



PACK 3
YV 2020

PACK 3 - Concert Guide

EVERYTHING YOU NEED FOR PLANNING A SUCCESSFUL DAY OUT AT YOUR YOUNG VOICES CONCERT

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

PACK 2 - Ordering Guide - ordering information for tickets and t-shirts (already in your account).

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.



Concert Guide



Before the day

PLAN YOUR TRAVEL AND PARKING

Full parking information (for coaches that stay all day or for drop off and return to pick up) varies from venue to venue and can change on a regular basis. Therefore, full information, including drop off points and parking fees, will be available in the Teacher Centre.

Always, make sure you have the mobile phone number of your driver for ease of departure after the concert and provide your driver with the timings of the day.

It is also useful to have a notice with your school name in the window of your coach.

Please check the Teacher Centre and familiarise yourself with the end of concert procedures and communicate these with your parents so they know what to expect on the day (make sure they have a Teacher's mobile number if needed). Parents should also be encouraged to visit the YV website for information on parking and the location of suitable car parks affiliated to the arena.

Please note

For full information, including drop off points and parking, login to the Teacher Centre.

HEALTH AND SAFETY PLANNING AND RISK ASSESSMENTS

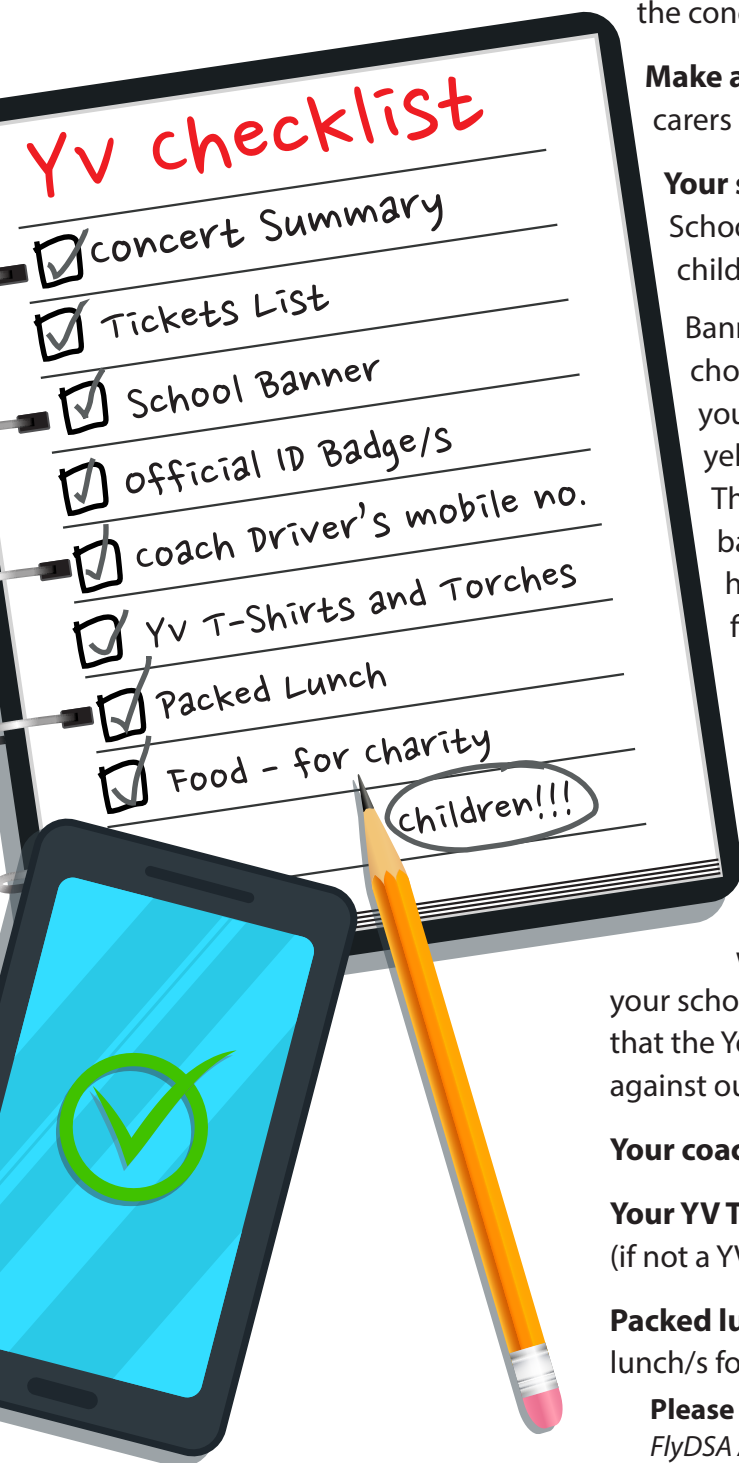
Young Voices must receive notice of any incident or occasion involving the safety of the children under the control of their Teacher/s. The safety and security of our schools and audience is paramount and we have stringent measures in place across the site, to protect all of our visitors

The arena has an incredibly strong, visible and professional security team who continuously patrol the site to ensure the safety of our visitors. The venues and Young Voices have a public liability insurance policy that covers every concert.

For the health and safety of the guests the Venue has the sole right to decide any changes to the submitted plans without notice.

Venue Risk assessments can be downloaded in the Autumn Term from the Teacher Centre.

What to bring on the day



Print out your Concert Summary, full details of where your choir will be seated in the arena, will be available at least 1 week before the concert in the Teacher Centre.

Make a list of the tickets you distributed to your parents and carers and who is sitting where in the audience

Your school banner (including string)

School banners are important so that parents can spot their children's choir.

Banners should be clear to read from a distance and show the choir or school name and the average size is 6' x 3'. If you ask your children to design the flyer we suggest they don't use yellow lettering as it can't be read in the arena.

The venues ask that you do not use tape to attach your banners to railings/barriers and that you take your banner home with you. No banners will be allowed in if they are fixed to wooden or metal poles or have any flashing lights, glow in the dark or neon effects.

ID for all the adults accompanying your choir that relates to your school

Teachers, Carers and Support staff must wear official accreditation at all times and this must be visible to security and YV staff. If your school do not have these, we request you make up a badge detailing the name of your school and the name of the teacher/carer/support staff so that the Young Voices team or the venue staff may identify you against our records.

Your coach driver's mobile number (if applicable)

Your YV T-shirts and torches

(if not a YV t-shirt then plain white top)

Packed lunches YV recommended that your choir bring a packed lunch/s for your concert day.

Please note, for Sheffield Arena concerts only.

FlyDSA Arena Sheffield will become cashless. This means you can only pay for food using chip and pin and contactless cards. Alternatively you can download the SIV Live App which enables customers to pre-pay for their food & drink in advance and then collect from dedicated pre-paid lanes at Stands 1 & 4 on the concourse.

Tin of food for 'FareShare' charity - (optional).

We ask the children to bring a tin of food to the concert to donate to FareShare. You will be able to leave your tins of food on arrival at the arena. FareShare will then collect the food and distribute to the homeless and those in need. Donating food to give to FareShare is optional.



The Concert Day

REGISTRATION

1.30pm

(Prompt)

Make your way to the YV Registration Desk on arrival.

For security, all teachers and chaperones (additional adults that accompany your choir on the day) will be issued with a Young Voices Wristband on arrival. We will also record the actual number of children and adults in your choir as part of the registration process.

Once registered please make your way to your designated seats (before going to the toilet).

Venue Security

If you are in need of any help or information on the day please ask for assistance from the arena staff. Once inside the arena the school must comply with the strict health & safety rules and regulations imposed by the arena and their respective local authorities.

Some venues have extra security measures in place - updated information will shortly be available on your Teacher Centre account.

As a rule of thumb: no video cameras, or cameras with lenses that permanently extend beyond the body of the camera (even when turned off or detached) are not permitted in the choir or the audience.

REHEARSAL

2.15 - 5pm

(No interval)

Rehearsal will start on time, late choirs will miss the start.

There is a lot of information and learning to share with the schools during our rehearsals. We ask teachers to make sure that their children are attentive and well behaved to make the most of this time. Please let a YV member know, if you are being affected by the behaviour of another school and we will take action.

Young Voices may need to move you from your designated seats for the benefit of the concert. This process will happen during the rehearsals.

*Please note we have a new process for 2020 where every school will get a shout out between 6.30pm and 7pm so that as parents take their seats they will be able to see where their school are situated.

Toilet trips

Please avoid large group toilet trips during rehearsal and the actual concert as it is very distracting for other schools and the audience. Please only take 2-3 children out of your choir at one time to the toilet.

CONCERT

7 - 9pm

(No interval)

6.00pm - Children & Teachers need to be back in their seats.

***6.30pm - School shout outs.**

ALL those sat in the choir Children, Teachers and helpers should wear a YV T-shirt or plain white top. Please make sure that all school jumpers/blazers are removed before the start of the concert. Dark trousers or skirts are recommended. Please stow coats and bags out of sight under your seats.

Distracting Props. Please be sensitive to the overall audience experience. **Only YV torches are allowed in the arena.** Any other form of torch or coloured/ flashing lights are not permitted and will be confiscated. 10 minutes before the start of the concert, all such items must be switched off and removed from sight. No hats/headbands/hi-vis or neon clothing (including JoJo bows). We will make a note of any offending school.

Please don't leave the concert before the end. This spoils the end of the concert for other choirs and the audience.

Any schools leaving before the end of the concert will be noted and this could affect your ability to register for future concerts.

9pm Concert End - please follow egress information available in the Teacher Centre prior to your concert date.

End of the Concert/Egress

Full information and procedures for the end of concert, will be emailed to you as well as being available online in the Teacher Centre before the concert.

Schools must remain in their seats until the very end of the concert. The arena staff will give you clear instructions on departure procedures.

We recommend that all schools return to their coaches and return to their school or nearby where the children are then collected by parents. This is the safest way to reunite children with their parents.

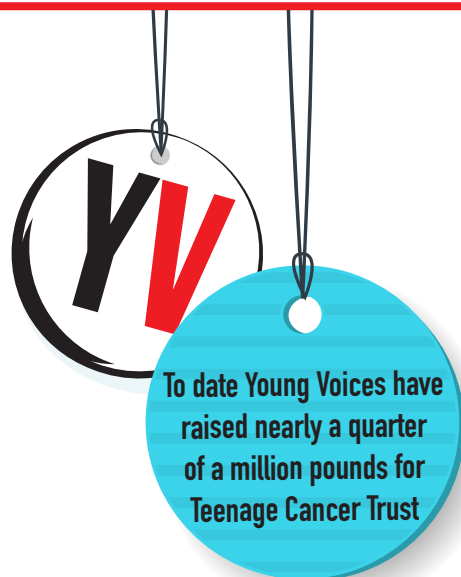
We do understand that for some schools there are good reasons for parents wanting to pick up their children at the arena. In these circumstances you must check the Teacher Centre before the concert to see up-to-date information about parent pick up procedures.

For safety reasons, please follow these procedures and do not try to meet your parents in the coach parking area as this can be very dangerous.

Please communicate with parents about the arrangements for collecting their child at the end of the concert (make sure they have a Teacher's mobile number if needed).

...inspiring a love of music

youngvoices.co.uk



'I'm thrilled that Young Voices and Teenage Cancer Trust are teaming up for the third year running, and we're sure that this year's series of concerts will be the best yet. I'd like to say a huge thank you to all the teachers and pupils taking part this year. The money you raise will provide the best possible care and support for teenagers and young adults with cancer. So have loads of fun and sing your heart out – you're amazing!'

Kate Collins (Chief Executive, Teenage Cancer Trust)