

## Event FAQ's

### Spring 2022

#### **Q: When is the latest I can buy tickets for an event?**

A: Tickets for *Date Night in a Box* will close on the below dates before the event to allow for mailing:

- 21 February for the 10 March event
- 22 March for the 8 April event
- 4 May for the 20 May event

Gift vouchers for *Date Night in a Box* will be available to buy from the 9 December 2021 to the 10 February 2022 inclusive only.

Tickets for *Raising Teens – Off Script* have no closing date, simply sign up and start watching the episodes.

Tickets for *Foundations For Life, The Funny Thing Is, Boundary Lines, Grandparenting* and *Deep Rooted* will close at 11 am on the day of the online event.

#### **Q: Am I able to watch the event anytime (on demand)?**

A: Any of the catch-up events (*Free to Be, The Wisdom House, Primary Parenting*) will be available to watch anytime.

For *Raising Teens – Off Script* you can click the link to watch all three episodes anytime.

*Date Night in a Box, Foundations For Life, The Funny Thing Is, Boundary Lines, Grandparenting* and *Deep Rooted* will be available to watch from 7.45 pm on the day of the event for 3 days. It will start at the beginning. It will not be available to watch after that date.

#### **Q: What if I have any technical issues?**

A: For our catch-up events and *Raising Teens – Off Script* simply click the blue 'Contact us' box at the bottom of the web page, describe the issue you're having and one of our team will be in touch as soon as possible. Alternatively call us between 9.00am and 5.00pm on 029 2081 0800 or email via [mail@cff.org.uk](mailto:mail@cff.org.uk).

For *Date Night in a Box, Foundations For Life, The Funny Thing Is, Boundary Lines, Grandparenting* and *Deep Rooted* there is a live technical support available, on the viewing page, where one of the team will be ready to help from 7.30 pm to 9.30 pm on the first night of the event. Just click on the blue 'Technical Support' box on the web page or email us at [mail@cff.org.uk](mailto:mail@cff.org.uk).

#### **Q: Can I chat with other people watching the episode or event?**

A: No, but you might want to arrange a watch party with friends, and then have a Zoom call afterwards to discuss what you've heard instead.



Alternatively, if local COVID-19 restrictions allow, you can meet up to watch the online event together as a group. We just ask that the rest of your group book a ticket too, so we know how popular the event is.

**Q: What happens when I click on the event link that was in my email from Eventbrite?**

A: That link takes you to a countdown page for the event. For *Date Night in a Box*, *Foundations For Life*, *The Funny Thing Is*, *Boundary Lines*, *Grandparenting* and *Deep Rooted* this will then go live at 7.45 pm on the night of the event.

Please note that the page with the countdown timer won't show after the start time of the event.

**Q: My video isn't playing. What should I do?**

A: Press play on the video. If this does not work try refreshing your webpage and pressing play again. If using a tablet or mobile device press the centre of the video to play. If the video is still not playing after that, please contact our support team.

**Q: My video isn't playing in Internet Explorer. What should I do?**

A: The videos will not work in Internet Explorer. Please try using Chrome, Safari or Firefox. We recommend the following website browsers:

Browser	Operating System	Version
Google Chrome	OSX, Windows, Android	69+
Mozilla Firefox	OSX, Windows	58+
Safari	OSX, iOS	10+
Microsoft Edge	Windows	15+

**Q: How long are the episodes or events?**

A: Our online events and episodes are between 30 minutes and 1 hour 30 minutes each.

**Q: How do I give monthly or increase my monthly giving to Care for the Family?**

A: Visit <https://www.careforthefamily.org.uk/get-involved/give-monthly> or call us on 029 2081 0800 during our office hours.

