



# Stamford Green

## Primary School and Nursery



2 January 2024

Dear Families,

### **Y5 Young Voices - O2 Trip 17.1.24 - Final Details**

The Young Voices event at the O2 is just a couple of weeks away and Year 5 are getting very excited about their performance, as are the staff members accompanying them!

On the day, the children will be leaving school at approximately 12.30pm. We will ensure that the children will either eat their packed lunch or school dinner before we leave. The children will also need to bring in a packed tea and plenty of snacks to eat and water to drink whilst at the O2, as they have the rest of the day and evening ahead of them.

After the event, the children's coaches will be departing from the O2 at approximately 10.00pm for the return journey to school. Please make sure that you collect your child from school (via the Office doors) after what I'm sure will be a tiring but exciting day for them. We will be updating X with details of our arrival back at school; we expect it to be around 11.00pm. Once back at school, the children will be brought from the coach, to the school building, where parents/carers can collect them. Please do not wait on the road or pavement outside school. Every child will need to show a member of staff who they are leaving with, before they are dismissed.

As this is a very long day and the children will not arrive back at school until late, we will be extending registration for Year 5 and any siblings that went to the O2, until 10.00am the following day, so they can have some extra rest. Those parents/carers who wish to send their children in at normal time can still do so.

Last year, the tickets for parents/carers, provided by the O2, were situated opposite the children. However, due to the size of the venue this was still quite far away. This year we do not know where the children will be seated yet so we would recommend parents bring binoculars if they have them. The children will also be taking a banner with them, which they will be holding up prior to the performance in order for parents/carers to try and locate where we will be seated. It is not allowed to be held by the children during the performance itself.

We have now received the spectator tickets from the O2. This year we will be distributing the tickets electronically to all those that have ordered them. In order to access your tickets, you will need to follow the guide attached to this letter which involves downloading the O2 ticketing app.

In order to ensure the tickets are sent to the parent/carer intending to attend the concert, please can you provide the email address you would like the tickets sent to by completing the [Google Form](#). Please ensure this is completed by Monday 8 January 2024 by 10.00am.

If you have not ordered tickets, please can you still complete the Google Form with the requested emergency contact numbers for the night of 17 January.

As you will see when you get your tickets, the doors open for parents at 5.30pm, with the concert starting at 7.00pm and finishing at approximately 9.00pm. We strongly recommend that you allow

plenty of time to enter the seating areas inside the arena, as the concert will commence promptly and security checks are likely to cause additional waiting times.

We will be distributing the t-shirts, to the children on the day of the concert. They will need to wear normal school uniform and school shoes with the t-shirts. The children will be changing at school before we leave. If you did not order a t-shirt for your child to wear, they should wear a plain white t-shirt instead.

Young Voices are offering families the opportunity to purchase a video of the event. This is not managed by the school but can be ordered via the link: <https://yv24film.co.uk/>

If your child needs to bring any medication on the trip, please ensure they have it available in school as we will collect it from the office along with the completed Medication Form.

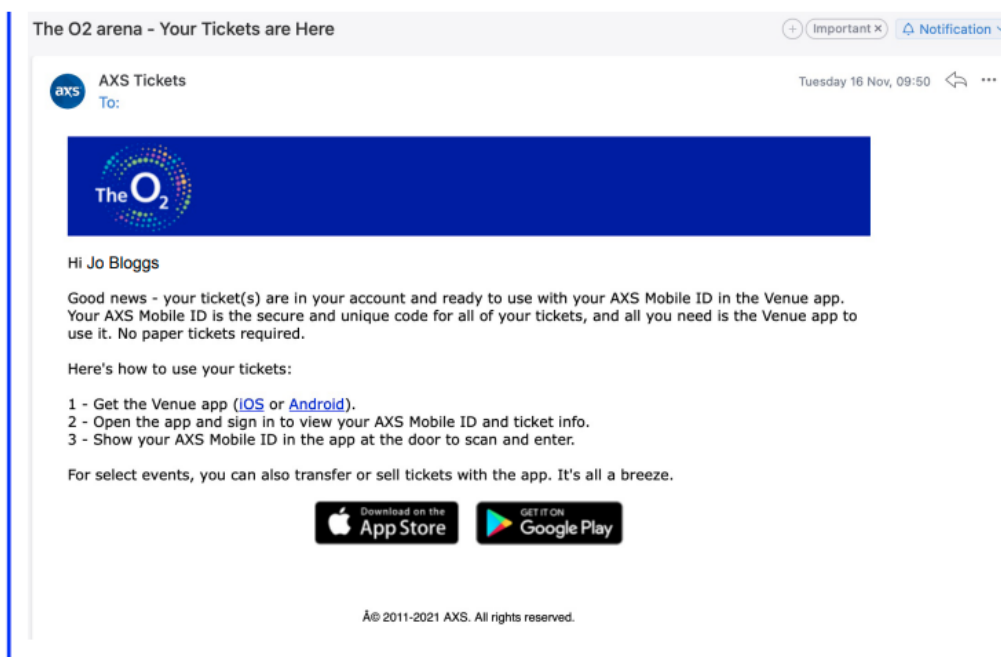
Kind regards,  
Mrs Beadle, Miss Ozyakup and Mrs Temlett  
Y5 Class Teachers  
[parents@stamford-green.surrey.sch.uk](mailto:parents@stamford-green.surrey.sch.uk)

## STEP 1

You will receive an email from The O2 which looks like this.

### Note

This email will be sent to the email used for you "bill to" email (Teacher Centre sign up email).

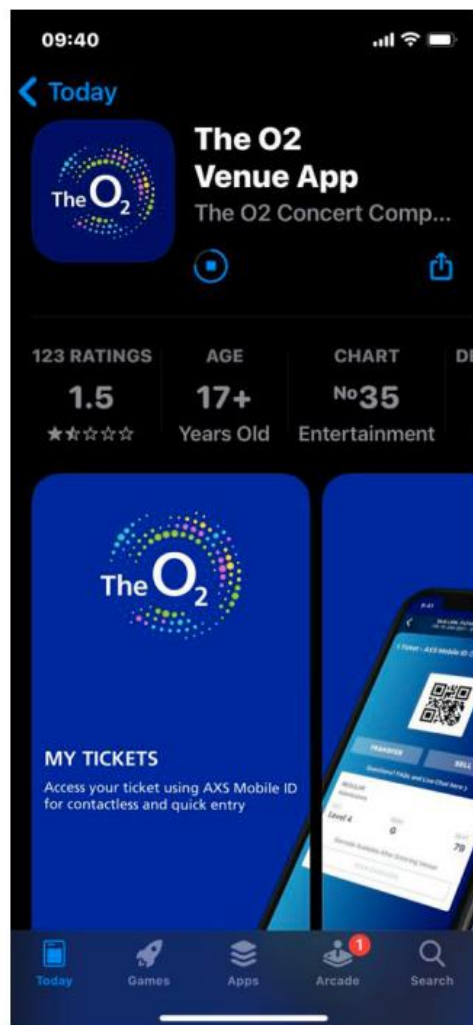


## STEP 2

Download the app from your chosen app store (Google Play or Apple).

### Note

The link can be found in the email and you can only do all your ticket management from your phone.

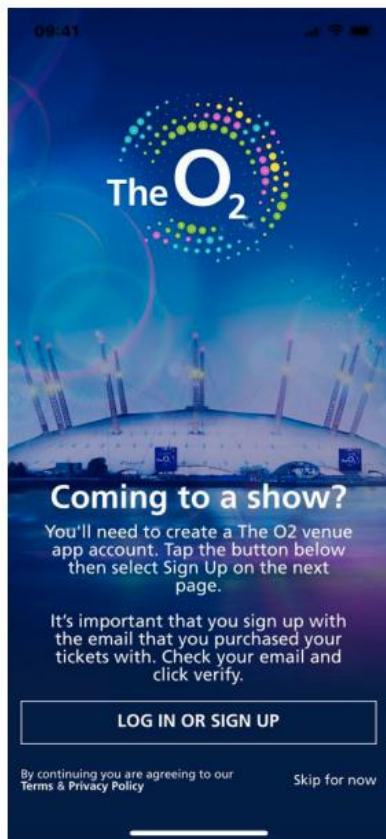


### STEP 3

Create an O2 account.

#### Note

You must use the email we sent the tickets to for you to create your account.



09:41

< Log In or Sign Up

Please create your account below. This account is specific to the The O2 app.

**Personal details**

Email address

**Create app account below**

Use the same email address that you purchased your tickets with so that we can show you the tickets automatically.

More details

Last name

Date of birth

Phone number (optional)

I would like The O2 to send me information by email, social media or push message about the latest events, information and offers. ☐

All of your data is kept securely in accordance with our Privacy Policy. For more information in how we use your data, please see our Privacy Policy in your app settings.

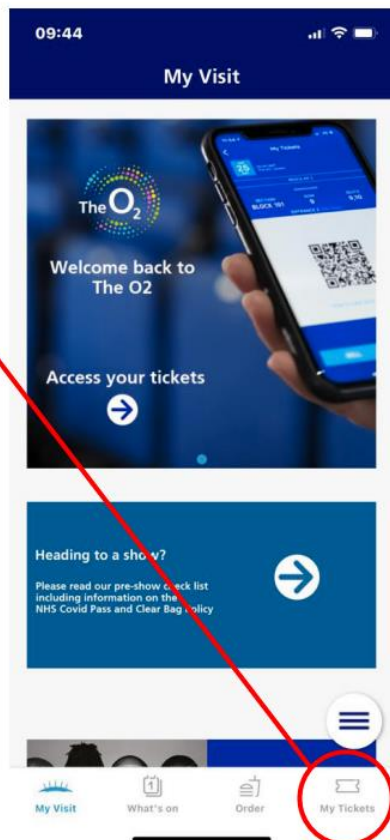
You may withdraw your consent at any time in the settings section of the app.

### STEP 4

Tap on the "my tickets" tab at the bottom.

#### Note

Your tickets won't be there yet!

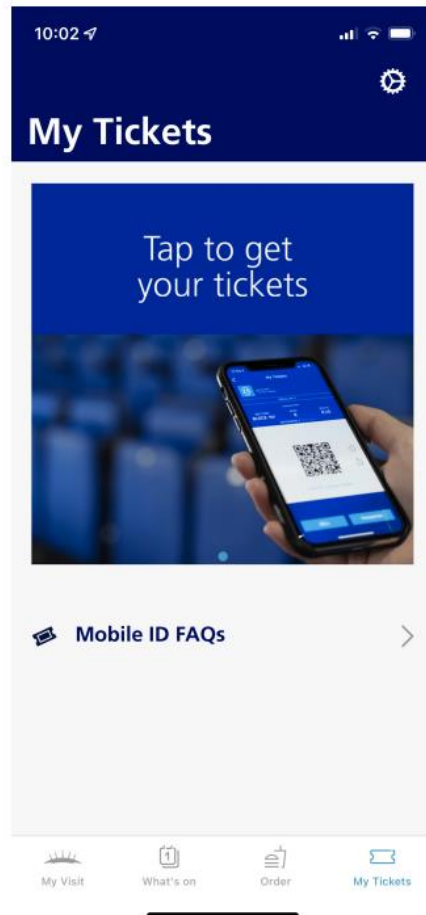


## STEP 5

Tap on the **"tap to get your tickets"** box.

### Note

This will take you to the **"AXS tickets"** login page so that you can link your accounts.

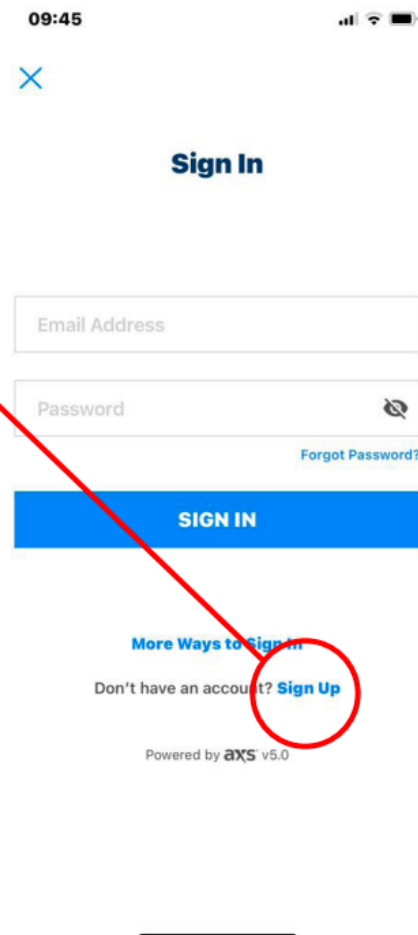


## STEP 6

Click **"sign up"** not sign in.

### Note

You will need a separate password for this account which is different to your O2 app... the email is the same though!



## STEP 7

Create an account using the same email but with a different password for this stage of the process.

### Note

It might ask you to verify your email and it might not...not sure why... but once you click "**create account**" you get several pop up windows saying "**loading**" and it automatically returns you to the right page - then go to step 8.

11:09

< Create Account

First Name

Last Name

Email Address

Password

Password must contain the following:

- ☒ 1 uppercase letter
- ☒ 1 lowercase letter
- ☒ 1 number
- ☒ Minimum 8 characters

☐ I understand I might need to show identification to enter the venue (name on account and ID must match).

☐ I would like AXS Europe Ltd. to send me information by email and/or social media about the latest events, information and offers.

You can withdraw consent and unsubscribe by signing in to [AXS.com](#) and selecting your Notification Preferences in the My Account screen, contacting us by email at [unsubscribe.eu@axs.com](mailto:unsubscribe.eu@axs.com) or using the "unsubscribe" option in any of our emails. AXS collects and uses information about you (including your name, email address and usage information) in accordance with its [Privacy Policy](#).

CREATE ACCOUNT

## STEP 8

You will be returned to your O2 app to the "**your tickets**" page where you should see all your tickets.

### Note

You will have all the tickets for all your parents... please check the date and the number of tickets you received is correct.

