

Dear Rhenish Parents

Introducing the booking system for tickets to Dads & Daughters Dance 2020

This is a very popular event and the venue has limited capacity. There is no way to accommodate all learners and fathers and, after much deliberation with the school, the booking system is as follows:

- On their Grade's ticket reservation day, learners **must queue at first break to reserve (NOT pay for)** their tickets
- The learner must reserve the **correct number of tickets** - both for themselves, their father, and sibling(s) if applicable
- If booking for a younger sibling, the learner **MUST** provide their name and Grade as well
- A **Karri payment request for this same number of tickets** will then be sent out to the family
- There is a **limited time frame** in which these tickets must be paid (**48hours**)
- If the tickets are not paid for within this time frame, the **reservation falls away**
- Those next on the booking /waiting list in that Grade are then given the chance to pay

Why isn't it "first come, first serve"?

- To be as inclusive and fair as possible, there are tickets available for each Grade
- However, there is a maximum number of tickets (including dads) available per Grade:
 - **Grade 12** – 88 tickets available for reservation on **Tuesday, 25 February**
 - **Grade 11** – 44 tickets available for reservation on **Thursday, 27 February**
 - **Grade 10** – 33 tickets available for reservation on **Thursday, 27 February**
 - **Grade 9** – 24 tickets available for reservation on **Monday, 2 March**
 - **Grade 8** – 22 tickets available for reservation on **Monday, 2 March**

Why do the older grades have a greater share of the tickets available?

- If they miss out this year, learners in the higher grades have less (if any) chance of going to a future Dads & Daughters event

Why must we **ONLY** use Karri to buy tickets?

- Safe AND SECURE cash-free payment
- All payments come through one point with correct referencing
- Eliminates errors in a parent paying for too few/many tickets
- Keeps track of real-time payments coming in to ensure we do not "oversell"
- Maintains as fair an approach as possible: once the payment window closes, payment cannot be made in any other way

Why can't my daughter pay on the day of booking?

- With multiple bookings being made simultaneously (there will be more than one queue), it would be impossible to know when we have reached our ticket allocation per grade

Why can't my daughter pay with cash / EFT?

- The school wants to avoid the hefty costs associated with depositing cash
- Safety and security (especially with all the contractors around on campus)
- Delays with EFTs from different banks may mean you may miss the 'payment window' and therefore lose your reservation
- Often difficult to link EFTs to booking (e.g. incorrect referencing, wrong bank account, etc.)
- Should you experience any issues when paying via Karri, please contact the Karri help desk at support@karri.co.za
- Should the Karri help desk not resolve your issue, the only alternative is to pay with a card at the finance office (once the email notification is received via Karri) so the school can immediately record the payment.

What if I have more than one daughter and they are in different grades?

- The older of the siblings must make the booking
- Younger siblings will NOT be able to book if older siblings have already included them

How can my daughter be sure to be able to sit with her friends?

- Friends who want to sit together, must be in the queue together and book together.

Whilst we will try to do our best to accommodate a learner's wishes, we cannot guarantee tickets nor, if a ticket is secured, can we guarantee the place in the seating plan.