

Concert Venue Guide

I am going to see a **concert** at the
Toronto Symphony Orchestra.



Roy Thomson Hall

The concert is at **Roy Thomson Hall**. I should aim to be there 45 minutes before the scheduled start time.



Getting there

I can take the **TTC** or a **vehicle** to get to the concert.



TTC

If I take the subway or streetcar, there may be **people** I do not know at the station, at the stop, and on the train or streetcar. These **people** won't all be going to the concert, but some might be.



St. Andrew Station

If I take the subway, I will get off at **St. Andrew Station.**



Walking above ground

If the weather is nice, I can **walk above ground**. I will walk a block and cross the street at the traffic lights to get to the hall.



Walking underground

If the weather is poor, I can **walk underground** using the PATH system.



Going up

I can take the **stairs**, **escalator**, or an **elevator** up from the PATH to the Box Office.



Box Office

The **Box Office** is the place where I can pick up my ticket for the concert.



Ticket pickup

I will give the person working at the Box Office my name, and they will have my **paper ticket** ready for me.



Parking the car

If I need parking, I can go down the ramp and **park** underneath Roy Thomson Hall.



Underground

Once parked, I can take the **stairs, escalator, or elevator** to the Box Office.



Ticket holders

If I have my tickets, I can go directly into the **main doors**.



Scanning my ticket

After coming in the main doors, I will meet an usher who will **scan my ticket**. If I have a bag, security will check it before I go inside.



Mirrors

Roy Thomson Hall is a glass and concrete building. When I enter the lobby, I can see myself in the **mirrors** across from the front doors.



TSO staff table

Near the entrance, I see a table with **TSO staff members** who can answer any questions I have.



Coat check

If I don't want to carry my coat, I can leave it at the **coat check** and pick it up after the concert for a small fee. I may have to wait in line to drop off or pick up my coat.



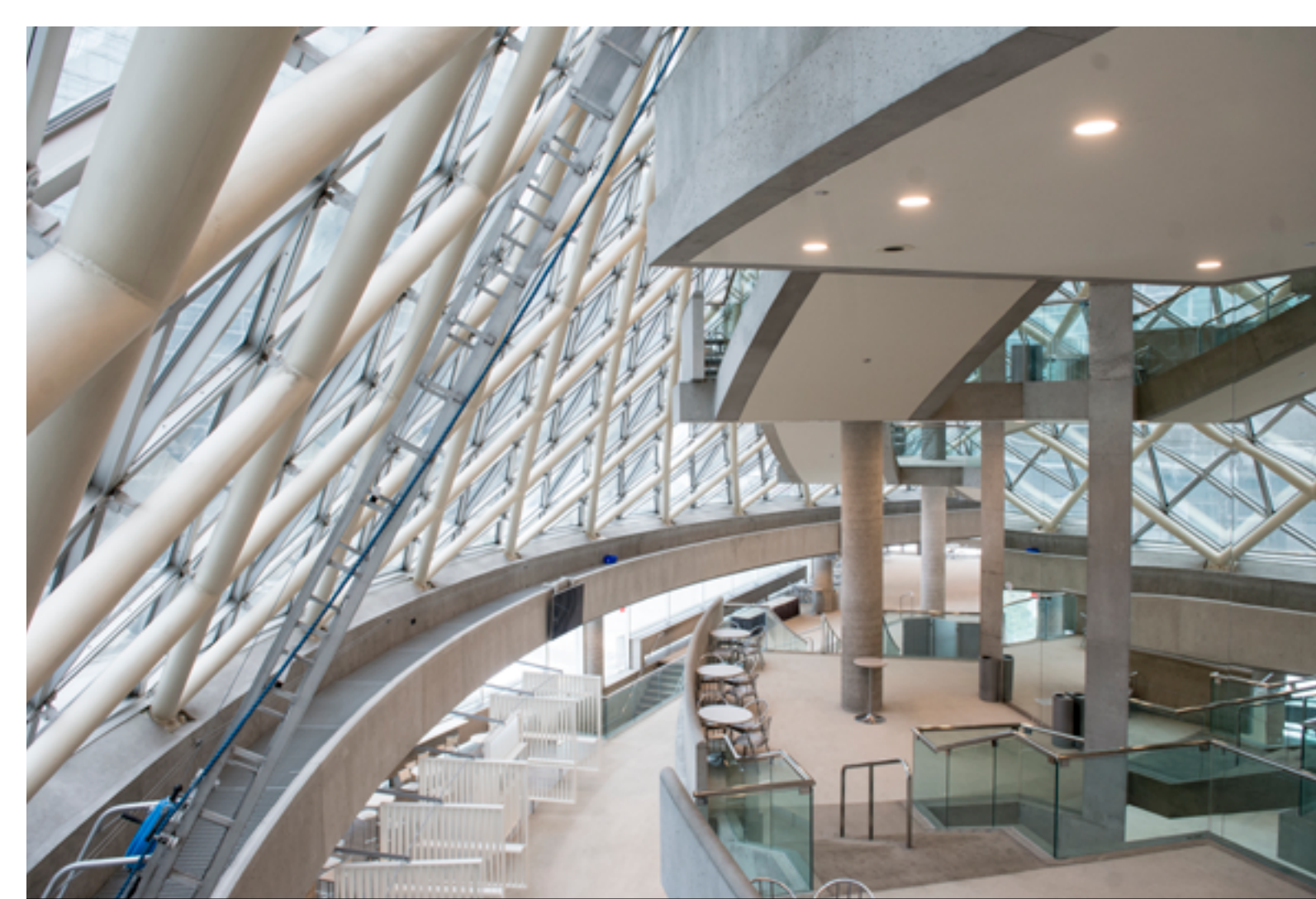
Assisted-hearing devices

If I am hard of hearing, I can get a **device** that I can wear to help me hear the concert.



Wheelchair

If I would like help getting around, I can request a **wheelchair** and get help from an usher.



Floors

There are many **floors** at Roy Thomson Hall. To get between them, I can take the **stairs, escalator, or elevator.**



Escalator

If I take the **escalator**, I will be careful getting on and off it. When I get on the **escalator**, I will step to the right and hold on to the handrail.



Elevator

I can take the **elevator** to access other floors. The closest one is near the lobby entrance.



Stairs

I can use the **stairs** to get to other floors. If I take the **stairs**, I will walk slowly and carefully and hold on to the handrail.



Ushers

Ushers are here to help me and everyone else at the concert. They are dressed in black. I can ask them where to find the washrooms, water fountains, and my seat.



Walking around

If I want to, I can **walk** all the way around the circular lobby and look outside.



Before the concert

Before the concert, everyone waits in the lobby until the auditorium is open. I can chat with my fellow concertgoers, use the washroom, or buy some refreshments from the concession stands.



The TSO Chamber Soloists

On select concert dates, I can come early to listen to a free performance by The TSO Chamber Soloists. Some of the audience gets to sit on the stage!



Lobby announcements

If there is an important announcement for everyone, it will be made through the speakers in the lobby. There will be soft bells chiming when the concert is minutes away from starting.



Doors open

Once the auditorium is open, I can go to my seat. Ushers will be at the doors to hand me a program. There are signs above each door showing which sections they lead to.



Seats

An usher will help me to read my ticket and find my **seat**. All **seats** are assigned, which means my seat is just for me. On my ticket, there will be a code for the section I am sitting in, a letter for the row, and a number for my **seat**.



Who is sitting with me?

I may sit next to someone I do not know. They have also come to hear the concert. When the hall is full, it can hold up to 2,630 people!



Program notes

I can find more information about the performers and the pieces by reading the **program notes**. I can see how long each piece is, and see when the intermission will be.



Use washrooms before

I will **use the washrooms before** the concert starts because I don't want to miss any music! There are washrooms on each floor.



Three floors

There are **three floors** where I could be seated, each with its own exciting viewpoint:

- Main Floor (ground)
- Mezzanine (middle)
- Balcony (top)



Accessing the Main Floor

The seats at the back of the Main Floor can be accessed **without using stairs**.

To get to other seats on the main floor, I will need to walk **down a few steps**.



Parterres

Parterres are at the back of the Main Floor. The back two rows are free of steps. This is a good seat location for those who may need to make a quick exit.



Accessible seating

If I use a mobility device, I will be in a section with **accessible seating**. There are accessible seats on each floor. I will be able to see and hear the concert no matter where my seat is.



Box seats

Box seats are at the sides of the auditorium on the Main Floor. They are separate from other seats, and even have their own entrance! This is also a good location for those who may need to make a quick exit.



Steps in the aisle

The seats at the front of the Main Floor are lower than those at the back. I will need to walk down **steps in the aisle** if I am sitting near the front row.



Mezzanine & Balcony

If I am sitting in the **Mezzanine** or **Balcony**, I will take the stairs, escalator, or elevator. There is accessible seating in the back of certain sections, but not all of them.



Steep Steps

The steps in the Mezzanine and Balcony are steeper than those downstairs. This means I will have a great view of the Orchestra, but I will need to be careful when walking down the **steep steps**.



Stage

The **stage** is where the Orchestra will perform.



Concert begins

When it is time for the concert to **begin**, the lights will dim. I can tell the concert is starting because the members of the Orchestra take their seats, and then the concertmaster and conductor come out.



Conductor

The **conductor** is the leader of the Orchestra. They use a baton to tell the musicians how and when to play. The **conductor** may speak to the audience.



During the concert

During the concert, I can sit in my seat and listen to the music. I can read or follow along with the program notes. I will try to avoid noisy activities like unwrapping candies or talking so that others around me can enjoy the concert.



Late Call

If I arrive after the concert has begun, an usher will help me find my seat during a break in the performance, such as when music stops and the conductor speaks to the audience.



Screens

During the concert, the performance will be shown on the television **screens** in the lobby and in the tunnels. This means I can still enjoy the performance if I am outside the auditorium.



Clapping

I can **clap** at the end of a piece if I like it. Other people will **clap** too. I know a piece of music is over when the conductor turns around.



Intermission

During the concert, there will be an **intermission**. This is a short break to use the washroom, get refreshments, and mingle in the lobby.



Accessing washrooms

I will go to the lobby to access **washrooms**. Some of the **washrooms** are on different floors. I can take the stairs, elevator, or escalator to a **washroom**.



Types of washrooms

There are **washrooms** for men and **washrooms** for women. There are also **washrooms** where I can go in with my family. We will choose the **washroom** we are comfortable using and go to it.



Inside the washrooms

The **washrooms** are bright and the toilets and sinks are automatic. That means that the toilet will flush by itself and the taps will turn on by themselves.



Fountains

If I am thirsty, I can get water from the **fountains** in the lobby.



Refreshments

There are concession stands in the lobby where I can purchase **refreshments** during intermission.



Lobby performance

During intermission, there will sometimes be a free **lobby performance** or musician talk in the North Lobby.



End of intermission

At the **end of intermission**, a lobby announcement will be made asking audience members to return to their seats.



Second half begins

I will return to my seat before the **second half begins**. I can consult the program notes to see what is next.



Bows

I will know it is the end of the concert because the conductor and the Orchestra will stand and **bow**. I can clap during the **bows** to show them how much I enjoyed the concert.



Encore

If we keep clapping enthusiastically at the end of the concert, the musicians will sometimes return to play an **encore**, an extra, unscheduled piece of music.



Leaving

After the concert, the lights get brighter and it is time to **leave**. I will **leave** the auditorium and go to the lobby.



Exiting

I can use the washroom before I leave the lobby if I need to. Everyone is leaving at the same time, and I may have to wait for those ahead of me to **exit** first.



See you soon!

Have a safe trip home and thank you for coming. We look forward to welcoming **you** to a TSO performance!

Credits

This Concert Venue Guide was created by the **TSO** and is based on our **Relaxed Performance Venue Guide**.

Photo credits:

“Rush hour at Yonge”—Enoch Leung
St. Andrew Station—Secondarywaltz
All other photos—Jag Gundu



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Have a question?

Call: number?

(Mon–Fri, 9:00am–5:00pm)

Email: patronservices@TSO.CA

For more information: TSO.CA