

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 or cars, 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. **Do NOT** arrive the day of the concert with additional students or adults. They will be turned away.

What can we bring inside Mesa Arts Center?

- Backpacks are not allowed inside the theatre, but there are areas where they can be stowed inside the MAC.

When Should We Arrive?

For Schools Arriving by Bus: Buses should approach the Mesa Arts Center on 1st Ave from the East side of Serrine Ave. From there, buses will enter the barricaded area where Mesa Arts Center Security Personnel will assist with bus parking and off-loading of students.

- If you are attending the **9:15 a.m. program:**
 - Your bus should **arrive between 8:45am and 9:00am.**

For Schools Arriving by Individual Cars: Check in with a MAC staff member when you get into Mesa Arts Center.

- If you are attending the **9:15 a.m. program:**
 - Arrive at **9:00 a.m.**

What are the drop off instructions?

For Schools Arriving by Bus:

- DROP OFF: **Buses should approach the Mesa Arts Center on 1st Ave from the East side of Serrine Ave.**
- STEPS TO UNLOAD: **From there, buses will enter the barricaded area where Mesa Arts Center Security Personnel will assist with bus parking and off-loading of students.**
- When you arrive, please **remain on your bus** and **Mesa Arts Center Security Personnel will assist with bus parking and off-loading of students.**

For Schools Arriving by Individual Cars: Check in with a MAC staff member when you get into Mesa Arts Center.

- There is a parking lot and a parking garage along behind the MAC off 1st Ave and Serrine. There are some street parking areas also available.

Once We Arrive, Then What?

For Buses and for Schools arriving by Individual Cars:

- Inside MAC, 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.**

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 musical selections. Students must be accompanied by an adult.

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 MAC the same way you entered.** This will take you back to your bus or car.
- **Exit quickly**
- **Restrooms:** Ask Ushers for assistance.
- **STEPS TO DEPARTURE: All buses will be required to remain parked until the loading of all students is complete. Buses will be released by Mesa Arts Center Security Personnel.**

Unaccompanied Students:

In your communication with parents, inform them that students **MAY NOT, UNDER ANY CIRCUMSTANCE**, be dropped off outside of MAC. 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:

MAC is an accessible facility. When making reservations, please alert our staff to any special seating requests.

Ushers will be able to direct you to appropriate seating.

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 Mesa Arts Center at 480-644-6500.

Lunch:

Please let Symphony staff know ahead of time if you are planning on eating lunch on the Mesa Arts Center campus.



**BUSES:
DROP
OFF
AREA**

**INDIVIDUAL
CARS:
PARKING
GARAGE**

