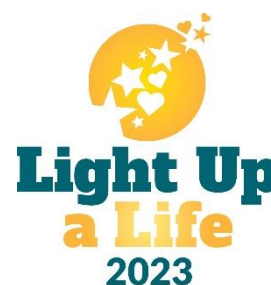


# Light Up a Life 2023

## Frequently Asked Questions



### **When is the service?**

Light up a Life takes place on Monday 11 December. Doors open at 5:30pm and the service starts at 6pm.

### **Where is the service held?**

Worthing Assembly Hall, Stoke Abbot Road, Worthing, BN11 1HQ

### **How do I get a ticket?**

All guests will need to book a free ticket to attend the service and you can do so by either following the link on our [website](#), or calling the team on 01903 254777 who will be able to book you a ticket.

### **Can I bring a guest?**

Yes, when you book your ticket, you will be able to get a ticket for any guests that may also wish to join you.

### **Is there a limit to how many guests I can bring?**

You are able to book for up to 4 additional guests.

### **How do I know I have a ticket?**

Once you have booked your ticket you will receive a confirmation email. The fundraising team at St Barnabas House will also be in touch via email to confirm the details of the event.

### **What happens if all the tickets are sold out?**

There are a select number of non-ticketed seats available on the day. However, these will be on a first come first served basis to guests and are not a guarantee. Please be aware that you may be turned away if the Assembly Halls has reached capacity.

A highlight filmed version of the service will be available for you to watch in your own time. Keep an eye on our website for more details.

### **What happens if I can't attend, even if I have a ticket?**

Please contact us on 01903 254777 as soon as possible as we will then be able to free up your seat for another guest who may wish to attend.

### **What happens if I am running late?**

Latecomers to the service will be admitted with a ticket, however, you will be asked to sit at the back of the assembly halls.

### **Where can I park?**

The closest parking for the Assembly Halls can be found at the Guildbourne Centre car park (BN11 1NY) or the NCP car park on Union Place (BN11 1LG) and both are about a 10-minute walk away. There is limited parking on the roads so please plan your journey before setting off.

If you are a blue badge holder then please contact the team who will be able to advise you about parking on the day.

**What public transport can I use?**

**By Rail** - Worthing station is about an 8-minute walk away

**By Bus** - South Street (Stops J, K, L and M), Worthing, BN11 3AW are 7-minute walk away

**What time do the doors open?**

The doors will open at 5:30pm for the 6:00pm service.

Please do not arrive before the doors open, there will be no need to rush as your space is guaranteed if you have a ticket. However, you will need to show proof of your ticket upon arrival and there may be a queue before you can be seated.

If you do have to queue before the service, you will need to have a coat and maybe an umbrella as the weather maybe unpredictable. We will aim to get you seated as soon as possible.

**What Covid-19 measures will be in place?**

We will be following the latest government guidance about large gatherings inside. If you feel more comfortable wearing a face covering, then please do but remember to respect other people's decisions. We would advise bringing an extra layer as due to ventilation it may feel slightly cooler inside the main hall.

**How long will the service last?**

About 1 hour.

**What will happen when I arrive?**

Hospice Harmony will be singing as you arrive to make you feel welcomed. Please feel free to take the time to listen to them as you find your seat.

**What will happen at the service?**

This years' service which will be led by our chaplain and pastoral care lead, Chris Gercke and there will be the opportunity to remember your loved ones at this special time of year.

There will be moments of reflection, Christmas carols, readings and candle lightings as well as a performance from Thomas A Becket school choir and the Worthing Salvation Army Band.

**Is this a religious service?**

The service will be open to anyone, whether you have a faith or not. Parts of the service will contain Christian elements, but we want you to feel comfortable in this setting to remember your loved ones that you may have lost under the care of St Barnabas House. The Family Services team will be on hand should you wish to talk to someone.

**Do I have to sing?**

It is up to you if you would like to sing along to any of the carols, you can join in or simply listen.

**How will our loved ones be remembered?**

The remembrance programme will list all the names of everyone who has had a dedication made for them, their names will also be shown on a screen. During the service a candle will be lit for your loved ones and a moment of silence will be held for them.

**What happens after the service?**

You are more than welcome to stay after the service for some refreshments, hot and cold drinks will be served along with some biscuits.

You may prefer to take some time making a personal dedication at the memory wall station. If you would like to bring any photographs or messages for your loved ones, then please do and they can be added to the memory wall and then later placed in the memory books.

There will be a community stand selling Christmas cards and small gifts that you are very welcome to purchase.

The family services team will be on hand should you wish to talk to anybody, or of course you can simply head home.

**Can children attend?**

Children can attend, however, they will also need a ticket. The service may not be appropriate for young children.

**Can I bring my dog?**

Worthing Assembly Halls welcomes registered assistance dogs in all venues.

**Are there toilets at the Assembly Hall?**

Yes and they can be accessed through the main foyer.

**I have some access requirements; how will you help me?**

Worthing Assembly Hall has a number of measures in place should you need any extra assistance. Please see their website for full details by clicking here <https://wtm.uk/visit/access/>

There are 10 designated spaces for wheelchair users and carers. Please note that carers will also need to book a ticket.

**I would like to volunteer for this event, how do I do that?**

This event is supported by a number of volunteers. If you have some time and would also like to volunteer at Light up a Life, then please click [here](#) to find out more.

**I still have a question, what do I do next?**

Please contact the team on 01903 25477, or email [info@stbh.org.uk](mailto:info@stbh.org.uk) and we will be able to help you.