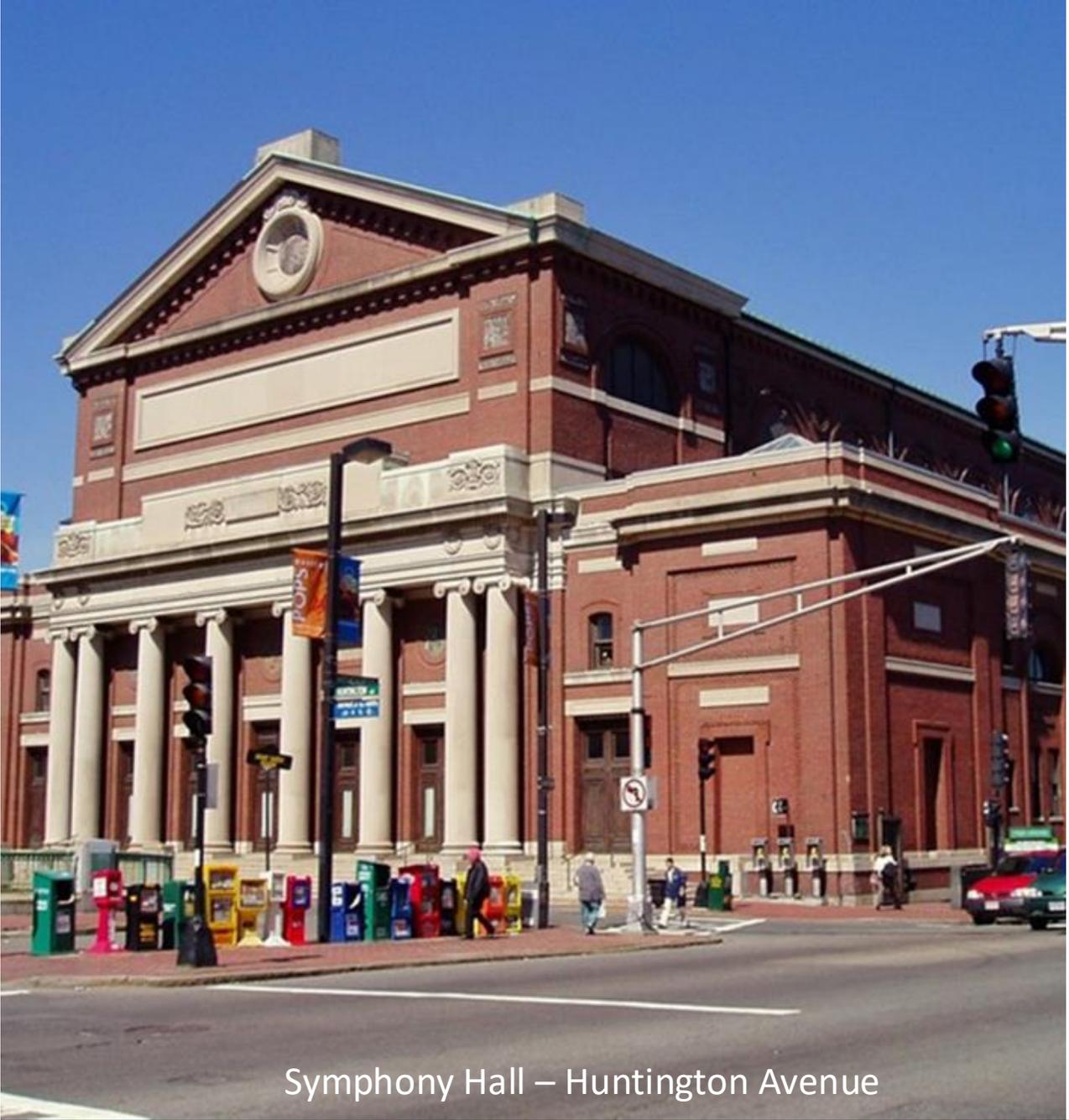


SOCIAL NARRATIVE
for the Sensory-Friendly Performance of
Holiday Pops

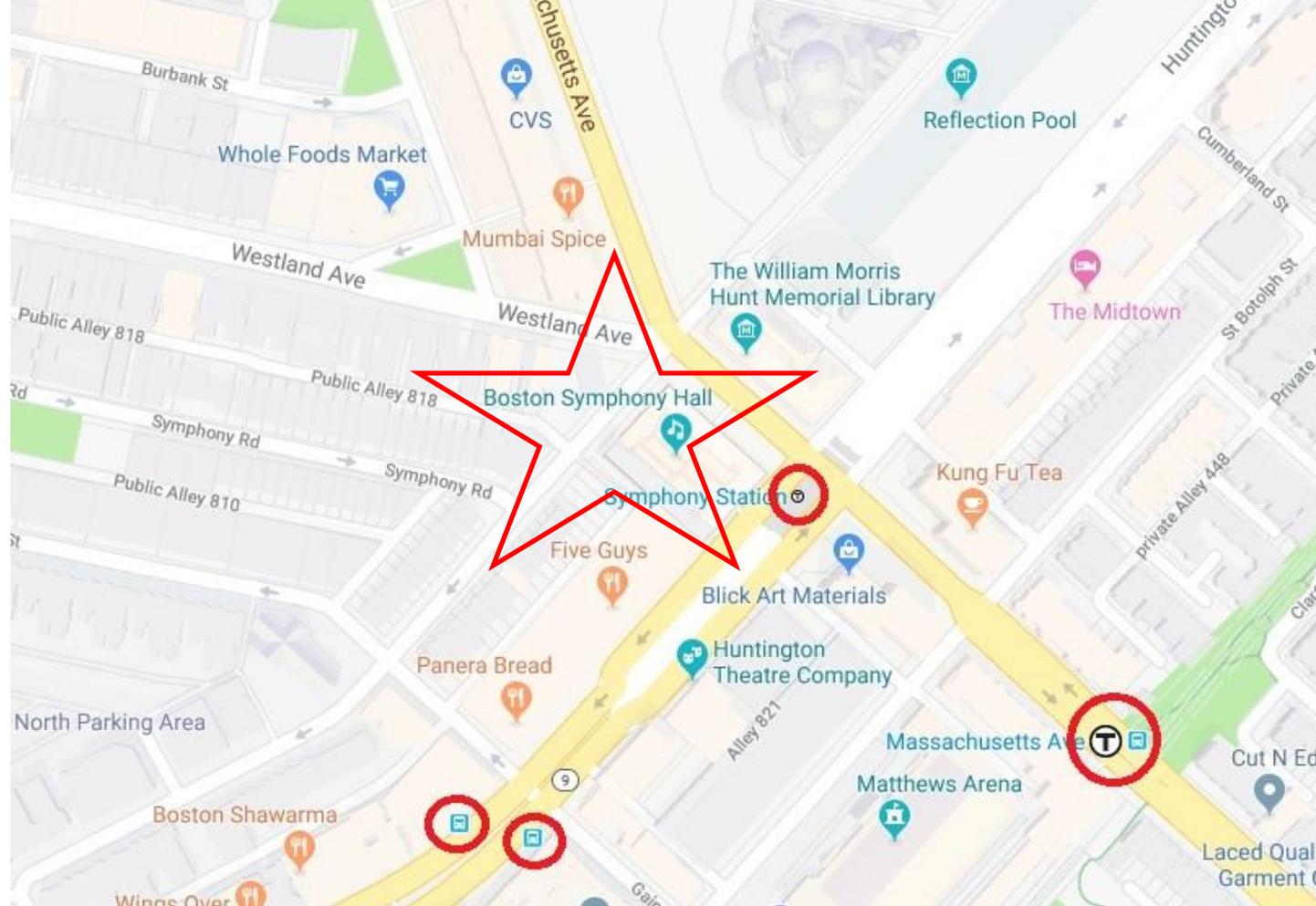


We look forward to welcoming you to Symphony Hall for a fun, festive time!



Symphony Hall – Huntington Avenue

I am going to
Symphony Hall to see
the Holiday Pops
Sensory-Friendly
Concert!



Symphony Hall is located at 301 Massachusetts Ave. Boston, MA 02115.

I can get to Symphony Hall by driving, taking the T, or riding the bus.

If I must cross the street, I will be sure to hold hands or stay close to the person accompanying me.



If we drive, we can park near the hall at a public parking space or garage.

- On-street parking is available for people with disabilities on a first-come, first-served basis on St. Stephen Street near the Stage Door and on Huntington Avenue near the Cohen Wing.
- There is also space on Huntington Avenue near the Cohen Wing entrance reserved for drop-off and pick-up only.

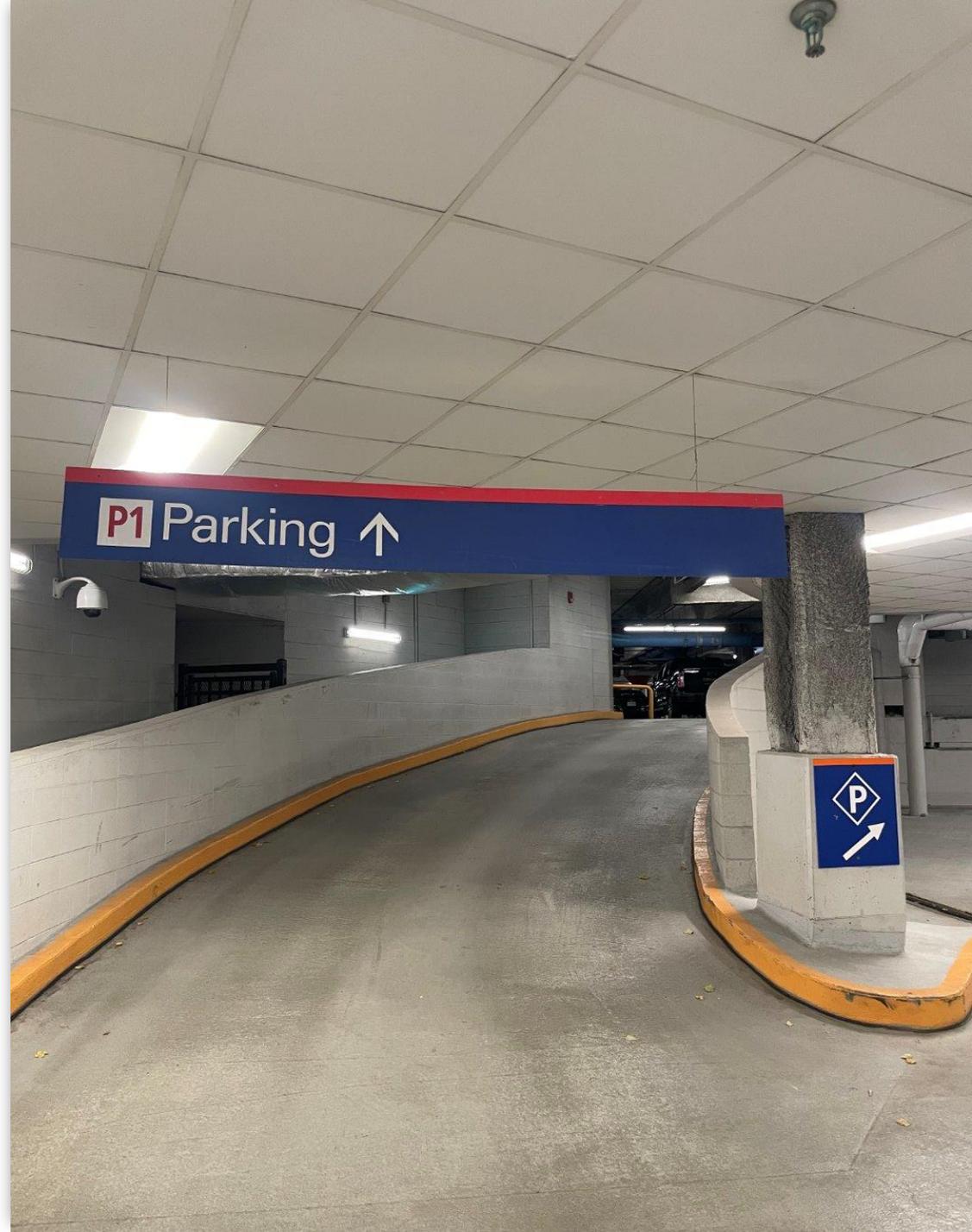
We can park at:

- The Christian Science Plaza Garage 235 Huntington Ave Boston, MA 02115
- Prudential Center Garage 800 Boylston Street Boston, MA 02115
- Westland Avenue Garage 35 Westland Avenue Boston, MA 02115
- Westland Avenue Gainsborough Garage 10 Gainsborough Street Boston, MA 02115

We can also visit the [Boston Symphony Orchestra SpotHero Parking Page](#) to reserve a parking space at discounted rates.

These parking spots include garages, valets, and independent parking spaces.

We can Contact SpotHero customer service at 844-324-SPOT (7768) with any questions.





Mass Ave. Entrance

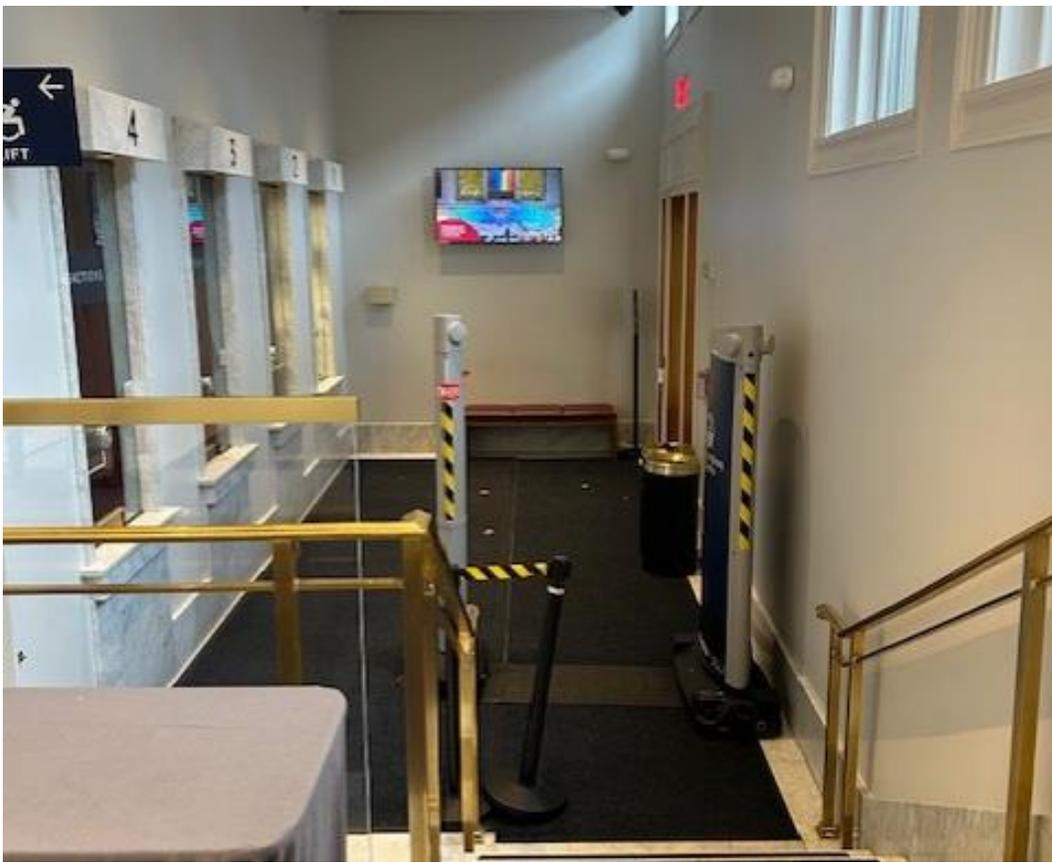
- When we arrive at Symphony Hall, the area may be very busy with lots people and cars.
- To ensure our safety, it's important to stay close to my family or group.
- There are 2 entrances:
 - Massachusetts Avenue (main entrance)
 - Cohen Wing on Huntington Avenue
- We may enter through the Cohen Wing Entrance on Huntington Avenue or at the Mass Ave entrance.



When we arrive, we will enter the lobby.

We may need to wait in line. This is okay. Lines move quickly.

If we have any questions, there will be people to help us.



We might have to get our tickets at the "Ticket Purchase" counter.
Just say our names and pick up our tickets.
That's it... easy peasy!



If we already have our tickets, let's head toward the double doors of Symphony Hall to get our tickets scanned.

Cohen Entrance on Huntington Ave. (Exterior)



Evolv weapon detection gates are present at the Cohen, Box Office, and Main Lobby entrances. To ensure safety, we will be asked to walk through metal detectors.

We may not need to take off coats or empty our pockets prior to walking through the Evolv security gates.

Cohen Entrance (Lobby)



Should the scanner identify a questionable object, we may be subject to further security procedures, including bag search, emptying pockets, and/or screening with a handheld wand.

This ensures everyone's safety. Listening, following directions, and cooperating during this process will help things move along smoothly.



- I will show my paper ticket or mobile ticket to the usher at the door to be scanned.
- Ushers will welcome me and scan my ticket for entry.
- Ushers wear black and white uniforms & nametags.
- Ushers can help me navigate Symphony Hall and find my seat. Ushers are very friendly.
- Volunteers often help, too. They are also very friendly.
- During Holiday Pops, some volunteers may wear red, green, or blue t-shirts.
- Signs are posted throughout Symphony Hall to help you find your way.
- There is also a program card for Holiday Pops directing you to the program online.

↑
**1ST BALCONY
CENTER & RIGHT
MEN'S ROOM
ELEVATOR**

←
**WOMEN'S ROOM
ALL GENDER RESTROOM
BERANEK ROOM**

→
REFRESHMENTS

- Symphony Hall is spacious.
- Clear signage throughout the building helps us find our seats.



There may be people with cameras filming or taking photographs during my visit to Symphony Hall.

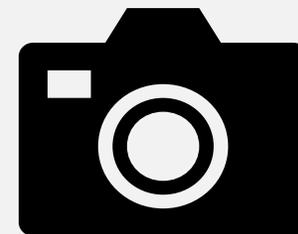
When we come into the building, we will have a choice to give permission for photography or to say we don't want to be photographed.

We will get a sticker to wear on our clothing that tells the photographers...

"Yes, pictures are OK."

OR

"No pictures, please."



Activity Bags!

I will get an activity bag at the concert. The bag will have crayons, a fidget, a glow stick, and a coloring sheet. I can even color the bag if I want!

I can use the items in my activity bag whenever I would like!



Activity bags



If we arrive early, we can participate in fun preconcert activities like coloring and an instrument playground.

At the instrument playground I can learn to play string or percussion instruments.



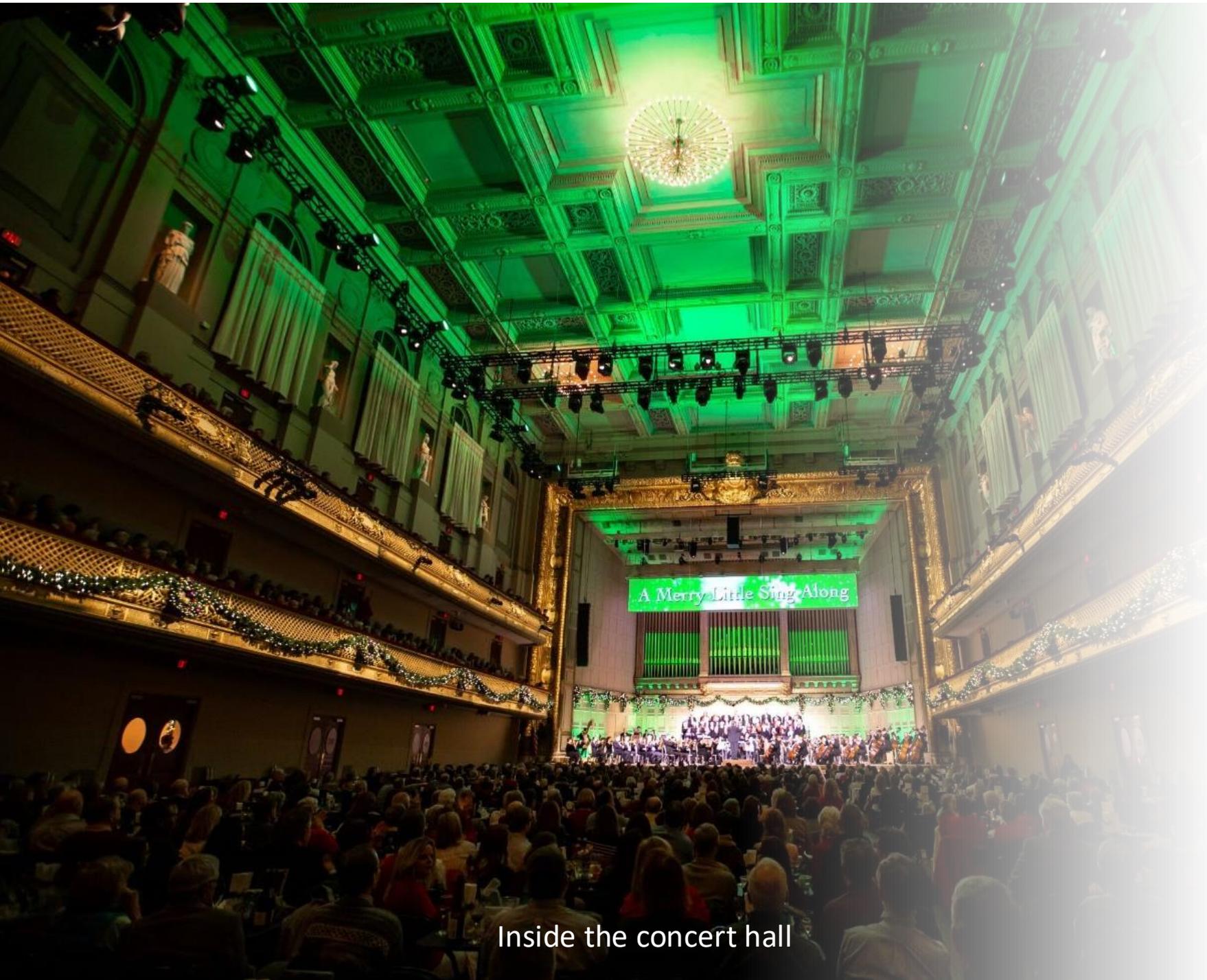
If I need to, I can use the restroom.

The restrooms are in the hallways outside the concert hall on the 1st and 2nd floors.

All Gender Restrooms are also available.

I may have to wait my turn to use the restroom.





When we're ready, we can find our seats inside the concert hall.

If our seats are in the balcony, we can walk up the stairs or take the glass elevator.

Symphony Hall is very big! There are a lot of seats. I will see other groups of families and friends at this Holiday Concert.

Inside the concert hall

Snack Bar



We may purchase snacks or beverages from a concession stand in the hallway before and during the concert.



The conductor, Keith Lockhart, will walk onto the stage at the beginning of the concert. He helps the musicians play together as a group.

Some of the audience members may clap for him. If I want to clap, I can clap too.

Keith Lockhart and the musicians

Once Keith is on the podium, the musicians will start playing the concert.

If the music is too loud or bothers me, it is all right for me to cover my ears. We can even ask an usher to help the people I came with and me to find seats farther from the stage.



Keith Lockhart conducts the orchestra

Noise-Reduction Ear Muffs

I can bring my own noise-reduction headphones and wear them during the event.

If I forget mine, I can ask an usher to borrow a pair during the concert.



Noise-reduction ear muffs



When each musical selection is over, the conductor will lower his hands, and the audience will clap for the musicians and conductor.

If I want to, I can clap, too.

Keith Lockhart conducts the orchestra

If I need a break at any point during the concert, I can go into the hallway or to a designated Quiet Space.

An usher or volunteer will be happy to show me where those rooms are located.

I will tell the people I came with where I am going, or they may come with me.



Quiet Space

During the concert, Santa Claus will walk down a side aisle of the orchestra floor.

Santa will be smiling and waving hello to the audience.

If I want to, I can wave at Santa from my seat.



Santa walking down aisle



I can keep waving from my seat when Santa walks onto the stage with Keith and the musicians.

After the concert, I can meet Santa Claus in the O'Block/Kay Room behind the concert hall.

If I want to meet Santa, I may need to wait in line. That's OK. Lines move quickly.



Santa in O'Block Kay Room

Now that the concert is over, it's time to leave with the people I came with.

We may have to take the elevator or walk downstairs to leave the hall.



Exit near the Box Office



Symphony Hall during performance

I am ready and excited to see the Boston Pops at Symphony Hall!

Thank you to our Season Sponsors:

