



Emmanuel Church CANTERBURY

FAQs for booking your place at a church service

How do I book a place at a church service?

Tickets for the Sunday services will be available from midday each Tuesday. If you are a church partner, you should receive an invitation email for each service. To respond to the invitation, click accept and then follow the instructions to book your place. You can also access the sign up pages through My ChurchSuite, the website calendar, or the links on this page:

<http://www.emmanuelcanterbury.org.uk/whats-on/welcome-back/>

If you are struggling to book your place online, please email bookings@emmanuelcanterbury.org.uk and someone from the team will help you out.

How do I let you know that multiple people from my household are coming together?

Only one person from a household needs to book into the service – just tell us the total number of seats you need in the hall.

The booking form is telling me that other members of my household are also invited – should I add them too?

No – just tell us the total number of seats needed in the hall for your household.

Do I need to book a seat for my children?

This depends a bit on the age of the children and if they are going to their groups. As children who are 3 and over are now going straight to their groups, just book the number of seats you need in the hall without children. Answer the question about children to let the leaders of the groups know who to expect.

If you are bringing a very young child who will stay with you in the service, or older children who don't want to go out to the groups, please do book them a space. There is a room available to take restless children to with a video link to the service.

If I am helping one of the teams for the service, do I still need to book a place?

Yes please – we need to know who is on the school site even if you are helping with the children's groups so not in the hall at all. To let us know you're coming, instead of booking seats in the hall, use the ticket that says 'I am coming but don't need a seat' and then indicate in the notes section how you are helping out. This will apply to the children's group leaders, the welcome team, the tech team, the band and service leaders.

Can I invite other people to the services?

Yes – please do! They will need to book via the church website calendar to give us their details and so we know we have space in the hall. The easiest thing to do is to email them this link which will be updated with the information required each week:

<http://www.emmanuelcanterbury.org.uk/whats-on/welcome-back/>

If we are aware that you are bringing friends we can try and seat you in the same area in the hall though please understand that different households will need to remain at a distance from each other.



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How do I know if my booking has gone through properly?

When you book your place, you should get a confirmation email showing that you have booked successfully. If you don't receive this, please get in touch with the bookings team on bookings@emmanuelcanterbury.org.uk and we'll see if we can help.

If I can no longer come, what should I do?

If you have booked a place but can no longer come to the service, please email bookings@emmanuelcanterbury.org.uk