

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 confirmation email and reservation page serves as your ticket. Print out a copy for each of your chaperones 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 reservation.**
3. Thanks to generous support from the community, all Phoenix Symphony field trips are free!
4. The total number of seats allocated to your school is indicated on your reservation. **Do NOT** arrive the day of the concert with additional students or adults. They will be turned away.

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 reservation, confirm the total number of attendees and buses, and address any issues before you enter the Hall.

- If you are attending the **9:15 a.m.** open rehearsal:
 - Your bus should arrive between **8:45 am and 9:00am**. All passengers should **remain on your bus** until one of our volunteers dismisses you to unload.

For Schools Arriving by Light Rail or individual cars: When you arrive, follow the BLUE arrows and enter through the main Orpheum Theater entrance located at 203 West Adams street. Check in with the volunteer at the door to the Theater. The volunteer will verify your reservation and address any issues before you enter the Hall.

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 reservation. 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 Orpheum Theater, 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 Light Rail Riders:

- Follow the BLUE arrows into the Orpheum Theater and check in with the volunteer at the foot of the steps.
- Once the volunteer has verified your reservation and ALL members of your group have arrived, you will be directed to enter the Theater.
- Inside the theater, 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 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 between selections. Students must be accompanied by an adult. 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 the Orpheum Theater same way you entered.** This will take you back to your bus or your parking area quickly and smoothly.

- **Exit quickly** so seating can begin for the next concert.
- **Restrooms** are located in the Orpheum Theater in the lower lobby at the bottom of the stairs across from the elevator. Ask Ushers for assistance.

Unaccompanied Students:

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

The Orpheum Theatre 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:

Thanks to generous support from the community, all Phoenix Symphony field trips are free!

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 Orpheum Theater Guard Office: (602) 262-6225

Lunch around Orpheum Theater:

There are several parks around downtown Phoenix that have ample room for students and staff to sit and eat lunch. However, parking can be an issue. Under no circumstances can your bus(es) be left in their Orpheum Theater parking places while your group eats lunch. Because of the way buses are parked, one left bus can keep all others from leaving.