

Event FAQ's

Online events 2024

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

A: Tickets for *Date Night in a Box 2* are now fully sold out.

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.

Date Night in a Box 2 will be available to watch anytime from 8pm on 1 February until 11.30pm on 29 February 2024.

Q: What if I have any technical issues?

A: For our catch-up events 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.

For *Date Night in a Box 2* in 2024 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.

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.

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 2* this will then go live at 7.45 pm on the first 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.

