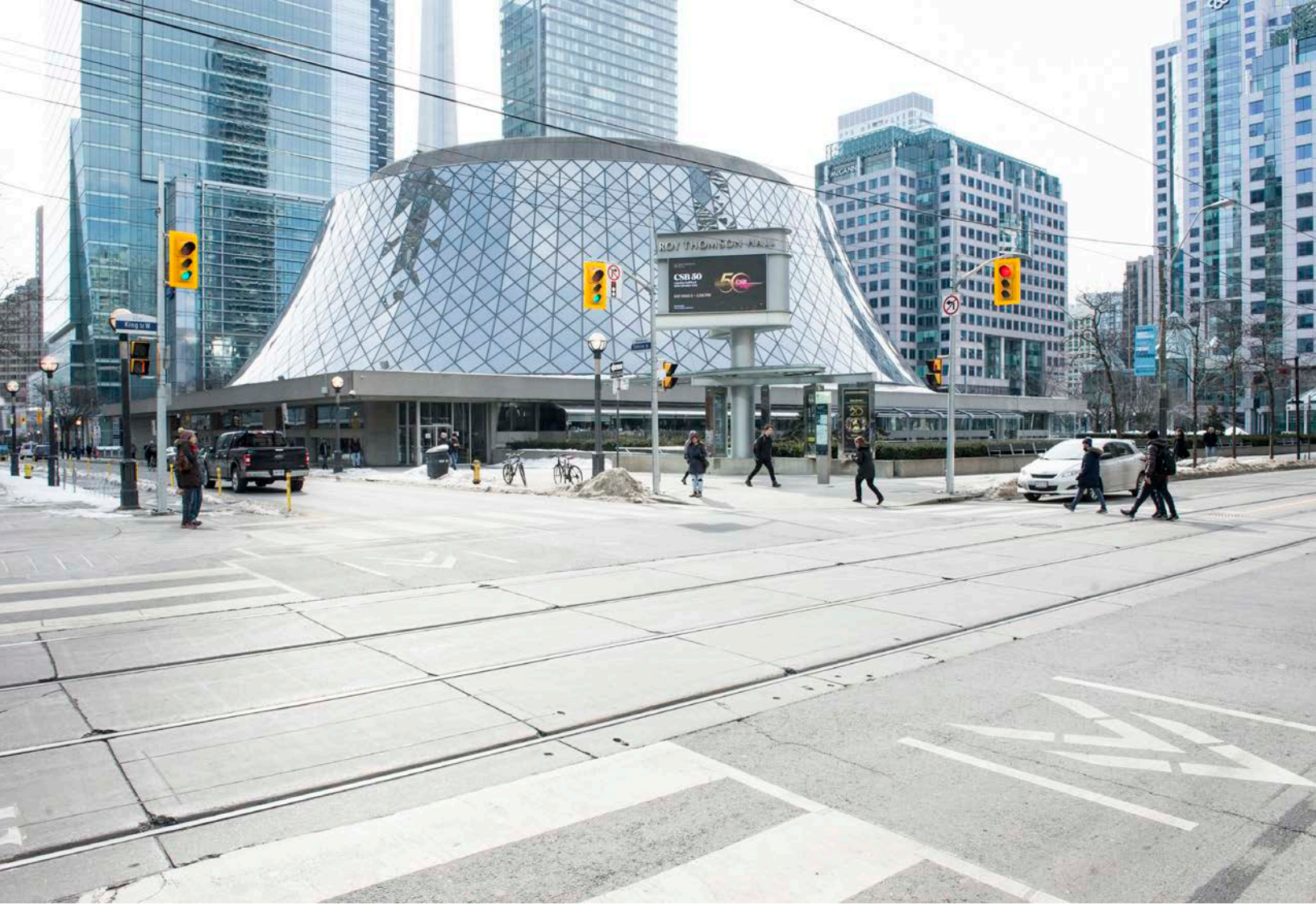


Relaxed Performance

Venue

Guide

I am going to a Relaxed Performance
at the Toronto Symphony Orchestra.



Roy Thomson Hall

The concert is at Roy Thomson Hall.



Getting there

I can take the subway, streetcar, or our family car to get to the concert.



Subway or streetcar

If I take the subway or streetcar, I may see people I don't know. These people won't all be going to the concert, but some might be.



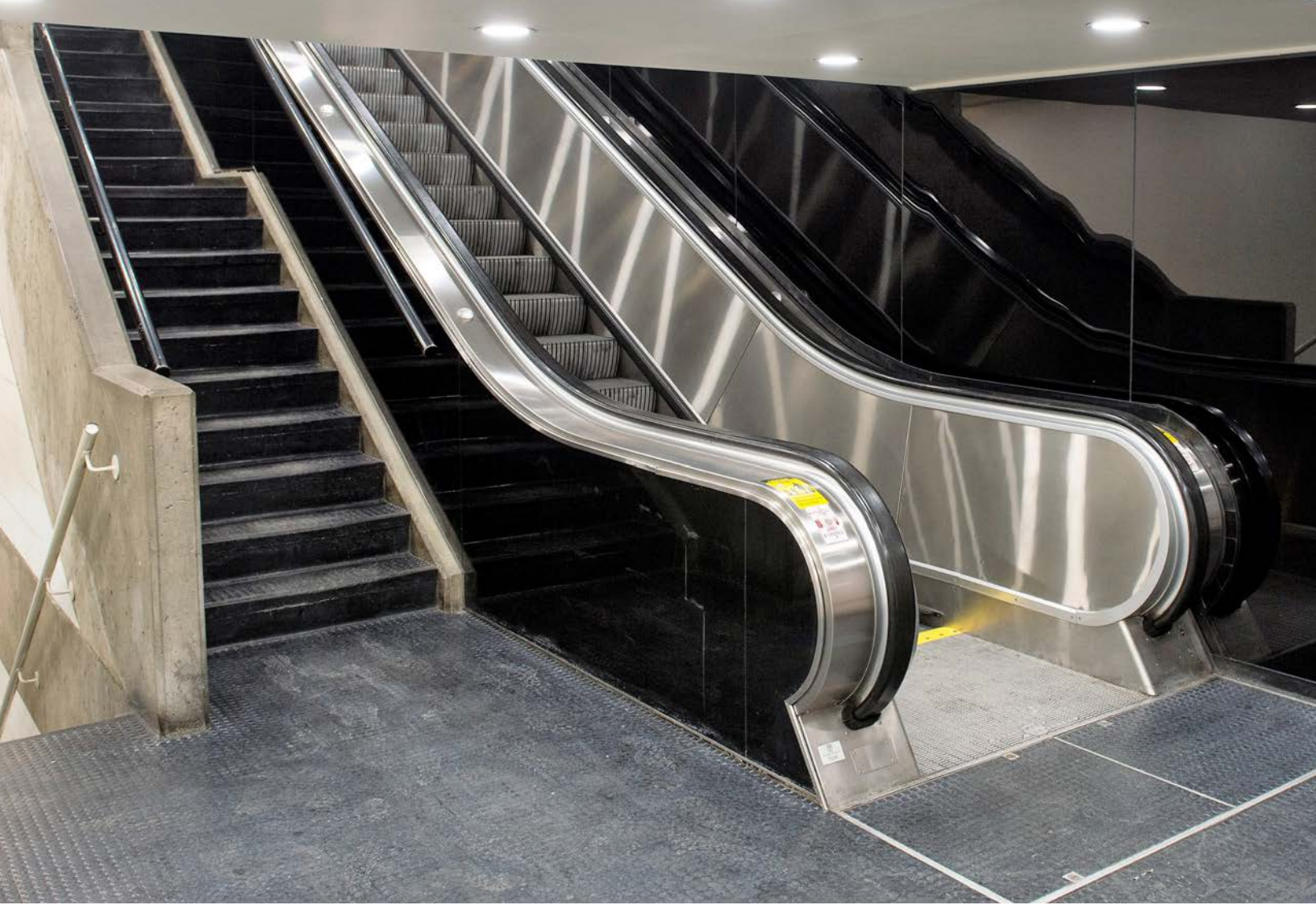
St. Andrew Station

If I take the subway, I will get off at St. Andrew Station. From here, I can walk to the hall on street level or use the underground PATH.



Underground PATH

If I use the underground PATH, I will follow signs to get to Roy Thomson Hall.



Going up

At the end of the underground PATH, I can take the stairs, escalator, or elevator up to Roy Thomson Hall.



Streetcar

If I take the streetcar to the concert, it will let me off near Roy Thomson Hall. I can walk to the hall.



Parking the car

If we take our family car, we can go down the ramp and park underneath Roy Thomson Hall.



Underground

Once we are parked underground, we can take the stairs, escalator, or elevator to Roy Thomson Hall.



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 printed ticket ready for me.



Ticket holders

If my family already has our tickets, we can go directly to the main doors instead of stopping at the Box Office.



Entering

Everyone needs a ticket to enter Roy Thomson Hall. My ticket tells me where to sit during the concert.



Scanning my ticket

To get into the hall, I will show my ticket to one of the ushers at the front doors. They will scan my ticket. The scanner may make a special sound.



Mirrors

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



Resource tables

I can find resources at the resources tables. My family can borrow sound-dampening earmuffs here, but I should bring my own if I think I'll need them.



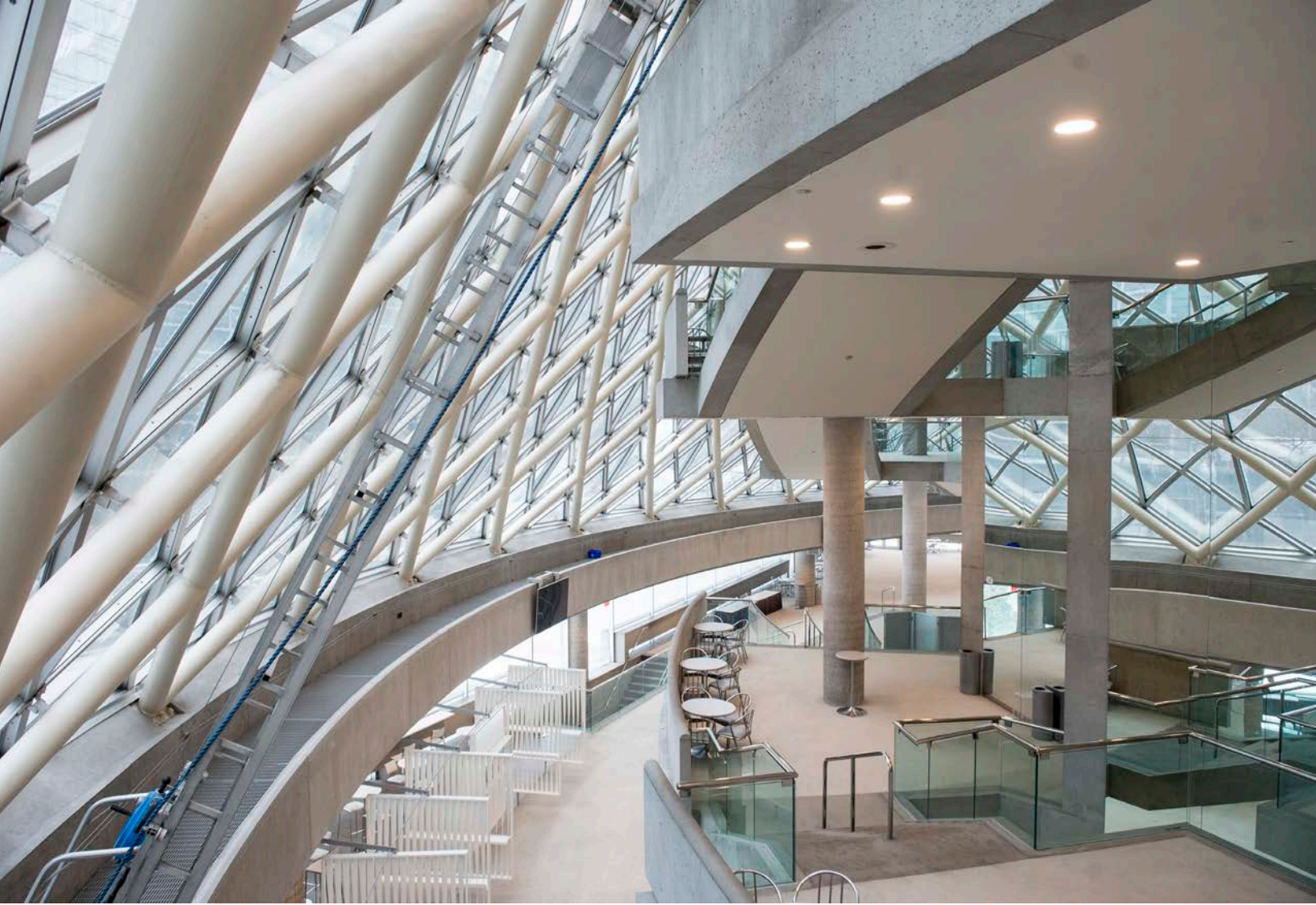
Coat check

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



Hearing devices

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



Floors

There are multiple floors at Roy Thomson Hall. I can take the stairs, escalator, or elevator to get to each floor.



Escalator

If I take the escalator, I will be careful when stepping on and off the steps.

When I get on the escalator, I will stand to the right and hold on to the handrail.



Elevator

I can take the elevator to access other floors. The closest elevator is near the lobby entrance, beside the accessible washroom.



Stairs

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



Ushers

Ushers are friendly helpers dressed in black. I can ask them where to find the washrooms, the water fountains, the Quiet Room, and my seat.



Doors open

Once the auditorium is open, I will go through the door and pass through a tunnel to get to my seat.



Tunnel

The walls of the **tunnel** are soft, and I can touch them while I walk toward the auditorium or I can hold on to the handrails.



Finding my seat

On my ticket, there will be a letter for the row I am sitting in and a number for my seat. If I need help, I can ask an usher to show me to my seat.



Who is beside me?

I will sit beside my family, but I may also sit next to someone whom I don't know. Everyone is here to see the concert.



Parterre

If I am seated in the parterre, I will be towards the back of the auditorium. I might be in the left or the right parterre.



Accessible seating

If I use a mobility device, I will be at the back of the parterre. I will be able to see the concert no matter where my seat is.



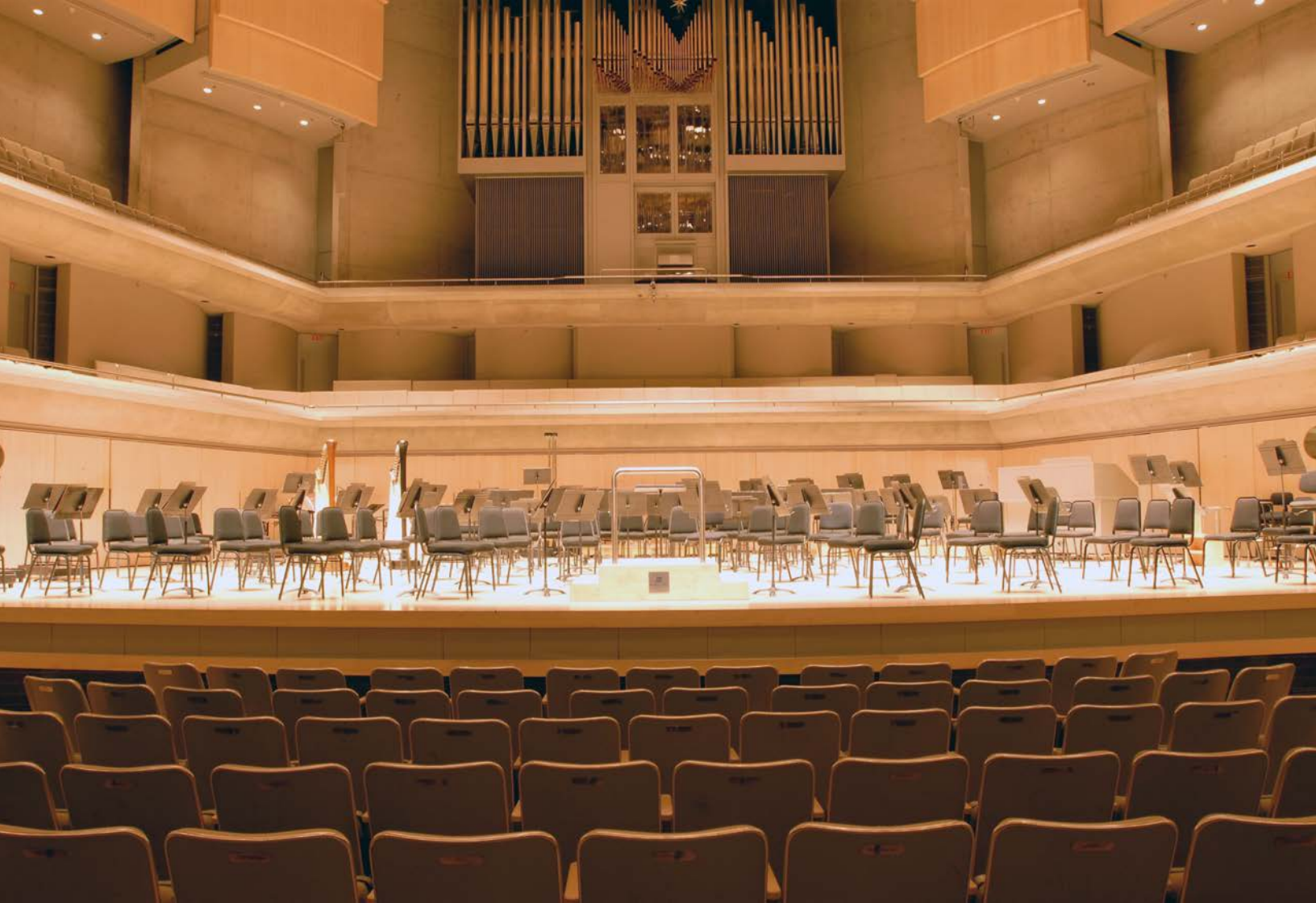
Boxes

If I am seated in the **boxes**, I will be towards the side of the auditorium. Each box has its own entrance.



Steps in the aisle

The seats at the front of the Main Floor are lower than those at the back. If I am seated near the stage, I will need to walk down steps in the aisle.



Stage

The stage is where the Orchestra will perform.



Front row

I can walk toward the stage, but I cannot touch the stage or go under or onto the stage.



Concert begins

When the concert begins, the lights will dim a little. The concertmaster will walk out and tune with the Orchestra. Then, the conductor will come out.



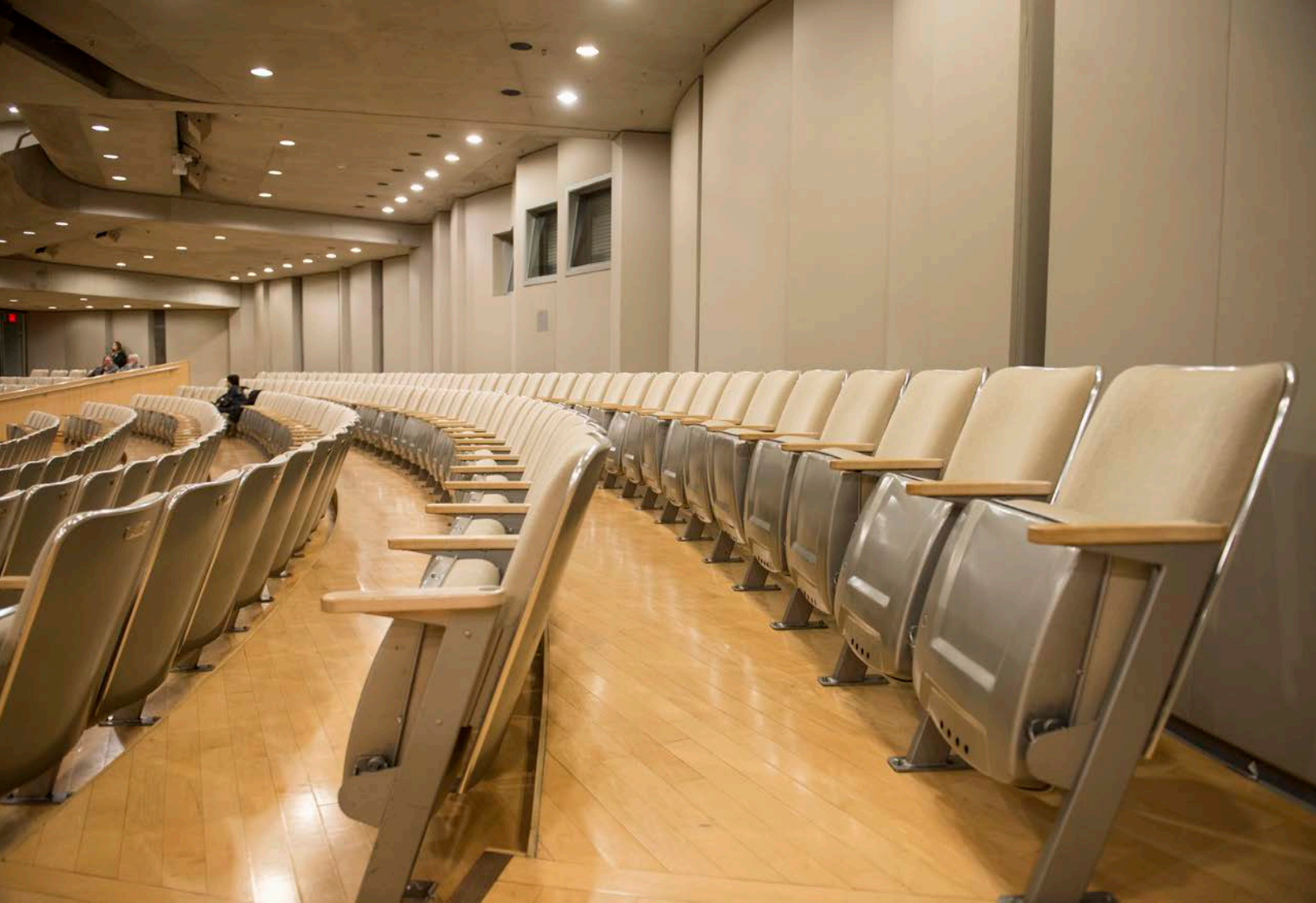
Conductor

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 also dance in my seat, or stand. If I stand, I need to make sure those behind me can still see.



Back three rows

If the concert is too loud, I can move to the back three rows of the auditorium.



Tunnels

If the music is still too loud, I can go into the tunnels and watch the concert on the television screen. I will still be able to hear the concert, but it won't be as loud.



Quiet Room

If I want even less sound, I can ask an usher to show me the Quiet Room. In the Quiet Room, I can relax until I am ready to go back to the concert.



Washroom break

If I need to use the washroom during the concert, my family can take me at any time. Our seats will be saved for us when we come back.



Find the washrooms

To get to a washroom, I will need to go back to the lobby. The washrooms are near the entrance.



Accessing 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 boys and for girls. There is also an accessible washroom 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. The automatic toilet will flush by itself and the automatic tap will turn on by itself. This may startle me, but I am safe.



Clapping

I can **clap** at the end of a piece if I liked it. Other people will **clap** too, and this may sound loud. If it is too loud, I can cover my ears or put on my sound-dampening earmuffs.



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.



Leaving the Auditorium

After the concert, the lights get brighter and the musicians leave the stage. I will leave the auditorium with my family.



Exiting the building

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



See you soon!

We look forward to welcoming you to
our Relaxed Performance!

Thank You

The Toronto Symphony Orchestra is grateful to the following individuals for their early support of the Relaxed Performance series:

Ms. Doris Chan

Mrs. Ruth Watts-Gransden

Mr. Brian Sambourne

Credits

This Venue Guide was created by the TSO and Relaxed Performance consultant Rachel Marks.

Photo credits:

“Rush hour at Yonge” – Enoch Leung

St. Andrew Station – Secondarywaltz

TTC streetcar – Public domain

Daniel Bartholomew-Poyser – Ryan Taplin

Ticket holders – Emma Badame

Inside the Quiet Room – Emma Badame

All other photos – Jag Gundu

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Have a question?

Call: 416.598.3375 (Mon–Fri, 10:00am–5:00pm)

Email: contactus@TSO.CA

For more information: [TSO.CA/Relaxed](https://www.tso.ca/Relaxed)