



# INFORMATION FOR PARENTS

## CONCERT TIMES

Venue doors open at **5pm**. Arena doors open at **6pm**.

Concerts start **7pm** and finish **8.45pm**.

Arrive in good time for increased security \*(please see \*Bag Policy info).

## PARKING

We recommend that you pre-pay for your [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 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.

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

## TICKETS

To ensure there are no delays at the doors, we kindly ask that **E tickets are printed and ready when reaching the door or downloaded prior to arriving** and ready to display on screens.

## \*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](#).

# 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.

