

## **EASTER/CHRISTMAS TICKET FAQs**

### **Why do I need a ticket to come to church?**

Seating is limited in our worship center. Reserved ticketing allows us to create a better experience for everyone. We issue FREE tickets for Easter and Christmas services to avoid overcrowding and to balance out attendance across the gatherings. Reserved ticketing also allows us to appropriately staff our volunteer teams.

### **Will my ticket save a specific seat?**

No, your ticket simply gets you into the worship center. You may choose whichever seat you like.

### **Why are you no longer offering reserved seat assignments?**

We found that, too often, people reserved seats and then did not attend services. Switching to general seating tickets will ensure that more people can attend the service of their choice and that we don't have large numbers of seats remaining empty.

### **Do I need a ticket for my child?**

Our services are geared for 2<sup>nd</sup> grade and up, but anyone, regardless of age, who will be attending the service and will need a seat should get a ticket reservation. We offer LPKids Programming for children six weeks old through 1<sup>st</sup> grade. When you reserve your tickets, you'll have the opportunity to let us know how many children will be attending LPKids Programming so that we can adequately staff our volunteer teams.

### **What time do doors open?**

Doors will open 30 minutes prior to the service. Please do not arrive much earlier than that time to avoid overcrowding in the lobby.

### **How do I cancel a reserved ticket?**

If for some reason you will not be able to use your ticket reservation, you can either cancel them via the ticketing website or call the LifePoint office at 410-239-4700 during office hours and we will be happy to help you. We appreciate the cancellation of unusable tickets, as it opens up seats for someone else.

### **If I reserve a ticket, does it guarantee me a seat no matter what?**

No, 10 minutes after the beginning of the service, we will open any available seats to guests who may arrive without tickets. Therefore, to ensure you get a seat, please arrive before the start of the service. We will also utilize our Video Café as overflow seating when needed.

### **What if I don't have a reserved ticket?**

Guests who arrive without a reserved ticket are still welcome to attend, but we will ask them to wait in the lobby until 10 minutes after the beginning of the service. At that point, we will be happy to seat any guest without tickets.

### **How will a person who doesn't attend LifePoint know to reserve a ticket?**

Anyone who doesn't attend LifePoint will likely check the website or call the church for service times. Ticket reservation information will be clearly given at those points.

**How can I reserve a seat for a friend, co-worker or neighbor?**

Simply reserve a ticket via the website. A copy of the reservation will be emailed to you. You can forward the reservation to your friend or print it out and deliver it to them.

**Do I need to print out my ticket? Do I need to show my ticket reservation to enter the service?**

You do not have to print out your ticket, but you will need to show your reservation (either on your phone or with a printed ticket) to enter the service. Please be prepared to show your ticket when you enter.