



**City of Birmingham
Symphony Orchestra**

CBSO Concerts and Schools Concerts at Symphony Hall Booking Guidelines for Schools & Youth Music Groups

Bookings procedure

- Contact Symphony Hall Group Bookings on 0800 358 7070 or email groupbookings@thsh.co.uk
- Confirm details of the concert(s) you wish to attend, together with the number of pupil & teacher tickets you require for each concert(s). Please also confirm your name, school address & contact details.
- Please confirm any seating requirements at the time of booking e.g. – indicating any wheelchair spaces or special seating requirements.
- Any discount codes must be quoted at the time of booking.
- Ticket availability for each concert is on a first-come, first-served basis.
- For main season concerts you have the option to collect your tickets from the Box Office in Symphony Hall on the afternoon/evening of the concert (for free) – please bring your order confirmation with you, or for an additional £1.50 you can have your tickets sent to you in the post. Please state your preference at the time of booking.
- You will be sent an order confirmation & invoice by e-mail/post (unless you pay by credit card at the time of booking).

Tickets

- **Tickets:** From £6 per pupil/teacher ticket with **2 free tickets** for organisers of groups of 20+. This is for any educational establishment for under-18s (including home school groups).

Payment procedure

Tickets are to be paid for either by:

- Credit card - at the time of booking
- Invoice

Please note – invoice payments must be received within 4 weeks of the date of booking. 'If payment has not been settled by the payment date stated on your invoice, your tickets will be for general sale'.

Order confirmation / tickets

Main season concerts

- Tickets for main season concerts will be available for collection from Symphony Hall Box Office (free of charge) on the day of the concert – please bring your order confirmation with you; or tickets can be sent out in the post (incurring a postage fee). Please confirm your preference at the time of booking.

KS2-3 Schools Concerts

- No printed tickets are required for CBSO Schools Concerts. An order confirmation will be sent to your school in the post/by e-mail to confirm your booking.
- **You must bring your order confirmation with you on the day of the concert** as proof of your booking, otherwise you may not gain entry to the concert.

Returns / unwanted tickets & cancellation policy

- Schools/youth music groups cannot reduce their concert bookings once reserved & paid for, but they can increase their booking if tickets are still available.
- If a school/youth music group needs to cancel their booking, it is **not** possible to offer returns and refunds for any unwanted concert tickets.
- It is not possible to offer a refund if a school/youth music group double books for a concert.

Concert cancellations

- In the event of a concert cancellation (e.g. – due to snow), schools cannot be refunded the cost of their tickets, but they may be offered a swap to an alternative concert date (alternative concerts will be offered upon consultation with the CBSO Marketing department).

SCHOOLS CONCERTS - FREQUENTLY ASKED QUESTIONS

- **Q:** Is there somewhere for the pupils to eat their lunch at Symphony Hall?
A: No – unfortunately due to the number of schools concerts which are taking place each day, and the quick turnaround required at the end of each concert, it is not possible to provide any space at Symphony Hall.
- **Q:** Can we take any photos/film footage of the concert?
A: No – we ask that schools refrain from filming/photographing the performance, so as not to disturb the performers or other school groups. Please also be aware that some school groups do not have photo permission in place. An official photographer/filmmaker may be present at one of the concerts, but the CBSO will ensure that any children who do not have photo permission are not included in any footage (please note it is the responsibility of the school to alert the CBSO to any children that cannot be filmed). A photo/film permission slip will be sent out to you together with your booking confirmation.
- **Q:** How long is the concert?
A: The duration of the concert is approx. 1 hour & will run straight through without an interval
- **Q:** Does Symphony Hall have a risk assessment?
A: Yes, a risk assessment can be downloaded via <https://www.thsh.co.uk/get-involved/schools-colleges/essential-visit-information>