



# Gloucester History Festival

## Blackfriars Talks Reservations FAQs

### List of questions

1. Why are Blackfriars Talks not held in the Priory this year?
2. What are the benefits of online events?
3. How do I find out what the programme is?
4. How much are the tickets?
5. Why do you need donations?
6. How do I watch a Blackfriars Talk event?
7. When are the Blackfriars Talks happening?
8. How do I get onto the virtual premiere event?
9. How do I know if my reservation has been successful?
10. I didn't download the PDF reservation confirmation
11. I didn't get an email
12. I have the email, but the link isn't working.
13. How do I know if I am at the right event?
14. I will be a little late to the live premiere, will that matter?
15. I can't make the event at all, can I access the content afterwards?
16. How do I ask an author question?

### **1. Why are Blackfriars Talks not held in the Priory this year?**

Due to the latest Government Guidelines following the Covid-19 Pandemic, we believe it is best practice not to encourage people to come together in large groups. Therefore we are hosting our events online this year.

### **2. What are the benefits of online events?**

1. First and foremost the health and safety of audiences, the festival team and our speakers
2. You can enjoy the events from the comfort of your home

3. There is no ticket cap, meaning that many more people can enjoy the events this year
4. If you are unable to attend an event, due to a diary clash, you can simply enjoy it afterwards online and on demand at a time to suit you.
5. All Blackfriars Talks this year are free

### **3. How do I find out what the programme is?**

The Gloucester History Festival programme is available online:  
[www.gloucesterhistoryfestival.co.uk](http://www.gloucesterhistoryfestival.co.uk)

You can go straight to the Blackfriars Talk programme here: <https://www.gloucesterhistoryfestival.co.uk/blackfriars-talks/>

You can go straight to the City Voices programme here:  
<https://www.gloucesterhistoryfestival.co.uk/city-voices/>

You can go straight to the Heritage Open Days programme here  
<https://www.gloucesterhistoryfestival.co.uk/heritage-open-days/>

You can go straight to the Gloucester Day programme here  
<https://www.gloucesterhistoryfestival.co.uk/gloucester-day/>

### **4. How much are the tickets?**

Tickets for all events this year are free of charge. Usually tickets for the Blackfriars Talks programme range between £8 and £12. We ask you to consider giving a donation at the time of making your booking.

### **5. Why do you need donations?**

Every year we bring history to life, exciting and inspiring new audiences, developing people's understanding of the world, both past and present. Due to Covid-19 we have lost all our ticket income, yet our digital festival this year is more innovative, collaborative and accessible than ever. Your support will enable the historians, artists and community members that we work with to tell and share their stories. You can make a difference. Please donate now.

### **6. How do I watch a Blackfriars Talk event?**

There are two ways to access each Blackfriars Talk.

1. By attending a virtual premiere event
2. Accessing the content after the premiere event has happened on the Festival website

All events are pre-recorded.

### **7 When are the Blackfriars Talks happening?**

Virtual premieres take place between **Sunday 13 – Sunday 20 September**. The content will be available online for at least 30 days after the festival closes.

## **8. How do I get onto the virtual premiere event?**

1. We encourage you to reserve your place for the virtual premiere
2. Reservations open on Wednesday 2 September at 9am
3. [Click this link](#) to take you to the Blackfriars Talk programme
4. Select the event on which you would like to reserve your place
5. Click the Reserve now on the event
6. Complete your reservation details and place your order
7. At the confirmation stage, download the PDF confirmation of your reservation. This contains a link direct to your event details that you will need on the day.
8. You will receive a confirmation email direct to your inbox
9. If you would like to book tickets for other events, head back to the website to select others
10. Tickets are not limited in number or availability and each event is pre-recorded

On the day of the event, you will receive a reminder email with the link to your event details. Click this link be taken to the web page hosting the Vimeo premiere event.

## **9. How do I know if my reservation has been successful?**

You will be able to download the PDF reservation confirmation

You will get a confirmation email sent to your email address (the one you provided at the point of booking).

## **10. I didn't download the PDF email**

Not to worry. On the day, you will get an email with the PDF reattached, so you can download it again then.

Alternatively, just before the event starts, you can head back to <https://www.gloucesterhistoryfestival.co.uk/blackfriars-talks/> to search for your event, and click the link to the Vimeo premiere

### **11. I didn't get an email**

Please check your spam and junk email folders.

Then search Gloucester History Festival in your email search bar

If you still are unable to find your email confirmation, please email [admin@gloucesterhistoryfestival.co.uk](mailto:admin@gloucesterhistoryfestival.co.uk) with the following information. We will check against our booking records, and send you the email again.

- Name of the event reserved
- Date of the event reserved
- Time of the event reserved
- Your full name
- Your email address
- Your postcode
- A contact number should we need to get in touch regarding this reservation

### **12. I have the email, but the link isn't working.**

We ask you to check the link that you have been sent 30 minutes before the event is due to start

Please try copy and pasting the link into the web browser instead of clicking on the link

If the link is still not working, email [admin@gloucesterhistoryfestival.co.uk](mailto:admin@gloucesterhistoryfestival.co.uk) with URGENT in the email subject and we will resend the link to you.

### **13. How do I know if I am at the right event?**

Prior to the event you will see a holding screen with the event details on.

### **14. I will be a little late to the live premiere - will that matter?**

We encourage you to do your best to make the start of the event. But if this really is not possible, you can still use the link sent to you in the email to join the event and pick it up in progress.

### **15. I can't make the event at all - can I access the content afterwards?**

Yes. The link will remain on the event page of the website for at least 30 days after the end of the Festival.

#### **16. How do I ask an author question?**

If you would like to ask a speaker question please email it in advance to [admin@gloucesterhistoryfestival.co.uk](mailto:admin@gloucesterhistoryfestival.co.uk). The deadline for questions for each event appears on the relevant event page of the website.