



Stamford Green

Primary School and Nursery



15 January 2026

Dear Families,

Y5 Young Voices - O2 Trip 22.1.26 - Final Details

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

Departure

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 will have the rest of the day and evening ahead of them.

Digital devices/trackers

Please note that children are not permitted to bring any electronic gadgets on the trip. This includes mobile phones, trackers, tablets or smart watches. We would appreciate your support in enforcing this. Any devices that are brought on to the trip will be confiscated and handed back to adults when we are back at school. We accept no responsibility for lost items.

Coming home

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 post an update via Instagram, which also updates our website homepage to confirm that we will be back as expected or if there is any delay. We expect our return to be approximately 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. Please note that there will be no access from the West Gate after 8.45am.

In past years, the tickets for parents/carers, provided by the O2, have been 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 Friday 16 January 2026 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 22 January 2026.

As you will see when you get your tickets, the doors open for parents at 6.00pm, with the concert starting at 7.00pm and finishing at approximately 8.45pm. 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. The venue encourages customers to avoid bringing a bag where possible. If you require a bag, please ensure it meets the [bag policy](#).

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 their school t-shirt or 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 this [link](#).

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,

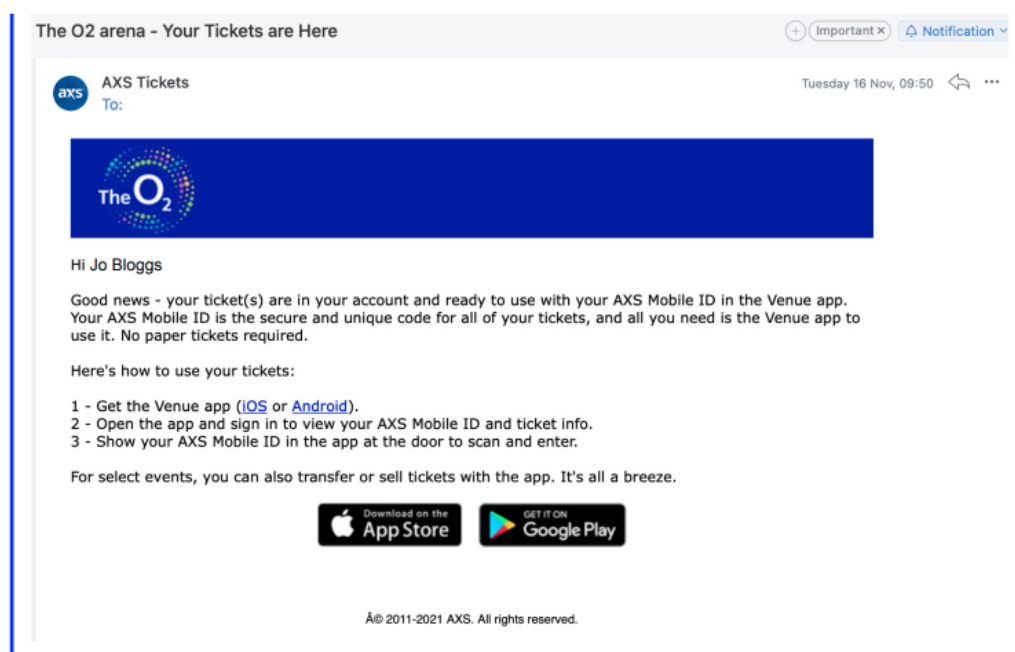
Miss Jenkins, Miss Penn and Mrs Temlett
Y5 Class Teachers
parents@stamford-green.surrey.sch.uk

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 your "bill to" email (Teacher Centre sign up email).



The screenshot shows an email titled "The O2 arena - Your Tickets are Here" from AXS Tickets, dated Tuesday 16 Nov, 09:50. The email content includes:

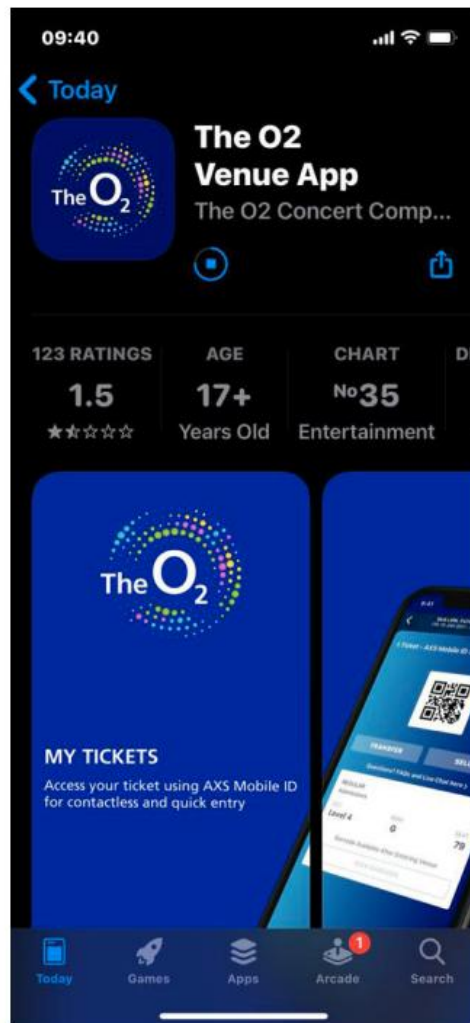
- Greeting: "Hi Jo Bloggs"
- Message: "Good news - your ticket(s) are in your account and ready to use with your AXS Mobile ID in the Venue app. Your AXS Mobile ID is the secure and unique code for all of your tickets, and all you need is the Venue app to use it. No paper tickets required."
- Instructions: "Here's how to use your tickets:"
 - 1 - Get the Venue app ([iOS](#) or [Android](#)).
 - 2 - Open the app and sign in to view your AXS Mobile ID and ticket info.
 - 3 - Show your AXS Mobile ID in the app at the door to scan and enter.
- Additional info: "For select events, you can also transfer or sell tickets with the app. It's all a breeze."
- Buttons: "Download on the App Store" and "GET IT ON Google Play"
- Footer: "© 2011-2021 AXS. All rights reserved."

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.

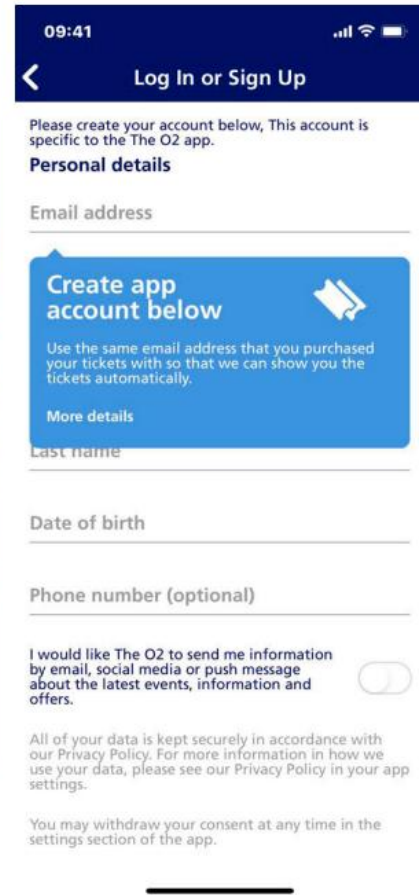
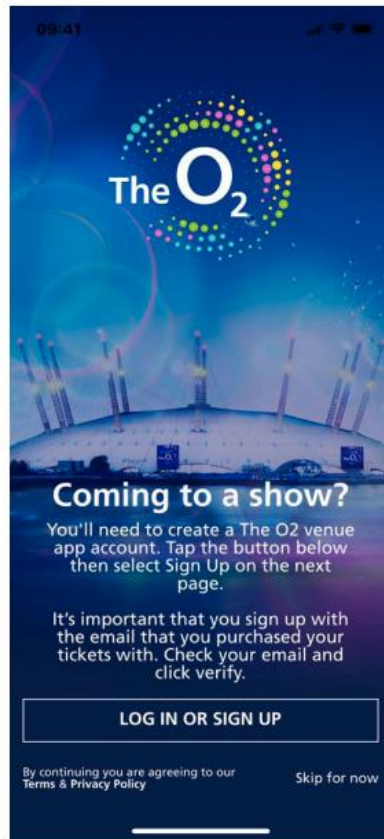


STEP 3

Create an O2 account.

Note

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

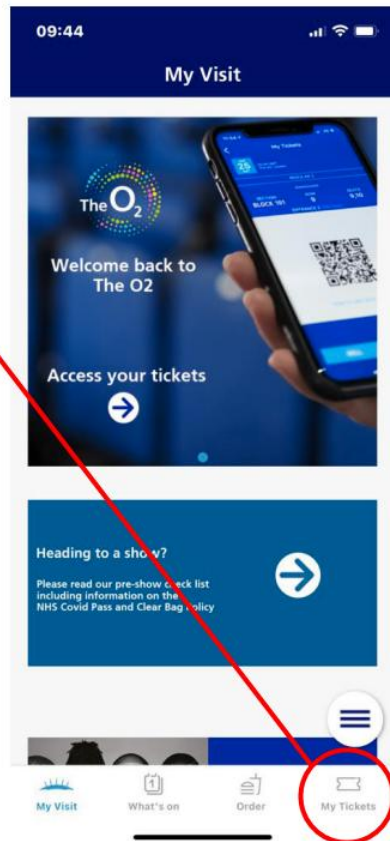


STEP 4

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

Note

Your tickets won't be there yet!

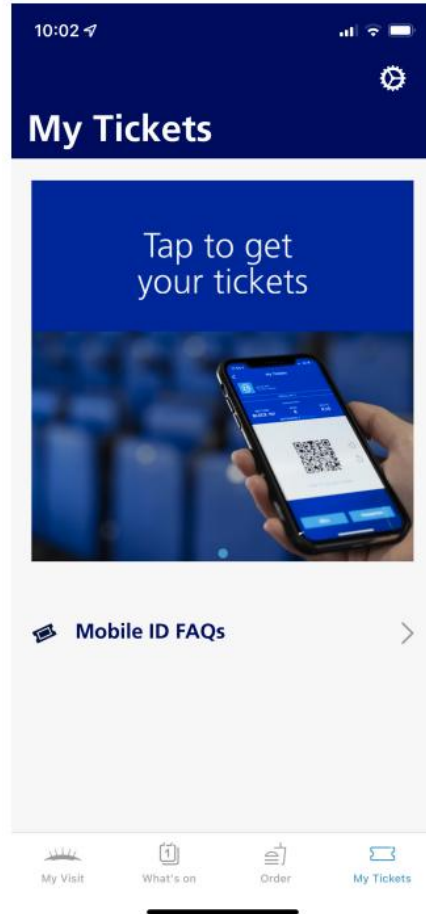


STEP 5

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.

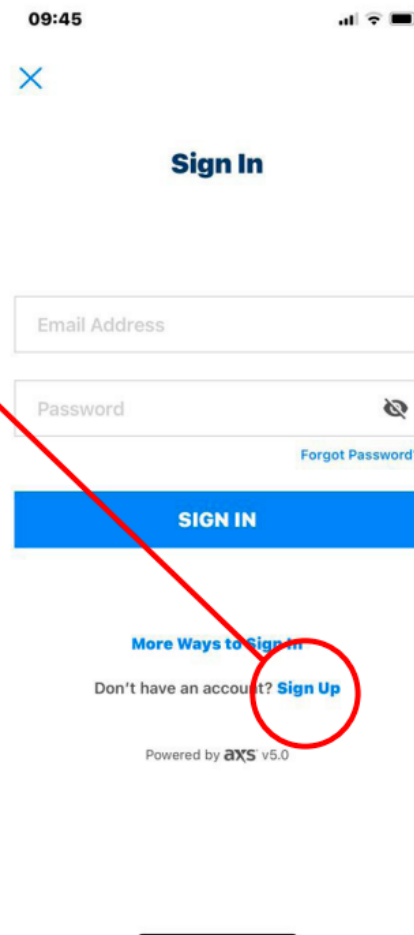


STEP 6

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!

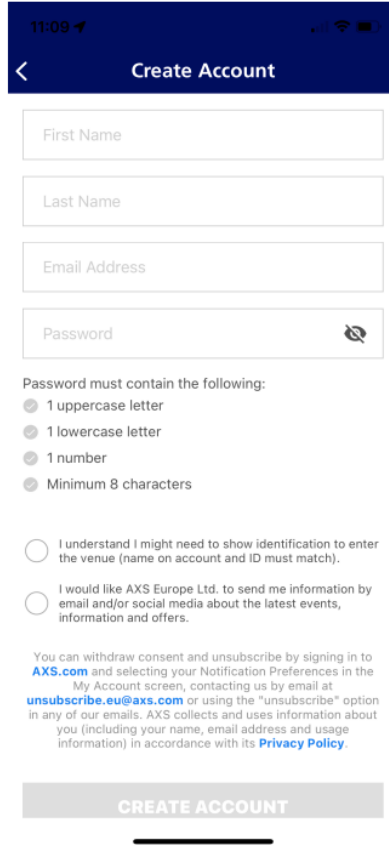


STEP 7

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 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.

