

Frequently Asked Questions

Christ's May Ball 2018 - Tuesday, 19th June 2018

How much are tickets?

Tickets for Christ's May Ball are sold in three different categories, as follows:

Standard - *Experience Christ's Ball 2018!* ----- £155

Queue Jump - *Skip the main queue and enter the ball first!* ----- £165

Dining - *The full ball experience, with early entry and a 4-course meal!* --- £185

All ticket prices will have an additional £2 processing fee. There will also be an option to donate to one of the charities that Christ's May Ball is supporting this year.

When and where are tickets on sale?

Tickets go on sale to all **Christ's Students** from **12:00 p.m. Saturday 3rd February**.

Tickets go on sale to all **other University members (& Unassociated members)** from **12:00 p.m. Sunday 4th February** until all tickets are sold out. Christ's Fellows/Staff will also have a chance to reserve tickets from this date, from a separate pool of tickets.

Tickets are exclusively available online at www.christsmayball.com

Applications for **Christ's Alumni** start from **Wednesday 24th January at 12.00p.m. until 12.00p.m. Saturday 3rd February**. Applications will be through ticketing@christsmayball.com (See "I'm a Christ's Alumnus" below...).

Do Christ's College students have priority?

Yes, for the first 24 hours of the ticket sale until **12.00p.m. Sunday 4th February**.

Christ's students will have the chance to apply for tickets during this period before general release. This will comprise two phases.

Guest tickets are limited and subject to availability.

The first from **12 p.m. 3rd Feb – 8 a.m. 4th Feb**, each student may apply for a ticket for themselves and 1 guest ticket, separately (one at a time).

Then, from **8 a.m. – 12 p.m. 4th Feb**, before general release, students will be able to apply to apply for up to 2 more guest tickets. Confirmation for these extra guest tickets will be on first come, first serve basis.

Please note: You must apply using your @cam.ac.uk email address in the payer's details, in order to be verified as a Christ's student.

What about students from other Colleges?

Students from other colleges can apply for tickets as soon as they open for general release – 12 p.m. Sunday 4th February.

These ticket applications will enter the general sales list and be confirmed shortly afterwards, once we accept your application. Tickets for the general sale will be purely on a first come first serve basis. So the earlier you apply, the better your chances are of getting a ticket to Christ's!

Once tickets have run out, you will be entered into a waiting list and any tickets that become available will be allocated.

What's the maximum number of ticket applications that I can make?

Each student of the university (and all associated members) and Christ's Alumni may make up to 2 ticket applications (1 for themselves and 1 for a guest).

Christ's students may make up to 4 applications, 2 in the first half of the reserved sales period (1 for themselves and 1 for a guest) and 2 more guest tickets in the second.

Christ's Fellows/Staff may make up to 4 ticket applications (1 for themselves and 3 for a guest).

What about upgrades (i.e Queue Jump and Dining)?

We urge applicants to be sure to apply for the correct ticket types you intend to use. If however you wish to upgrade your ticket, we can do so subject to remaining availability of the ticket type, and you will have to pay the difference in price. These upgrades will be allocated on a first-come first-serve basis. Make sure you apply for your tickets as close as possible to the launch date to avoid disappointment. In order to request an upgrade, you must contact ticketing@christsmayball.com as soon as possible.

When do I have to pay for my tickets by?

Tickets must be paid for by **5 p.m., 12th Feb 2018**, after which we will start to reallocate tickets to people on the waiting list.

How do I pay for my tickets?

Payment for your ticket will be by debit or credit card (securely through 'QPay'), subject to a £2 processing fee per ticket, which will be added onto the price of the ticket.

Payment will be available through QPay, once your ticket application for Christ's May Ball 2018 has been approved.

Should you experience difficulties in payment, the QPay support team are available to help and there will be means to contact them. Alternatively, please contact the Ticketing Officers

(ticketing@christsmayball.com), at the first possible opportunity. We will of course do our best to accommodate any payment difficulties if we are made aware of them. However, if no payment has been received by **5pm, 12th Feb 2018**, and you have not contacted us regarding any payment difficulty, Christ's College May Ball Committee reserve the right to withdraw the offer of a ticket to Christ's May Ball 2018.

I'm an alumnus of Christ's. How can I get a ticket?

Applications for Alumni are **open From Midday Wednesday 24th January until midday Saturday 3rd February** and tickets will be available to reserve and purchase, using unique codes that we will send you, from **midday Saturday 3rd February**.

Alumni need to contact ticketing@christsmayball.com with the following information:

1. The number (up to 2) and type of tickets you would like to purchase. Please state the names that you would like to purchase for, **at least one ticket should be in your name**.
2. Your **date of birth**, **matriculation year** and **subject** at Christ's for us to verify your eligibility.

What will happen then, is we will send you some single-use codes that allow you to reserve tickets on the system, once live.

Once all codes have been sent out and tickets are depleted, anyone emailing after this will simply be on a waiting list and if any availability comes along, these will be allocated. You will be notified if you have been unsuccessful.

You will have until **5pm, 12th Feb 2018** to go onto the system and purchase your tickets using the codes we send you, failing to pay by this date will forfeit your tickets to somebody else on the waiting list. After using the codes we have given you, our ticketing officers will check your ticket reservations matches what we allocated to you through email and then accept you, allowing you to continue with payment.

Please note that we only have a limited number of Alumni tickets available, therefore please do apply early to avoid disappointment.

I'm a Fellow or staff member at Christ's. How can I get a ticket?

Applications for staff and Fellows of Christ's College will open at **12 p.m. Sunday 4th February**.

Fellows and staff will be given a shared password that lets them sign into the QPay platform and allows them to purchase their tickets. The limit will be 4 tickets per person (1 for themselves and 3 guests). This shared password must not be shared and everyone who has reserved tickets will be verified.

Fellows and staff will receive emails detailing the various types of tickets that they can purchase.

I've changed my mind about wanting to go. Can I get a refund?

We will only offer refunds on tickets in accordance with your statutory rights.

I want to change the name on my ticket. How do I do this?

Name changes will be processed as follows:

- Before Wednesday 28 February - Free

- From Thursday 1 March to Saturday 31 March - £10
- From Sunday 1 April to Sunday 3 June - £20
- After Sunday 3 June – no name changes

All name change fees will be donated to charity.

How do I get into the Ball?

All ticket holders will be provided with physical, personalised, QR code tickets. These QR code tickets must be presented in conjunction with a photo ID card (Cambridge student card, passport, or driving license) for verification of both identity and age.

Digital QR code tickets will also be issued as backup.

If a ticket holder cannot provide their physical QR code ticket, then they must present their QR code on a mobile device, through the QPay app or from the email/SMS that contains the QR code, for scanning by ticketing officers.

Please note failure to provide relevant identification may result in being denied entry to the Ball.

I want to make sure that I can get a ticket. Can I apply in more place than once?

For example, suppose I'm an alumnus. Can I apply for a ticket as an alumnus, as well as a ticket as a guest of a Christ's student?

No, this is not permitted.

Any individual can only appear on one application. Any persons who attempt to submit multiple applications and are discovered risk having any ticketing applications they have made for Christ's May Ball considered null and void.

Any other queries?

Anything else? Please get in touch with our ticketing officers, Harry Graham and Henry Mattinson (ticketing@christsmayball.com).