



## **Symphony for the Schools**

### **Concert Information for Teachers**

Thank you for providing musical experiences for your students. The following is general information about your **Symphony for the Schools** field trip. All information related to your Symphony for the Schools experience will be **emailed** to the address you provided on your reservation form or available to download at phoenixsymphony.org . No paper copy will be sent.

Please review this information carefully and thoroughly to ensure that both students and parents know what to expect.

### **Where Are My Tickets?**

1. Tickets are not issued for these concerts. Instead, your invoice serves as your ticket. Print out a copy of your invoice and remember to bring it with you!
2. If your school is arriving in multiple buses, cars or via the light rail, make sure to designate a point person **in each group who knows your name (as the field trip coordinator) and who has a copy of the invoice.**
3. All payments are due two weeks prior to your concert date. **Payment is not accepted on the day of the concert.** Payment in full is required for all seats reserved, regardless of actual attendance.
4. The total number of seats allocated to your school is indicated on your invoice. Please do not arrive the day of the concert with additional students or adults. They will be turned away.
5. Symphony for the Schools is appropriate for students in Kindergarten and older.

### **When Should We Arrive?**

**For schools arriving by bus:** When you arrive, please **remain on your bus** until you have been greeted by a volunteer. This allows our staff to verify your invoice, confirm the total number of attendees and buses, and address any issues before you enter the Hall.

- If you are attending the **10:00 a.m.** show:
  - Your bus should arrive between **9:15am and 9:30am**. All passengers should remain on your bus until one of our volunteers dismisses you to unload.
- If you are attending the **11:45 a.m.** show:
  - Your bus should arrive at **11:15am (not before)** to be seated before the program starts. All passengers should remain on your bus until a volunteer dismisses you to unload. **Buses that arrive prior to 11:15am may be forced to circle until buses from the previous concert have departed.**

**For schools arriving by light rail or individual cars:** When you arrive, follow the BLUE arrows and enter through the Convention Center. Check in with the volunteer at the foot of the steps going into Symphony Hall. The volunteer will verify your invoice and address any issues before you enter the Hall. *Note: You will be held in the Convention Center until the entire group has arrived.*

- If you are attending the **10:00 am** show:
  - Arrive around **9:30am**. Enter only through the Convention Center.
- If you are attending the **11:45 am** show:
  - Arrive around **11:15 am**. Enter only through the Convention Center.

## Once we arrive, then what?

### For Buses:

- A volunteer will enter your bus to confirm that the number of attendees matches what is on your invoice. The volunteer will then issue you a **colored bus number**. One copy should be placed in the bus window and the second copy used by the lead teacher and/or chaperone to identify the bus after the concert. ***Share the color and number with your students.***
- **Unload the bus.** Leave any cameras, lunches, water bottles, backpacks, and other carry-on items on the bus.
- **Follow the colored path** that matches the colored bus number given to you by the volunteer.
- Inside Symphony Hall, ushers will direct you to your seats. **All seating is general seating and we cannot guarantee that groups will be seated together.** We appreciate your cooperation.
- **Take your seats as quickly as possible.** Once your group has been seated, students may get up and use the restrooms **only if accompanied by an adult.**

### For Cars or Lite Rail Riders:

- Follow the BLUE arrows into the Convention Center and check in with the volunteer at the foot of the steps.
- Once the volunteer has verified your invoice and ALL members of your group have arrived, you will be directed to enter the Hall.
- Inside Symphony Hall, ushers will direct you to your seats. **All seating is general seating. We cannot guarantee that groups will be seated together.** We appreciate your cooperation.
- **Take your seats as quickly as possible.** Once your group has been seated, students may get up and use the restrooms **only if accompanied by an adult.**

## **During the Concert:**

Please assist us with teaching young people proper concert etiquette. Discourage your students from making trips to the restroom during the performance. If it is necessary to leave and re-enter the auditorium, do so only between selections. Students must be accompanied by an adult. To assist you, The *Concert Etiquette Guide* is available to download in the Curriculum Resource area. Thank you and enjoy the concert!

## **After the Concert:**

- **Ushers will dismiss the audience by row.** Please be patient and remain seated until the usher has signaled for your row to exit.
- **Exit Symphony Hall the same way you entered.** This will take you back to your bus or to the Convention Center quickly and smoothly.
- **Exit quickly** so seating can begin for the next concert.
- **Restrooms** are located in Symphony Hall on the west and east sides of the main floor. Ask Ushers for assistance.

## **Unaccompanied Students:**

In your communication with parents, inform them that students MAY NOT, UNDER ANY CIRCUMSTANCES, be dropped off outside of Symphony Hall. All students must be accompanied by an adult or they will be detained by staff until authorities can be contacted.

## **Students/Attendees with Special Needs:**

Symphony Hall is an accessible facility. When making reservations, please alert our staff to any special seating requests. Please refer to the *Parking & Directions* instructions for accessible entrances and drop-off/pick-up locations.

## **Payment Questions:**

Payment in full is required two weeks before the concert or the reservation will be cancelled. Payment in full is required for the number of seats reserved as indicated on the invoice, regardless of actual attendance. The Box Office is closed on concert days. No seats may be added. No refunds given.

## **Emergency Contact:**

Symphony Education staff are outside on concert days and unavailable to respond to phone calls or email. In an emergency, your school can reach you or one of your students by calling the Symphony Hall Guard Office: (602) 534-9550.