

## **YOUNG VOICES – Thursday 16<sup>th</sup> January 2025**

**BP pulse Live Arena, Birmingham (formerly Resorts World)**

### **IMPORTANT INFORMATION FOR PARENTS**

**ON THE DAY** Make sure your child is sent to school in uniform, with plenty of food and water for lunch, snacks and supper, any medication and a white t-shirt if you have not ordered a Young Voices t-shirt.

**START OF THE SHOW** Don't miss the start of the concert, it is always exciting, especially for the children and they enjoy trying to spot the parents before the show starts! 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** This year, the tickets are provided online through the AXS ticketing app. If you have ordered tickets, you must pay for these on ParentPay and please pay soon as possible. When you have paid you will receive an email asking you to download your tickets onto the app. If you need any help, please do come in and see us.

**TICKETS ON ENTRY** To avoid delays at the doors, all tickets are now available exclusively through the AXS app. Please ensure your mobile tickets are ready to be displayed on your phone screen upon arrival, and make sure your phone is charged to avoid any issues at the door.

**BAG POLICY** The venue encourages customers to avoid bringing a bag where possible, if you require a bag please ensure it meets the [Bag Policy info](#)

**PAYMENT** If you have not already paid for your tickets or merchandise on ParentPay can you please ensure that this is done by Monday 13<sup>th</sup> January.

**MERCHANDISE** The school has received all the ordered t-shirts and torches, these will be handed to the children in the morning of the event – if they have been paid for. If you have not ordered a t-shirt, please make sure your child is wearing a plain white t-shirt.

**DURING THE SHOW** We will place a banner near where we are sitting so that you can spot us. So that we can spot you, it would be great if you could wear something bright and colourful!

**LOST TICKETS** Due to the nature of how the tickets are sent out, neither Young Voices nor the venue keep a record of your individual names and ticket numbers. Therefore, if you turn up without your tickets you will need to wait until all members of your school booking are in their seats for the venue to be able to seat you with your school.

**VIDEO CAMERAS** Video equipment and SLR cameras with large removable lenses are strictly prohibited within the arena. Please note that you can take photographs but please be respectful of those around you. Young Voices 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 memento 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 the BP pulse Live Arena, please visit <https://www.bppulselive.co.uk/your-visit/parking/>

**END OF THE SHOW** Due to the organisation of the event, it is NOT possible to collect your child from the venue, they must return to school with us. Please make your way to the exits as soon as possible as we can only start to release the choirs once the concourse is clear. We will return to school as soon as possible and all children MUST be collected from the school playground. We aim to be back at around 10.15pm although this depends on the speed in which we are allowed to leave the arena (last time we actually arrived back at school by 10pm!). We will post our ETA on Facebook when we leave. We have contact details for all the parents and will be in touch if required.

For more information about the concert visit [www.youngvoices.co.uk](http://www.youngvoices.co.uk)