



PACK 2
YV 2020

PACK 2 - Ordering Guide

TICKETS, CHOIR T-SHIRTS AND DVDS, GO ON SALE IN SEPTEMBER.

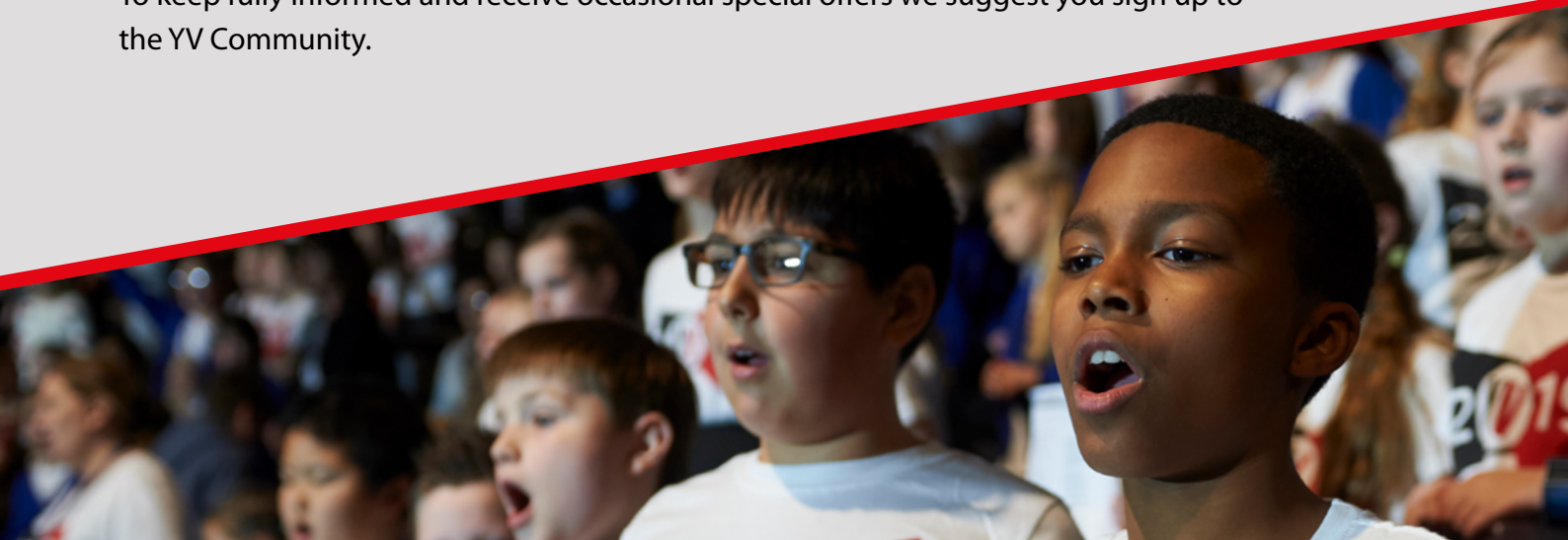
Enclosed ordering information for **tickets**, **t-shirts** and **DVDs**. All order forms can be found in your online school account in the Teacher Centre.

PACK 1 - Welcome & Key Information - the start of your YV Journey (already in your account).

PACK 3 - Concert Guide - everything you need for planning a successful day out at your Young Voices Concert (provided in September).

We will also be sending you emails with updates and news between now and your concert day. These are very important messages and so, as stated in the terms and conditions you must be subscribed to the YV Mailings.

To keep fully informed and receive occasional special offers we suggest you sign up to the YV Community.



Ordering Guide



Key dates and deadlines in 2019



Please note

You can request an invoice up to 15 November 2019, after this date only Credit Card Payments will be taken (15 – 22 November).

TICKETS, CHOIR T-SHIRTS AND DVDS, GO ON SALE IN SEPTEMBER.

Please be aware that tickets can sell out before the deadline date.

Place your order as soon as possible to avoid disappointment.

Paying for your orders

There are **two** ways to pay Young Voices for your orders:

1. CREDIT CARD

Through your Teacher Centre Account

2. INVOICE/BACS PAYMENTS

Young Voices (UK) Limited

Acc No.: 12380598

Sort Code: 52-21-63

State INVOICE REFERENCE on your BACS payment/s to avoid delay in processing your orders.

Please Note:

The preferred option for YV is to accept credit card and BACS payments as we will shortly be withdrawing the option to accept cheques.

Receipt of an invoice does not secure your booking. This includes tickets, merchandise, t-shirts and workshops.

Young Voices cannot process any orders (tickets, t-shirts etc), until full payment has been received. This also includes unpaid invoices. Once full payment is received and subject to availability, confirmation will be stated on your account, through the Teacher Centre.

PLEASE DO NOT SEND CASH

Ordering your parent's **TICKETS**

***TICKETS ON SALE FROM SEPTEMBER 2019 on a first come first serve basis.**

Please Note:
YOUNG VOICES CONCERTS SELL OUT VERY QUICKLY.

We do not reserve tickets for each participating school.

Lost tickets - we advise schools to photocopy tickets before distributing to parents and for parents to keep a note of their allocated tickets. If tickets are lost, please email us the block, row and seat numbers of these and we will ask the arena to duplicate them. The original tickets will then be voided.

Ticket Orders through the Arena Box Office

After our deadline and if there are tickets still available - tickets will go on general sale at the arena box office. **DO NOT** send parents to the Arena Box Office before our deadline date as tickets will not be available. For Arena Box Office details and opening times/dates - see our website in early December.

THE COST OF TICKETS INCREASE TO APPROXIMATELY 20% AFTER OUR DEADLINE DATE, DUE TO THE ARENA BOX OFFICE CHARGES.

Ticket orders through your school

School group bookings help us to place your audience members in the best seats available when you book. We work alongside the arena box office staff to accomplish this.

Ticket orders can only be processed once full payment has been received, Invoices or partial payment **DOES NOT** reserve your tickets. Upon receipt of payment and subject to availability, we will process your order and this will be confirmed on your account in the Teacher Centre.

***TICKETS can ONLY be booked through the YV Teacher Centre SEPTEMBER 2019 - 22 NOVEMBER 2019.** Although the YV office can process orders up until these dates, we cannot guarantee the availability of tickets.

We can accept additional ticket orders if you need to order them in batches. Tickets on a single order will be placed together but it is unlikely that additional orders will be placed with your original order.

Tickets ordered through the school, will be posted directly to your school at least a week before your concert.

Please note: CHILDREN AND AUTHORISED ADULTS SITTING IN THE CHOIR, DO NOT NEED TO PURCHASE AUDIENCE TICKETS

No concessions for children unless under 2 years of age (or "babes-in-arms"/under 12 months old in Birmingham). Any children over 2 (or 12 months in Birmingham) must have their own seat. This is due to the arena's health and safety rules.

Ticket order form for parents

We have created an order form for you to use to collect parent ticket orders. Please provide a 'return by' date for your parents and also allow enough time to collate and process the orders, before the YV deadline date. Once your parents have returned their order forms to school, you will need to process these in the Teacher Centre.

You will find a consent form at the bottom of the parent ticket order form. The consent part of the form is for your records only. We advise that these are handed out at your first rehearsal.

[CLICK HERE for Parent Ticket Order Form](#)

Ordering your school's **T-SHIRTS**

***T-SHIRT PACKS
ON SALE FROM
SEPTEMBER 2019**

Each T-SHIRT PACK is £12
(plus P&P charges apply,
per order)

PACK INCLUDES:

- 2020 YV T-Shirt
- YV Torch
- Charity Wristband
- Music Room Info



50% of profits from the
sale of wristbands goes to
Teenage Cancer Trust

T-shirt orders through your school

We recommend that children and chaperones in the choir wear an official Young Voices T-Shirt

***T-SHIRT PACKS can be purchased through the YV Teacher Centre SEPTEMBER 2019 - 22 NOVEMBER 2019.**

There is a £5 shipping charge PER ORDER. Any merchandise purchased will not be dispatched without full receipt of the shipping charge. We recommend that you group items in your order to avoid excessive charges. We can accept additional t-shirt orders if you need to order them in batches.

If your school chooses not to purchase t-shirts your choir and chaperones need to all wear plain white tops. NO copying of t-shirts (due to copyright), including iron-on replicas of the YV logo or YV 2020 branded design.

All Merchandise will be dispatched as soon as we are ready to send out your order.

Additional torches and wristbands are available to order individually (see form)

When you receive your order please make sure that you:

- ☒ Check the order within 5 working days (this allows us to rectify any queries in plenty of time for your concert)
- ☒ Put the T-shirts in a safe place and communicate this with all relevant staff.

If you miss the t-shirt pack order deadline it is possible to buy choir t-shirts on the day of the concert at the arena merchandise stand (subject to availability). But to avoid disappointment it is preferable to order your t-shirts well in advance.

Please provide a 'return by' date for your parents and also allow enough time to collate and process the orders, before the YV deadline date. Once your parents have returned their order forms to school, you will need to process these in the Teacher Centre.

Please note we can only sell YV T-shirt packs through schools. We cannot sell YV Choir T-shirts directly to parents.

T-shirt order form

We have created an order form for you to use to collect t-shirt orders.

[CLICK HERE](#) for Parent T-Shirt Order Form

Ordering your school's **DVDs**

***DVDS ON SALE
FROM SEPTEMBER
2019**

DVD orders through your school

The YV DVD makes an ideal family present and is an opportunity to re-live your YV Concert at home.

Our YV professional filming crew will capture the entire show.

The special bulk order price of £9.99 (plus £5 P&P) only applies to orders via your teacher centre account. If parents wish to place their own individual order, they can do so via our website - Please note that the price will increase.

Although every care is taken to try and film all participants (including teachers), there may be instances where this is not achieved.

Please note: the editing process can take at least 6 weeks following your concert date.

[CLICK HERE](#) for Parent DVD Order Form