



MINNESOTA  
ORCHESTRA

# TIP SHEET: RELAXED FAMILY CONCERTS

*Lunar New Year*  
Sun, Feb 6, 2022 2pm

## Preparation

You have your tickets. Now what?

We offer a variety of materials to help you prepare for your trip to Orchestra Hall, including a pre-visit story and concert playlist. These materials and more will be available at [minnesotaorchestra.org/sensoryfriendly](https://minnesotaorchestra.org/sensoryfriendly) two weeks prior to the concert.

In the meantime, learn more about our musicians and instruments with our [Guide to the Orchestra](#).

## Concert Health & Safety Protocols

We require proof of full COVID-19 vaccination or a dated negative COVID-19 PCR test taken within the last 72 hours prior to entrance or event for anyone entering Orchestra Hall, including children. Adults must also present a photo ID. (“Full vaccination” means your visit to Orchestra Hall is at least two weeks after your final dose of a vaccine. Negative LFTs and antibody/serology tests will not be accepted.)

Be mindful of testing site hours and test result turnaround. If you are unable to complete testing or don’t get your results back in time, we will issue a refund. [Concert health and safety protocols](#).

We currently require masking inside ALL locations at Orchestra Hall including the lobby, auditorium and backstage. Masks can be removed outside of Orchestra Hall if someone in your party needs to take a break from wearing a mask at any point. The usher at the door will stamp your hands as you exit so that you can easily re-enter the building when ready. Once entering Orchestra Hall, we require audiences of all ages to mask for the duration of the experience.

At this time, no changes have been made to audience capacity, but you are welcome to request buffer seating while making your ticket purchase.





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## What to Wear

There is no dress code. Feel free to wear what is most comfortable to you.

Please be considerate of those who may have allergies or chemical sensitivities. It is recommended that you refrain from using strong perfumes and colognes so as not to distract the patrons sitting around you.

## Parking

Visit [Orchestra Hall: Directions and Parking](#) for driving directions, a map of parking ramps near Orchestra Hall, and information about guaranteed parking. Please note that there is no valet parking available for Relaxed Family Concerts.

## Arrival and Wayfinding

When you arrive, maps of the lobby spaces and activities will be available, as well as fidgets. Ushers and volunteers stationed throughout the lobby, along with signage, can help with wayfinding.

## Hearing Protection

Earplugs will be available at select usher and volunteer stations. We will also have several pairs of noise reduction ear muffs available, but we encourage you to bring your own due to limited quantities. Before the concert, ear muffs will be available for checkout at the Audience Services Desk. If you need ear muffs during the concert, please ask a volunteer in the auditorium for assistance. Ear muffs will be sanitized and cleaned between each use.





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## Quiet Spaces

Designated quiet spaces are available throughout the activities and concert. In these spaces, you'll find items such as noise-cancelling ear muffs, books and coloring supplies. You are welcome to visit anytime someone in your party is feeling overwhelmed or in need of a break. During the concert, one of the quiet spaces will have a video and audio feed of the performance. Pick up a lobby map or ask one of our ushers or volunteers to learn more.

To minimize the sharing of materials, we encourage you to bring your own weighted lap pads, neck rolls or vests for use in the quiet spaces, lobby or auditorium.

## Pre-Concert Programming

We recommend arriving at least 20 minutes prior to the concert start time, and we encourage you to come early for pre-concert programming available from 12:30-1:45 p.m. Attendance increases as the concert start time nears, so we recommend arriving early if you would like a quieter, less crowded pre-concert experience. You will then be welcome to find your seats in the auditorium as early as 1:30 p.m.

Pre-concert programming will include opportunities to watch a traditional Chinese dance performance, color Lunar New Year artwork, get a Chinese name or play a Chinese character matching game with our community partners, snap a family photo in front of our special new year's backdrop or play a holiday trivia game on your phone.

## Refreshments

To protect the health and safety of our musicians and audiences, food and beverages are not permitted inside the Orchestra Hall lobby or auditorium at this time. If you would like to have a snack during your visit to Orchestra Hall, please bring your own food to enjoy outside, or purchase beverages from our outdoor Elixir Haus.





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## Restrooms

Restrooms are located on multiple levels. Accessible restrooms are located on all levels. A changing table is available in the family restroom located on Balcony B. Pick up a lobby map or ask one of our ushers or volunteers to learn more.

## Concert

Each concert runs approximately 50 minutes and includes a mix of soft and loud music, visual projections with moving images, opportunities for participation and special guests.

## Relaxed Environment

Our Relaxed Family Concert experience takes place in an inclusive environment where audiences of all abilities are welcome to be who they are and move, vocalize, clap, or otherwise respond to the music freely at any time.

The auditorium house lights will remain on at a low level during the performance, and you will have the flexibility to enter, exit or find a new seat as needed throughout the concert. You are also welcome to visit a quiet area or ask a volunteer for noise reduction ear muffs anytime someone in your party is feeling overwhelmed.

## Electronic Devices

The use of electronic devices for accessibility purposes is welcome throughout Orchestra Hall. Please do not use flash photography, video or audio recording in the auditorium. (Flash photography is permissible in all other spaces.) Throughout the day, please share your photos on social media. [#mnorch](#)   



PHOTOS Neda Navaee and Courtney Perry.



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## Minnesota Orchestra Photography and Videos

During your visit, you may be photographed, filmed or recorded by Minnesota Orchestra-designated photographers or videographers. If you do not wish to be photographed, filmed or recorded, please speak with an usher or volunteer.

## Accessibility and Ticketing

The following services are available at all Relaxed Family Concerts:

- Accessible seating
- American Sign Language (ASL) interpretation
- Assistive listening devices
- Braille programs
- Buffer seating (available upon request via phone at no additional cost)
- Flexible refund policy
- Large print programs
- Real-time captioning (CART)
- Service animal accommodations

Visit our [Accessibility page](#), or contact Ticket Services at [tickets@mnorch.org](mailto:tickets@mnorch.org) or 612-371-5656 to learn more. If you need assistance while at Orchestra Hall, please visit the Audience Services Station near the Marquette Avenue entrance, or see one of our ushers or volunteers.

## Surveys

The Minnesota Orchestra strives to provide the best possible experiences for our audiences. To help serve you better, please complete pre- and post-concert surveys for this event. Survey invitations will be sent via email. Thank you in advance for sharing your feedback.



PHOTOS Courtney Perry and Joseph Scheller.