



5 January 2017

Dear parent/carer

O2 Young Voices tickets

I understand the frustration and annoyance caused by the lack of audience tickets for the Young Voices event at the O2.

Normally, as long as orders are in before a deadline this is acceptable. Young Voices ticket orders, unusually, had to be in as soon as possible to secure the places. The school didn't realise this until it was too late.

We apologise for this error and for the disappointment caused to both families and pupils.

Mrs Briscoe has spent this morning trying to get audience tickets without success. It appears that Young Voices sold their allocation (which is why we missed out) and the O2 have sold the extras. Their customer services told Mrs Briscoe that all tickets were given over to the Ticket Master agency. She has called them too but they also confirmed they have all been sold.

A parent has suggested changing the date, but we don't think that this would be possible. The organisation involved in getting this far has been enormous, the coaches booked, staff time re-organised, and performers' seats in the arena will be allocated this week.

We know how important watching your child is and for them to know you are there but they will still have an amazing experience with their friends and teachers.

We are grateful to those parents who took the time to contact us directly and who have attempted to help rectify the situation – always more productive than turning to social media to discuss the issue.

We hope to be able to organise a concert of the songs at school in the next few weeks, which will enable all pupils' families and friends to come and see the performance free of charge.

Yours sincerely

Mr R Halls
Headteacher