer to act on their behalf & become their supportive email "*buddy*".