

OUTREACH SCHOOLS CONCERTS: AUDIENCE & VISITOR INFORMATION

We look forward to welcoming your group to our Outreach concert in the Stoller Hall. Here's some information to help plan your visit – please read carefully beforehand, and share with all group leaders, to make sure your visit is an enjoyable and safe one.

We also ask that you read our **Risk Assessment**, available on the Outreach website. We will assume that all group leaders have read the risk assessment. If you still have questions after reading this document, do contact us at joinin@chethams.com and we will do our best to assist.

USEFUL CONTACT DETAILS

- joinin@chethams.com
- Box Office 0333 130 0967 (2-4pm, weekdays)
- Outreach Department 0161 834 9644 (via switchboard)

GETTING HERE & ACCESSIBILITY

- **Travel to and from the venue is the responsibility of the visiting group.** The Stoller Hall is directly opposite Manchester Victoria station, in easy reach of all main train, bus, tram and road links. Public access is via Hunt's Bank, where there are large glass front doors facing Manchester Arena.
- **There are no parking facilities** at the Stoller Hall. You can find full information about our location and accessibility, including parking information, here: <http://stollerhall.com/your-visit/how-to-find-us/>;
- **If you have any particular access needs or enquiries please let us know in advance so we can make sure your visit runs smoothly and manage your group's drop-off and access plans accordingly.** <http://stollerhall.com/accessibility/>
- **Coach parking:** we recommend talking to your coach company regarding drop offs and collection points before your visit. You may need to park a short distance away and walk to the entrance. Please be aware that for this event there may be a large number of coaches in the same areas.

SECURITY & SAFEGUARDING

- **Group leaders: you must remain responsible for your group at all times.** Prior to your visit you must download and read the risk assessment available, on the Outreach website.
- Please bring class registers with you, plus one copy for us to comply with fire regulations. In view of GDPR, a list of first names is acceptable. We will destroy this and any other confidential information after the event.
- **You MUST ensure that your group's adult-child ratio is in line with your own organisation's guidance.**
- As a school and public venue, **we have enhanced safeguarding and security procedures.** Bag searches may be in place and unfortunately *you will not be allowed* to bring oversized or prohibited items into the venue.
- **We don't offer a cloakroom for this event,** and advise keeping coats & baggage to a minimum. Please check our policy here: <http://stollerhall.com/your-visit/security/>
- We would like to include our audiences in any recordings (image and other media) taken at outreach events. Please **complete a whole-group photo permission** (downloadable from the Outreach website) and bring it with you on your visit. We'll collect them on the day, or ask you to complete one if you haven't brought one with you. It will really help keep things moving if you can complete one in advance.

ARRIVAL

- **Bring your group to Hunt's Bank Entrance** – opposite the Manchester Evening News Arena. There may be other groups in line to enter the building, so please be aware of this and be prepared for a short wait.
- **On arrival we will be there to welcome you to the Hall** and give you any necessary resources or information before guiding you to the Hall – please follow our stewards' guidance.
- **Doors open 30 minutes before the concert start time.** Please ring the Box Office if you are running late.
- **There is no lunch facility on site** – if your group have a packed lunch please leave this on the coach, as there's a no-food rule in the Hall.
- **All seats will be allocated on arrival.** We will seat groups together as far as we possibly can. Please tell us in advance if any of your group has particular access needs.

CONCERT

- The concert will last for approximately 55 minutes.
- Doors will remain open up to 30 minutes after the concert finishes to allow for an organised exit – please follow our stewards' guidance.
- During the concert, we understand that you may need to make trips in and out of the Hall with school children. For that reason some lights will remain on, in case anyone in your group needs to leave the Hall. Children must be accompanied by adult group leader/s at all times.
- In case of an alarm, follow our stewards' guidance.
- There's a no-food, no-drinks (apart from water) rule in the Hall.
- Learning resources will be available on the website to support your visit and related learning. However no formal preparation is required prior to the concert.

DEPARTURE

- When the concert is over please keep your seats until our steward team let you know they are ready to assist your group in leaving the Hall and building. We plan departures school by school to ensure everyone's safety.
- There is an evaluation station in the foyer where you will be able to share your experience of the concert.
- Let our staff know if there is any delay or problem with your return transport.

Thank you