**FAQs**

**How many tickets are available?**

At least 300 pairs of tickets have been made available through the ballot.

**Do I have to be a direct descendant to enter the ballot?**

No, you do not. While we of course want as many descendants to enter the ballot as possible, we are aware that, with almost 100 years having passed, it is not always possible to define who does and does not constitute a direct descendant. We asked those people with an emotional connection to the Battle, or to the war on the Western Front during the summer of 1918, to enter the ballot for tickets. If you have any doubt, please enter the details into the space provided in the ballot entry form and the Organisers will contact you if there is a problem with your application.

**Will descendants receive priority in the public ballot?**

Due to the limited space in the Cathedral, it was not possible to invite all those who hoped to be there on the day and, given the huge numbers of families affected by the Battle, it was also not practical to give preference to those whose ancestors fought in the Battle. We asked that only those people with an emotional connection to the Battle or to the subsequent Hundred Days Offensive enter the ballot for tickets.

**How is the ballot drawn?**

The ballot is, as always, drawn at random, with no preference given to any one entry over another. It is not based on date of entry, location or special circumstances. All valid entries received by the organisers are included.

**When does the ballot close?**

The ballot closed at 12 noon on 16 April 2018. No more applications will be considered.

**Can I have more than two tickets?**

Because of anticipated high demand, and limited numbers of seats available in the Cathedral, tickets will be distributed in pairs or singles only.

**Can I swap my ticket with someone else?**

Please contact the Organisers as soon as possible by sending an e-mail to [amiens2018@culture.gov.uk](mailto:amiens2018@culture.gov.uk). If there is still time before the event, we will do our best to help you switch your ticket.

**What if I no longer need my ticket?**

If you have tickets but can no longer attend the event, please contact the Organisers by e-mailing [amiens2018@culture.gov.uk](mailto:amiens2018@culture.gov.uk) as soon as possible so that your tickets can be reallocated to someone else.

**When will I receive my ticket(s)?**

Tickets will be sent much closer to the event, to those people who were successful in the ballot. The tickets will be print-at-home and will be sent to the e-mail address you provided when entering the ballot.

**Will I have a seat?**

All guests with tickets will be seated inside the Cathedral.

**How can I travel to the event?**

Unlike previous UK Government events in France and Belgium to commemorate the First World War, it is possible to travel to the event from the UK, and back again, in one day, with no need to stay overnight. There are numerous ways to travel to Amiens, France, including by Eurostar, ferry and plane.

**Is there a dedicated Eurostar service?**

There is no dedicated Eurostar service for this event.

**Will there be security checks?**

Yes, all guests will undergo background security checks before the event. On the day of the event, airport-style security checks will be carried out by the authorities.

**What will I need to get through security?**

You need to print your named ticket and bring it with you, along with your passport. You will be asked to show your passport and your ticket so that we can check that you are who you say you are. If you do not have both of these with you, you may not be allowed access to the event. You will also go through an airport-style search and have your bags searched.

**What can I bring?**

As with all First World War commemorative events, everyone attending the event will be subject to airport-style security checks. Due to security restrictions on site, you will not be able to bring large items of luggage. You are permitted to bring one small bag per person, the equivalent to the size of a small handbag. The decision as to which items are allowed in to the event will rest with the French authorities on the day. Guests risk having items confiscated, should they be deemed an offensive item by the authorities. A list of prohibited items will be published on this website closer to the event.

**Can I come in a wheelchair or mobility scooter?**

Guests in wheelchairs or mobility scooters may of course attend the event. We ask that you let us know if you or your guest will attend with a wheelchair or mobility scooter so that we can make suitable arrangements for your attendance.

**Can I bring a dog?**

Only assistance dogs are permitted to attend the event.

**Is there a dress code?**

The dress code for the day will be lounge suit or business attire. The event will be entirely inside the Cathedral, although you may be required to walk a short distance to reach the entrance.

While August in Amiens is typically warm, you may wish to bring extra layers, as Notre Dame Cathedral is not heated.

We request that civilian guests do not wear hats during the service itself as they may obscure other

guests’ view of the event.

Serving military may wear uniform but no weapons will be allowed on site.

**Can I wear medals?**

Attendees may of course wear their or their ancestors’ medals if they wish.

**Can I bring my child?**

Guests must be over the age of five to attend the event. Because of the nature of the event the Organisers recommend that children over 12 only attend. All those under the age of 18 must be accompanied by an adult. Every person attending must have a named ticket.

**How long is the event?**

The event will last one hour, from 15:00 - 16:00 local time, although guests will be asked to arrive well before the start.

**What language is the event in?**

The event will mostly be conducted in English but may include elements of French and German.

**Will there be a programme?**

A programme will be provided to all guests. It will be available to download online for free after the event.

**Will there be translation for those elements in French?**

Your programme will contain translations into English of any French content.

**Who else will be attending?**

It is expected that representatives of the the governments of the UK, Australia, Canada, France, Germany, Ireland and the United States will be present. The audience will be made up of a mixture of guests of these nationalities.

**Can I bring food or drink?**

No food or drink will be permitted inside the Cathedral.