

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, 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.



Walk 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.



Walk underground

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



Going up

At the end of the underground PATH, I can take the stairs, escalator, or elevator up to Box Office at 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.



Parking

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, a person from security will check it before I go inside.



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.



TSO Patron Services

Near the entrance, I see the TSO Patron Services table, where staff members 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 for a small fee and pick it up after the concert. I may have to wait in line.



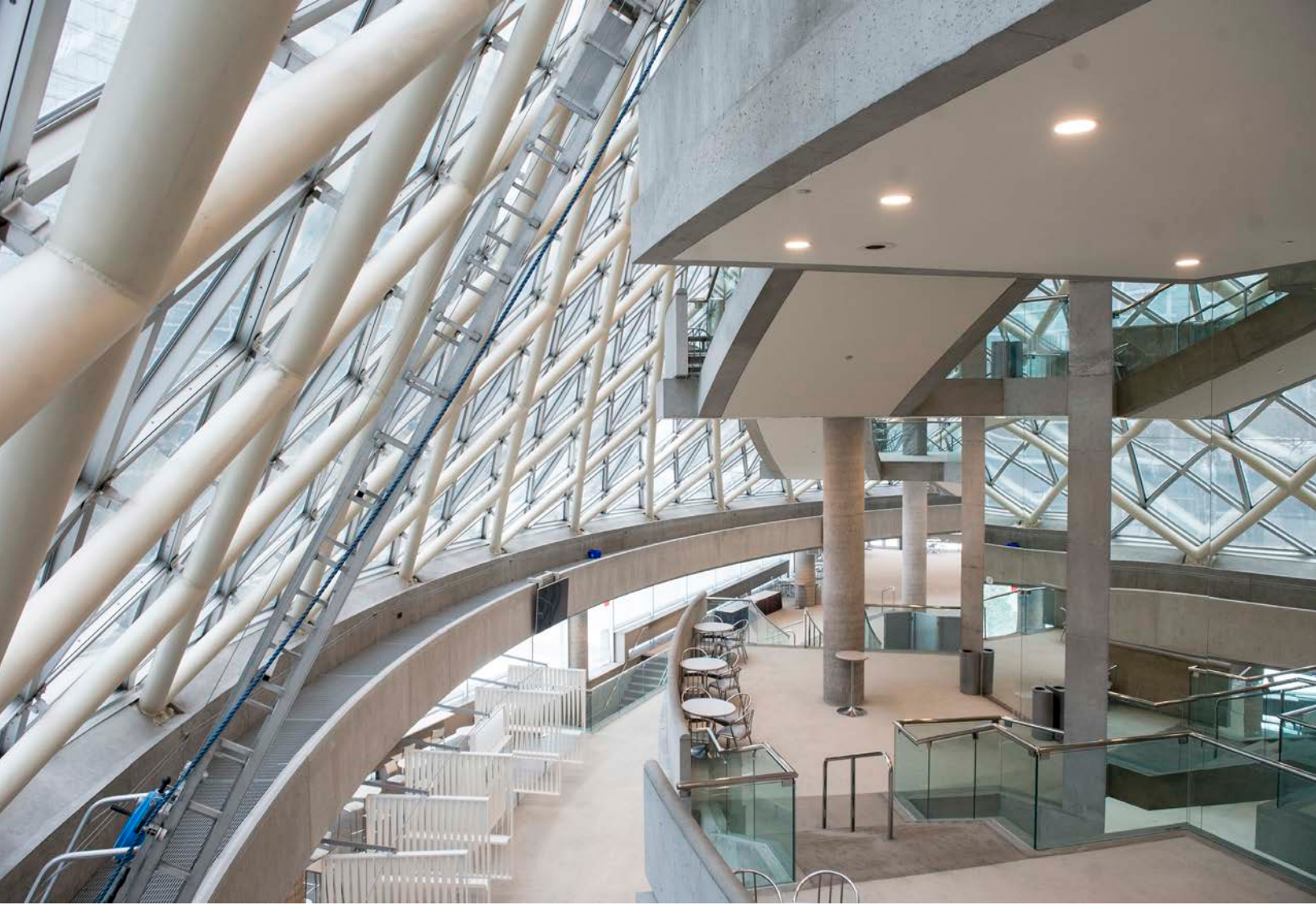
Hearing devices

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



Wheelchair

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



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 or my seat.



Walking around

If I want to, I can walk all the way around the circular lobby.



Before the concert

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



TSO Chamber Soloists

On select concert dates, I can come early to listen to a free performance by the TSO Chamber Soloists.



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.



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 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:

Main Floor (ground)

Mezzanine (middle)

Balcony (top)



Main Floor Access

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 step-free. 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!



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.



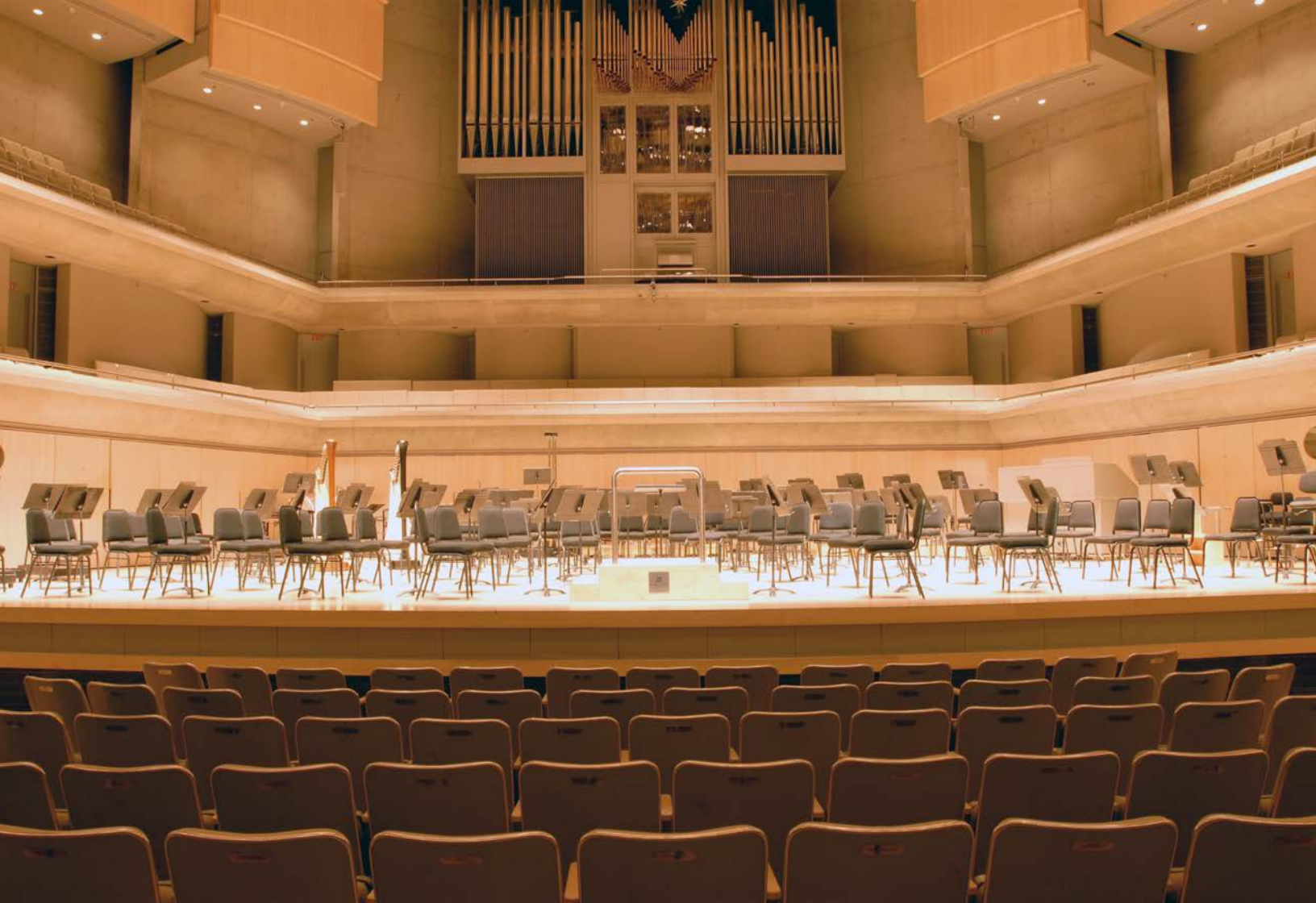
Mezzanine & Balcony

If I am sitting in the Mezzanine or Balcony, I will take the stairs, escalator, or elevator. There is accessible seating in 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 the concert begins, the lights will dim. 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 and listen. I can 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 the conductor stops to speak.



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 can take the stairs, elevator, or escalator to access washrooms on different floors.



Types of washrooms

There are washrooms for men and washrooms for women. There are also accessible washrooms where I can go in with my family.



Inside the washrooms

The washrooms are bright. The automatic toilet will flush by itself and the automatic tap will turn on by itself.



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 the audience 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.



End of the concert

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 the lobby

I can use the washroom if I need to before exiting the lobby. 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: 416.598.3375 (Mon–Fri, 10:00am–5:00pm)

Email: patronservices@TSO.CA

For more information: TSO.CA