

Relaxed Family Concert

Going to Orchestra Hall



PRE-VISIT STORY



Orchestra Hall

I am going to Orchestra Hall.

This is where the Minnesota Orchestra performs music.



Different entrances

There are three ways that I can enter the building.

There are two entrances on the street level.

There is one entrance on the skyway level.
The skyway entrance is connected to a parking garage.



Greeters

The greeter will welcome me into the Orchestra Hall lobby.

The greeter will offer me a fidget and a map of the lobby activities.

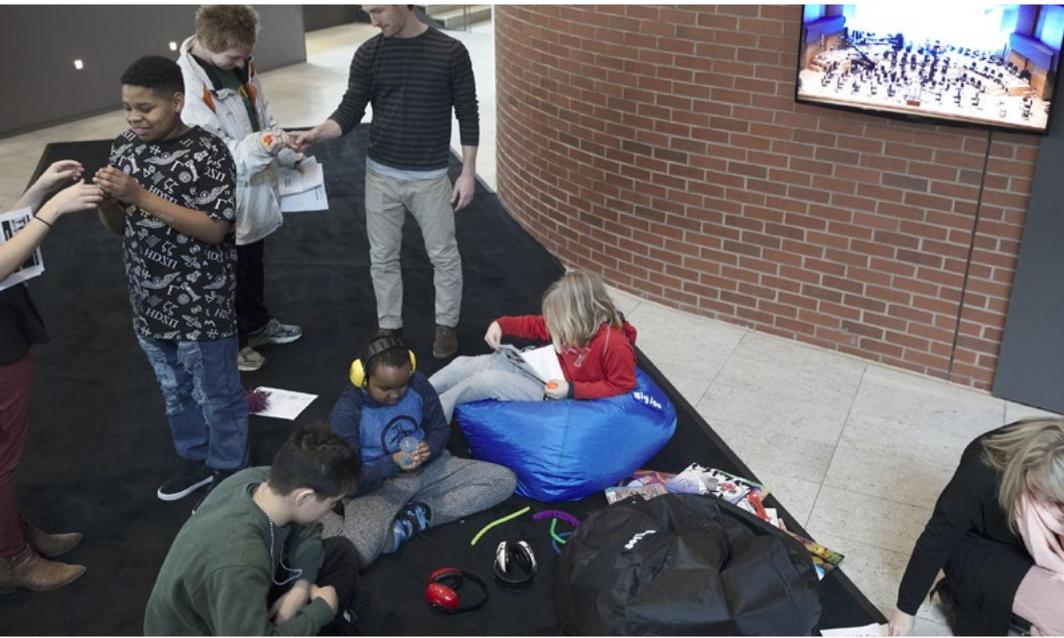


Lobby

The lobby might be crowded and noisy. I will stay close to the person I came to the concert with.

If the lobby gets too loud, I can look at my map and find a quiet area at Orchestra Hall.

I can go to the quiet area to relax.



Quiet areas

If I need to take a break, I will tell the person I came with.

I can take a break in the quiet areas anytime during the lobby activities or the concert.

I can relax in the quiet areas. I can use the tools in the quiet areas to help my body feel calm.



Masks

I will see people wearing masks at Orchestra Hall. They are wearing masks to stay safe from COVID-19.

I can decide if I want to wear a mask, too. If I need help deciding, the person I came with can help me.



Audience Services Desk

The usher is a friendly helper.

There is an usher at the Audience Services Desk. I can ask the usher questions about Orchestra Hall or the concert.

The usher has headphones, earplugs, and fidgets I can use during the concert or lobby activities.

I can visit the Audience Services Desk anytime I need help.



Waiting

When I am at Orchestra Hall, I may have to wait in line.

I may have to wait in line to get into the auditorium, to get to my seat, or to enter the bathroom.



Bathrooms

I will tell the person I am with if I have to go to the bathroom.

I can go to the bathroom anytime I need to.

When I flush the toilet, the sound may be loud, but it will only be for a short time.

I may hear announcements about the concert through speakers in the bathroom or the lobby. The announcements may be loud, but they will only be for a short time.



Ushers

I will give my ticket to the usher to enter the auditorium. The usher will use a scanning machine to check my ticket.

The usher helps me and my family find our seats. If I need help I can ask the usher.



Finding my seat

I can match the number on the ticket with the number on the seats.

When I find a match, this is my seat.



Ushers in the aisles

I can ask the usher:

- to help me find my seat
- to help me find the bathroom
- if I have a question about the concert

Other people will want to ask the usher questions too. I can wait my turn to ask my question.



Volunteers

Volunteers are helpers at the concert.

Some volunteers will have backpacks with headphones, earplugs, fidgets, and other items I can use during the concert.



Moving during concert

Everyone attending the concert is here to experience music.

When I listen to music, I may feel an emotion. People often express feelings about the music by humming, singing, or waving their arms.

I can wear headphones or cover my ears if I like quieter sounds. If I am feeling overwhelmed, I can go to a new seat or a quiet area to listen to the music.

If I want to move my body to the music, I can dance to the music.



TV monitors

**If I need a break from the concert,
I can go to the lobby or the quiet spaces
in Orchestra Hall.**

**I can still listen and watch the concert on
a TV monitor in the lobby.**



Leaving

After the concert, I will leave my seat and walk in the aisle to leave the concert hall.

All the people will leave the concert hall at the same time. The aisles will be crowded.

I will walk slowly while leaving the concert hall.

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