

# TIP SHEET: RELAXED FAMILY CONCERTS

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*Classics with Thomas Søndergård* | SUN JAN 7, 2024 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 on the [Classics with Thomas Søndergård event detail page](#) 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

While COVID-19 vaccinations and boosters are highly recommended for individuals attending performing arts experiences, we will no longer verify vaccination status (nor require a negative COVID-19 test for those unvaccinated) to enter Orchestra Hall.

### [Concert health and safety protocols.](#)

While we welcome masks at Orchestra Hall, they are currently not required.

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



PHOTO: Greg Helgeson



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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

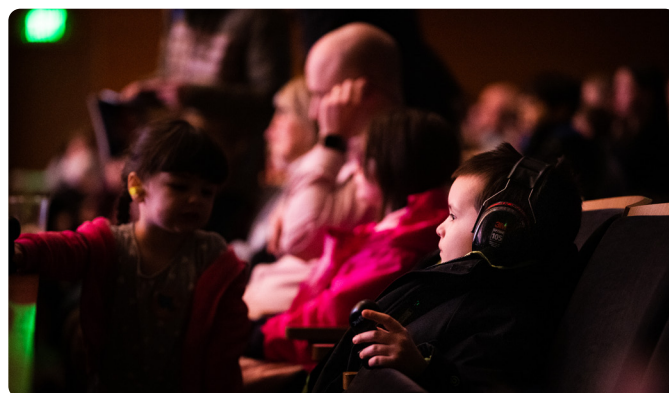
Visit [Orchestra Hall: Directions and Parking](#) for driving directions, a map of parking ramps near Orchestra Hall, and information about guaranteed parking. Please note that there is no valet parking available for Relaxed Family Concerts.

## 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 headphones available, but we encourage you to bring your own due to limited quantities. Before the concert, headphones will be available for checkout at the Audience Services Desk. If you need headphones during the concert, please ask a volunteer in the auditorium for assistance. Headphones will be sanitized and cleaned between each use.



PHOTOS: Joseph Scheller



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## Quiet Space and Movement Space

A designated quiet space is available throughout the activities and concert. In this space, you'll find items such as noise-cancelling headphones, 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, the quiet space will be available, as well as a space with a video monitor that you can use if you want to move while listening. 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/Post-Concert Activities

We recommend arriving at least 20 minutes prior to the concert start time, and we encourage you to come early for activities available from 12:30-1:45 p.m. Activities will also be available after the concert until 3:30 p.m.

Attendance increases as the start time nears, so we recommend arriving early if you would like a quieter, less crowded activity experience. You will then be welcome to find your seats in the auditorium as early as 1:30 p.m.

Activities include opportunities to try instruments, make art, dance, and meet a Minnesota Orchestra musician and conductor. (Please note that although most activities are available immediately at 12:30 p.m., the Meet a Minnesota Orchestra Musician and Conductor activity will not be available until 1:00 p.m.)

## Refreshments

Refreshments, including gluten-, nut-, and casein-free options, are available for a charge at bars in the Orchestra Hall lobby.



PHOTOS: Greg Helgeson and Joseph Scheller

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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. This concert has lots of different music about animals, dances, and far away places. You'll get to meet musicians from the Minnesota Orchestra and hear about their memories of these pieces of music, and learn about how they became musicians when they were children.

## 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 the quiet space or the movement space or ask a volunteer for noise reduction headphones 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. #MINNORCH [f](#) [t](#) [i](#) [o](#)



PHOTOS: Zoe Prinds-Flash 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

To help serve you better, please complete a post-concert survey for this event delivered to your email box after the event.



PHOTOS: Greg Helgeson and Joseph Scheller