

BBC Cardiff Singer of the World 2019 FAQS

How can I book for Season Tickets for BBC Cardiff Singer of the World 2019?

Booking opens for Season Tickets for the Main Prize and Song Prize at 10am on Tuesday 4 December.

The best and most efficient way to do this is via the St David's Hall website (<http://www.stdavidshall.co.uk>) where you will be able to book tickets on a first-come-first-served basis. You can book online 24 hours a day, 7 days a week with the secure online box office.

Audience members using the Hynt scheme (see below), who need to book wheelchair seats or require advice on specific access requirements should call the St David's Hall Box Office on 029 2087 8444. We anticipate that the box office will be busy for the first couple of days so please be patient and we will respond to your call as soon as possible. If you prefer to call in person the Box Office is open 9.30 – 5pm Monday to Saturday.

Why have you moved the on sale date earlier?

We have responded to feedback that people would like to buy Season Tickets as Christmas presents and moving the on sale date to the 4 December allows people to do that.

How do I book online?

Go to the St David's Hall website (<http://www.stdavidshall.co.uk>) and search or follow the links for BBC Cardiff Singer of the World.

Click on the Book Online button and follow the steps, selecting the tickets and seats you require and pay for your order.

Postage fee - There is an optional £1 postage fee (Standard Mail to UK address only) for tickets to be posted to you.

An email confirmation will be sent to you to confirm we have received and confirmed your ticket request.

Don't tickets for the competition usually sell out?

Demand is always high for tickets for the competition, but tickets for events in St David's Hall do not usually sell out during the Season Ticket selling period. The best seats naturally sell first, but there are likely to be seats available for St David's Hall events when single tickets go on sale in March 2019.

Due to the lower capacity in the Dora Stoutzker Hall at the Royal Welsh College of Music and Drama, we do expect that tickets for the Song Prize heats to sell out quickly during the Season Ticket on sale period. We would encourage people to book early to ensure the best chance of securing a ticket for those events.

I'm not sure if my booking went through, how will I know that I have got the tickets I booked?

When your booking has completed the screen will show you a booking order number, this confirms your order. Shortly after completing your booking you will receive email confirmation of your booking, keep hold of this as it confirms your payment.

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How can I make sure I get my favourite seats?

To get the best choice of seats we recommend you book your tickets online as soon as possible when booking opens at 10am on Tuesday 4 December. You can select your seats for the main prize events via the St David's Hall website.

What if I am a Hynt member or require a wheelchair seat or have specific access requirements?

Please call the St David's Hall Box Office on 029 2087 8444.

Can I book on the phone?

The quickest way to secure your ticket is to book via the St David's Hall website and we would encourage audience members to use this method where possible.

Box Office staff will be on hand via the phone to assist with and specific access requirements or for those who a member of the Hynt scheme or require a wheelchair seat, consequently, phone lines may be busy.

If you are unable to book via the internet, you can phone the box office on 02920 878 444 and the team will endeavour to process your booking as soon as possible. Your call will be answered in strict rotation as soon as staff are available.

When will I receive my tickets?

Postage fee - There is an optional £1 postage fee (Standard Mail to UK address only) for tickets to be posted to you. Tickets for overseas bookers must be collected from box office.

Tickets will be posted out over the next few weeks following the on sale date of Tuesday 4 December – this can take some time so please bear with us. If you haven't received your tickets 28 days after booking, please contact the St David's Hall Box Office on 029 2087 8444.

If you do not choose to have your tickets posted, they will be available for collection from the Box Office at St David's Hall ahead of the competition, or at the first event you attend. If you are collecting on the day of the event we advise that you arrive early at the Box Office will be very busy.

How do I get my programme book?

You can book your programme book online when you book your Season Tickets. When you receive your tickets you will receive a voucher for your programme book, you can exchange this for your programme at the first event that you attend at BBC Cardiff Singer of the World in June 2019.

Can I stagger my payments?

We are unable to offer staggered payments for BBC Cardiff Singer of the World events.

Is there a maximum number of tickets that can be booked online?

There is no limit to the number of Season Ticket bookings you can make via the St David's Hall website.