

Voice In A Million Update May 19th 2020

Dear All

Firstly, we hope that you and your families are well and staying safe.

We would like to express our thanks for the many encouraging emails and messages we have received during these uncertain times.

Our schools and their teachers and students we have always maintained are at the core of everything we do –. In that spirit, we want to provide you with a further update on all aspects of Voice in a Million and the re-scheduling of VIAM.

We are obviously currently concentrating on rescheduling our concerts however to clarify we are unable to give dates for the concerts, as the government are not in a position to state when ALL schools will reopen. In addition we obviously need information as to when mass gatherings will resume.

Until such time we are unable to action the process.

We envisage that in the next 6 to 8 weeks we will be in a position to confirm new dates and details of the conditions in which these can take place, bearing in mind the safety of all concerned.

Unfortunately like every other company there is no magic fix to this situation, **we will not be offering any refunds as per our terms** (attached for your reference), we will be offering a resale opportunity only for children from your school who will be moving on, meaning **year 6 and year 11 students** as rescheduling before the end of this academic year is not going to be possible.

Clearly our revenue has been severely impacted; and because there isn't a clear understanding of how long this will continue, we've been forced to make some incredibly painful decisions; particularly in dealing with requests to relax our terms and conditions; and refund those that are unable to attend the re-scheduled date, we would advise where possible you pass on this information to all of the parents of students due to attend our events.

Our losses in not staging the events in March, and the choice we made to postpone the event before the lockdown and restrictions came into place, was made at a significant cost to us as a Company. The majority of costs in staging such an event are paid well in advance. So whilst we chose to postpone, as it was the 'safest' option for those attending, it was not a decision made without a great deal of cost. It is clear that some parents feel our decision is harsh, sadly nobody is immune and nobody could have planned for what we are all going through.

Unfortunately like every other company there is no magic fix to this situation, so to confirm we will not be refunding, we will be offering a resale opportunity only. Just like every other company, promoter and sporting event we are last in the queue to move forward and return to some sort of normality.

We are currently working on installing a section within our online capacity to facilitate the transfer and re-sale of any school places or tickets to those that are attending, this will be co

ordinated with the school to ensure the best outcome under the circumstances for all concerned.

To facilitate this, we do need to establish first of all, the re-scheduled dates; and to determine those, we anticipate being in a position in the next few weeks to fix those dates. Once we have those, we can begin the process.

In the coming weeks we will be writing to you again with more news and updates but in the meantime, please direct parents to our website and the parents area for further updates. We will endeavour to respond to any direct enquiries but our offices are only manned remotely. Please ensure you and your families stay safe and if you have any additional queries or things you would like to discuss please do send an email to me at jo.garofalo@voiceinamillion.com

I do hope that helps in this very worrying and turbulent time

Regards

Jo