



INFORMATION FOR PARENTS

CONCERT TIMES

Venue doors open at **6pm**. Concerts starts **7pm** and finishes **8.45pm**. Arrive in good time for increased security *(please see *[Bag Policy](#) info).

TRAVEL PLANS

We recommend that you visit the arena website for [transport and parking](#).

MERCHANDISE

Programmes are available to purchase on the night. Your school will be listed in the programme. Other merchandise can be purchased at the arena stands or on the [online shop](#). A [video of the concert](#) will be available to purchase after the concert, details will be available on the YV website.

VENUE FOOD AND BEVERAGE OUTLETS

The venue operates a cashless system.

VIDEO CAMERAS

Video equipment and SLR cameras with removable large lenses, GoPros and selfie sticks are strictly prohibited in the arena. Please bring binoculars so you can spot your child in the choir.

END OF SHOW

Please make your way to the exits as soon as the concert has finished.

We recommend that you **make a note of the block, row and seat numbers of your tickets** in case they are lost. Should they be lost, the arena will void the original/s and re-issue new tickets.

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

*[BAG POLICY](#)

[Visit arena website for more info.](#)

AHEAD OF YOUR VISIT WE ASK ALL CONCERTGOERS CHECK AND ADHERE TO THE BELOW GUIDELINES.

Only bring essential items.
Please keep belongings to a minimum.

PERMITTED



Small bags, including handbags (under 40cm x 35cm x 19cm*)



Drawstring or pump bags (under 40cm x 35cm x 19cm*)

*approximately the size of an A3 sheet of paper

NOT PERMITTED



No backpacks of any size



No large bags, including shopping bags (over 40cm x 35cm x 19cm*)



No tablet devices

*approximately the size of an A3 sheet of paper

Please note, there are no temporary storage facilities for non-permitted bags or items within the venue and it will be left to the patron to find a safe temporary facility to hold the bag or item. The venue will not be responsible for late admission or non-admission as a result of this policy.

THANK YOU IN ADVANCE FOR YOUR CO-OPERATION.

POST CONCERT - CHOIR CHILD COLLECTION

Collecting your child from school:

We highly recommend you meet your child back at their school, this is the safest option and will avoid a long wait at the end of the concert.

Collecting your child from the arena:

If you are collecting your child from the arena after the concert has finished you must have permission of the teacher in charge.

There will be security screening for the child collection point so please do not bring any large bags when collecting your child.

Parents are asked to leave the arena via the City Rooms exit (towards Victoria Train Station). The concourse areas must be clear before any choir is dismissed so please leave as soon as you can.

- After exiting the arena – go to the **CHILD COLLECTION POINT** at **Hunts Bank** as shown on the map.
- Form a queue at the bottom of the disabled ramp, leading towards Victoria Train Station.

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

