

Please find enclosed your concert tickets.

IMPORTANT INFORMATION FOR PARENTS

We recommend that you either photocopy each ticket or make a note of all the details such as **Block, Row and Seat number in case somebody loses their tickets.**

START OF SHOW

Don't miss the start of the concert, it is always exciting especially for the children. The concert will start at 7pm and finish at approximately 9pm, we recommend you arrive as early as possible to allow for increased security at the entrance.

TICKETS

If you require any further tickets and have missed the deadline date of 25 November, you can call the **Arena Box Office on: 0844 338 0338 (0800 640 5001 - Free Phone Disabled)**. Please note that tickets purchased through the Box Office are subject to a venue booking fee. will be more expensive than through your school booking process.

LOST TICKETS

Due to the nature of how we send out tickets to schools, neither YV nor the arena box office keep a record of your individual names against tickets given out, we only have a record of the total number of tickets in your school's booking. Therefore, if you turn up without your ticket then you will need to wait until all the members of your school booking are in their seats for us to be able to seat you with your school.

DVDS

You can order your concert DVD through your school as part of a bulk order (which will be cheaper) or by making an individual booking through our shop on our website at youngvoices.co.uk. Please note - individual orders are more expensive than through your school as a bulk order.

VIDEO CAMERAS

Video equipment and SLR cameras with large removable lenses are strictly prohibited within the arena. Please note that you are allowed to take photographs but please be respectful of those around you. We make every effort to place the audience where they have a view of their choir, however, binoculars are always an asset in large venues.

PROGRAMMES

Programmes will be available to purchase on the night. Your child's school will be listed in the programme as a momento of the evening, along with lots of information and photographs of the artists, band, YV team and the songs being sung.

PARKING

For further information and charges for parking at Genting Arena please visit: <http://www.gentingarena.co.uk/getting-here>

END OF SHOW

Please make your way to the exits as soon as possible as we can only start to release the choir once the concourse is clear.

We recommend you meet your children back at their schools as the safest option and to avoid a longer wait at the end of the concert.

Please do not meet in the car park as this is already a congested area.

If you are collecting your child from the arena after the concert has finished you must have permission of the teacher in charge. If you have made this arrangement then you must exit the arena and make your way to the Child Collection Point as shown on the plan below.

For information about the concert visit: youngvoices.co.uk

BIRMINGHAM - POST CONCERT

CHOIR CHILD COLLECTION

Parents are asked to leave via the **North East** door leading onto Pendigo Way. The concourse areas must be clear before any choir is dismissed so please leave as soon as you can.

Please arrange with your teacher BEFORE the night of the concert what your plans will be concerning the collection of your child.

Collecting your child from the school:

Young Voices highly recommend this option

- Exit the venue, drive back to school to await the return of your child.

Collecting your child from the arena:

- After exiting the building – walk **South** along **Pendigo Way** to the Forum Live outside area.

Security will be waiting to assist you. Please follow their instructions.



