**FAQ’s Virtual Festive Concert**

**What is EAAA’s Festive Concert?**

On Thursday 10th December we will be bringing you a special virtual edition of our annual Christmas concert, so that we can celebrate with you and enjoy the heart-warming sounds of choirs, get cosy and listen to magical readings from special guests. Of course we will be putting a unique EAAA twist on proceedings and we’ll need your help to sing-a-long to your favourite Christmas carols!

**Why did EAAA decide to move the event to a virtual experience?**

Just like with our Annual Roadshow in October, we want to connect as many people in our region as possible, and we want to do it safely. Although we can’t be together in-person this year, we can still enjoy all of the festive cheer together, and support a vital cause, without leaving the comfort of our own homes.

We’re excited to deliver these events unconstrained by physical limitations and recognise the unique opportunity to connect more people in the EAAA community in a reimagined format.

**Do I have to pay to attend?**

There is a suggested donation of £5 per person to attend. Donate over £5 towards your ticket and we'll send a Christmas treat ahead of the event, plus a printed copy of the event programme so you can follow along at home. Please consider donating £10 or even £20 if there will be more than one person watching the event.

**How do I book my place for the event?**

Booking is now open! You can register to secure your place through our ticket platform, Eventbrite, here <https://www.eventbrite.co.uk/e/east-anglian-air-ambulances-virtual-festive-concert-2020-tickets-126774516993>

It’s quick and simple to do! We will only use the details you have provided to send you information with regards to this event. Please note that the email address you register with will be the one we send the link to for you to watch the event on the day.

**How will the event be shown?**

Like many other events we have chosen to take this one to the virtual online stage! We will be using our trusted and secure Microsoft Teams platform to produce the event live for you on the day. Teams works a lot like Zoom, meaning we are able to create and host virtual events for thousands of people to watch at the same time!

**Do I have to download an app or install software to watch the event?**

There is no need for you to download any applications or software to watch the event through Microsoft Teams. Once you click on the link it will open up a tab in your web browser. You will then have the option to ‘download the windows app’ or ‘watch on the web instead’. You will want to select the latter option which will re-direct you to a page where you can view the live event online.

* **Supported operating systems:** Windows 7 and later (32-bit and 64-bit), macOS X 10.10 and later
* **Supported web browsers:** Chrome (last 3 versions), Edge RS2 and later, Firefox (last 3 versions), Internet Explorer 11, Safari

**Can I watch on my mobile device or tablet?**

Yes of course, however on these devices you will be asked to download the Microsoft Teams app in order to watch the event. This is free to download and once downloaded, there is no need to create an account, simply go back to the link we send you in your emails and the event will open automatically in the app with the option to ‘join as a guest’. By selecting this option you can then add your name/nickname and join meeting/event. Please note that the layout may differ depending on screen size etc.

* **Supported mobile operating systems:** Android 4.4 and later, iOS 10 and later

**If I want to watch the event, but can’t make the date or time, can I still view the event on-demand?**

Yes of course! We will be recording the event to send out to all registered participants within 24 hours of the live event taking place.

**How do I send in my festive message of thanks?**

During the event we will be setting aside some time and including a special focus on saying thank you. Thank you to your friends, your family, your work colleagues, your neighbours, whoever you feel has helped and supported you through what has been an extremely tough year. We’ll be sharing your messages live on the night, and for any that we can’t get through we’ll send a special handwritten note from you via EAAA to remind them of how special they are. You can submit your messages of thanks when you book online via Eventbrite. Or if you need a little more time to think about what you want to say, feel free to drop us a message at info@eaaa.org.uk in the run up to the event.

**Will I be able to ask a question during the event?**

You can ask questions on the day using the Q&A function and we will have a dedicated team monitoring this on the day. We will not be including a live Q&A within the programme on this occasion, however if you do have a question that you would like to ask us, please get in touch with us by emailing info@eaaa.org.uk. We’d be pleased to hear from you.

**Will my video and audio be viewable to everyone else?**

No, as an audience member you will have no video or audio capabilities throughout the event. You will, however, be able to interact with us and other participants using the Q&A function which we will explain during the introduction.

**When will I be sent a link to join?**

We will send you a link with details of how to join 3 days prior to the event. Please keep an eye out for this in your inbox and do let us know if you haven’t received it. It is also worth checking your spam folders! We can always re-send if necessary.

**Can I invite my friends and family to watch too?**

Yes of course! However instead of sharing the link we send to you, please ask them to register and join the event via our ticket platform Eventbrite, we can then ensure we send them the correct link to watch along too.

**Who do I contact if I have any further questions?**

If you have additional questions about our Virtual Festive Concert, please email us at info@eaaa.org.uk.