



INFORMATION FOR PARENTS

CONCERT TIMES

Venue doors open at **5pm**. Concerts starts **7pm** and finishes **8.45pm**. Arrive in good time for increased security (please see *Bag Policy info).

PARKING

We recommend that you pre-pay for your [parking](#).



TICKETS

NEED TICKETS?

You can purchase all additional tickets via the arena Box Office [click here](#).

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](#)

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 are strictly prohibited in the arena. Please bring binoculars so you can spot your child in the choir.

END OF CONCERT

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

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.

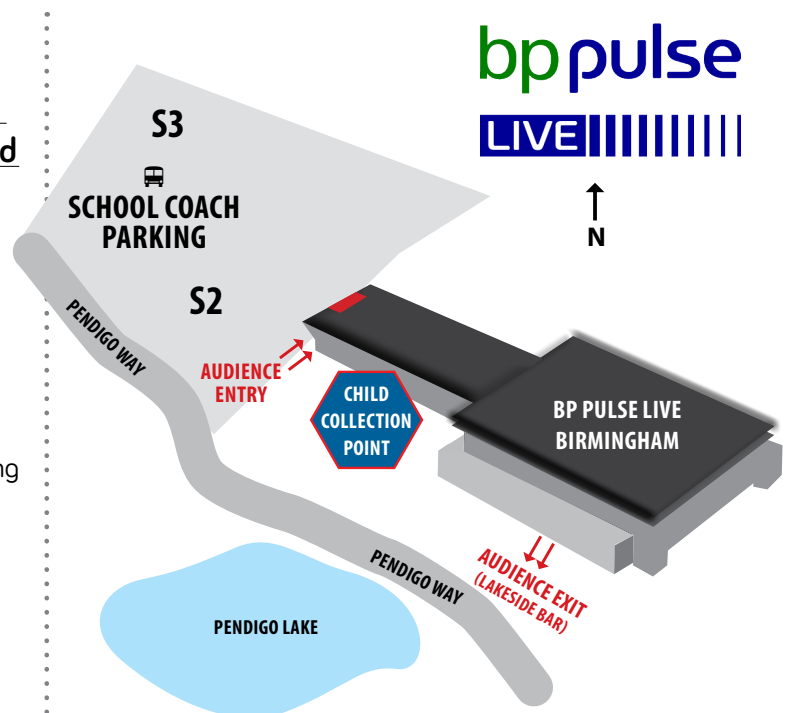
Collecting your child from the arena:

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

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

- After exiting the building – walk **North** along **Pendigo Way** to the **CHILD COLLECTION POINT** as shown on the map opposite.

Security will be waiting to assist you, please follow their instructions.



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