



 Boston Symphony
Orchestra

 Boston Pops  Tanglewood  Symphony Hall

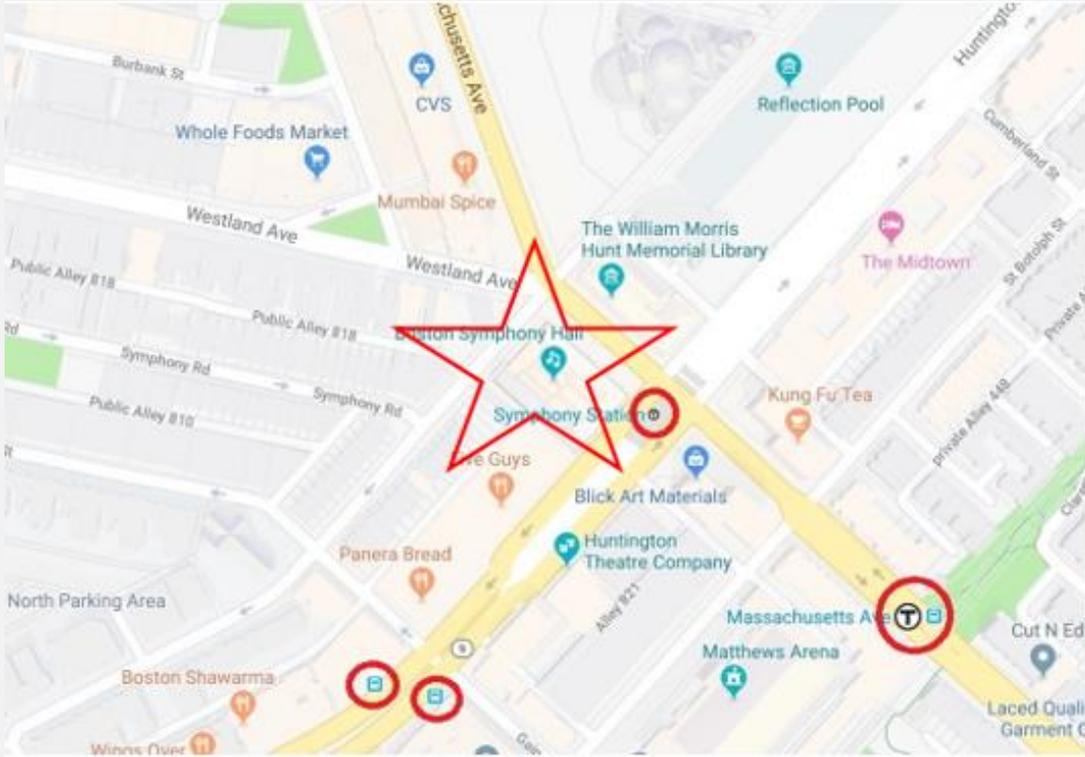
Social Narrative

Welcome to Symphony Hall!

We look forward to seeing you at!



I am excited about
visiting Symphony
Hall!



- 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 have to cross the street, I will be safe and stay close to my group. I may hold hands with someone attending with me.

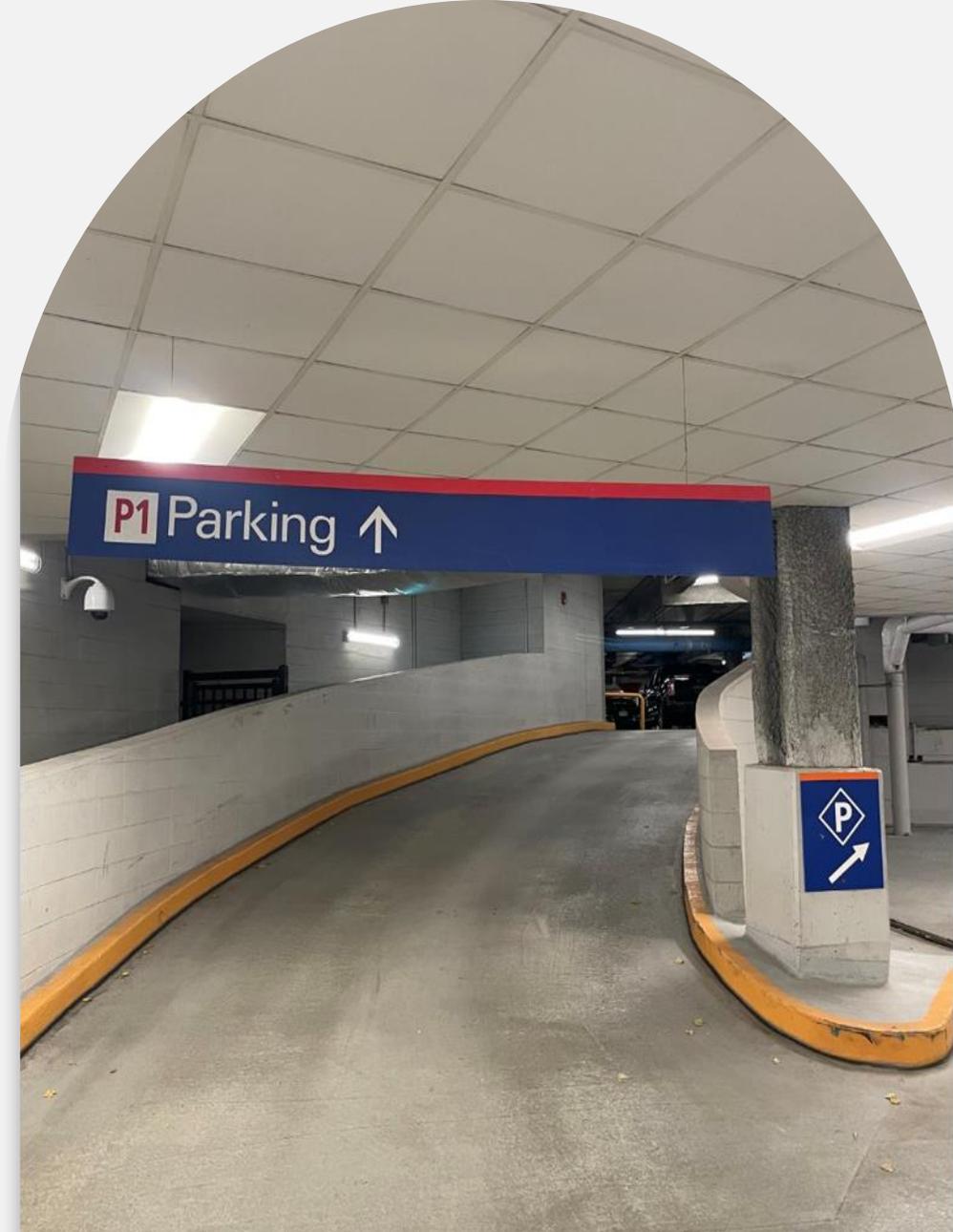
If we drive, we can park near Symphony Hall at a public parking space or garage.

- 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 my 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.

We may enter through the Mass Ave main entrance.
We may also enter through the Cohen Wing Entrance on Huntington Avenue if Mass Ave is crowded.



Main Entrance - Massachusetts Avenue Entrance



Cohen Wing - Huntington Avenue Entrance

Cohen Entrance on Huntington Ave. (Exterior)



Cohen Entrance (Lobby)



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.

If the scanner flags an item, additional screening (such as a bag search or handheld wand) may be required to ensure everyone's safety.

We may need to take off coats or empty our pockets before walking through the Evolv security gates.

Cooperation will help the process go smoothly.



- Ushers will welcome me upon entry.
- Ushers can help me navigate Symphony Hall and find my seat. Ushers are very friendly.
- Ushers wear black and white uniforms & nametags.
- Volunteers often help, too. They are also very friendly.
- Some volunteers may wear colorful t-shirts.
- Signs are posted throughout Symphony Hall to help you find your way.



- Symphony Hall is spacious.
- Signs throughout the building help you find your seats.

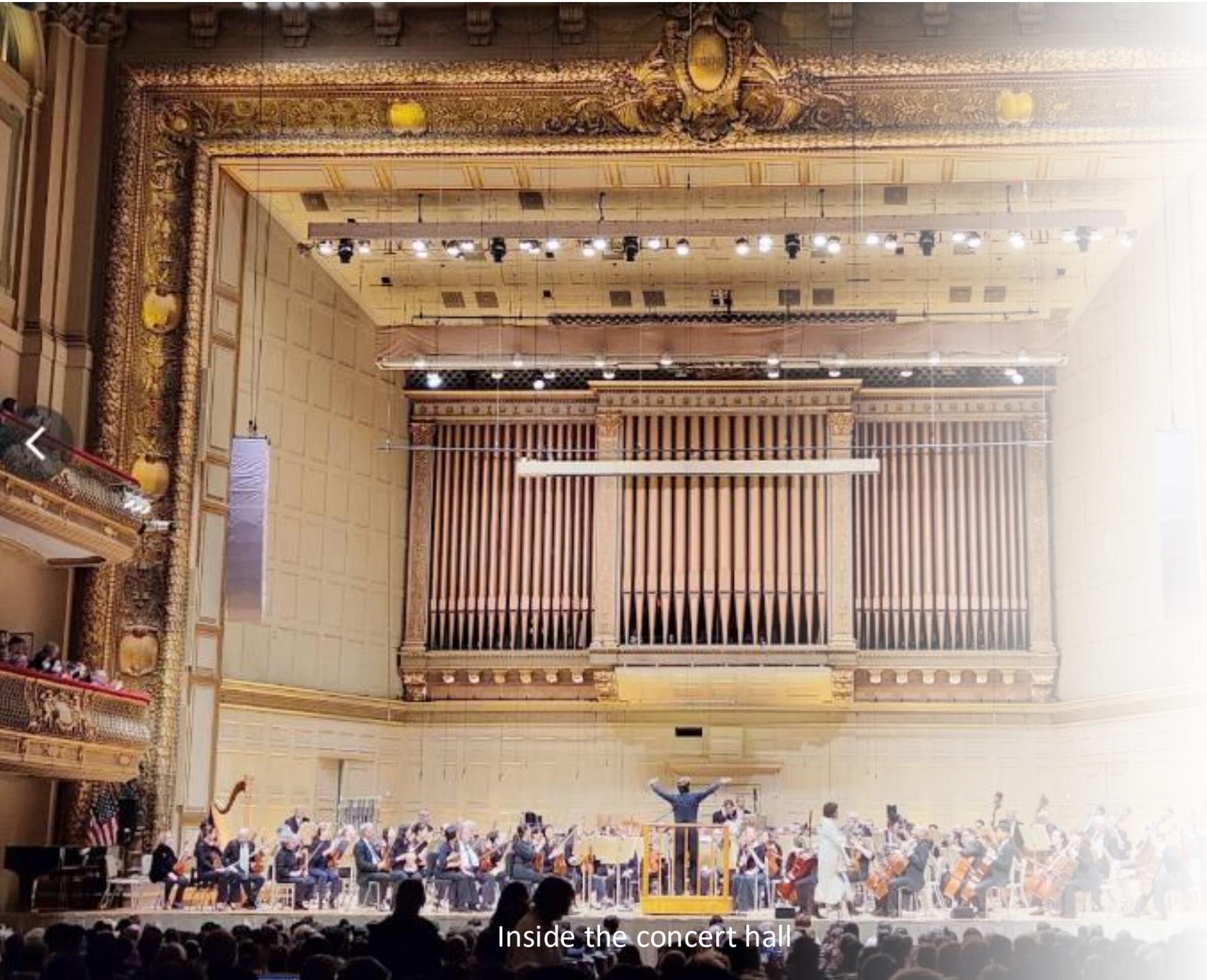


- If we arrive early, we may get to participate in fun pre-concert activities, like "meet the musicians" sessions, arts and crafts, or an instrument playground.
- At the instrument playground, I can explore lots of instruments.



- If I need to, I can use the bathroom.
- The bathrooms are in the hallways outside the concert hall.
- I may have to wait my turn to use the bathroom.





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 concert.

Inside the concert hall

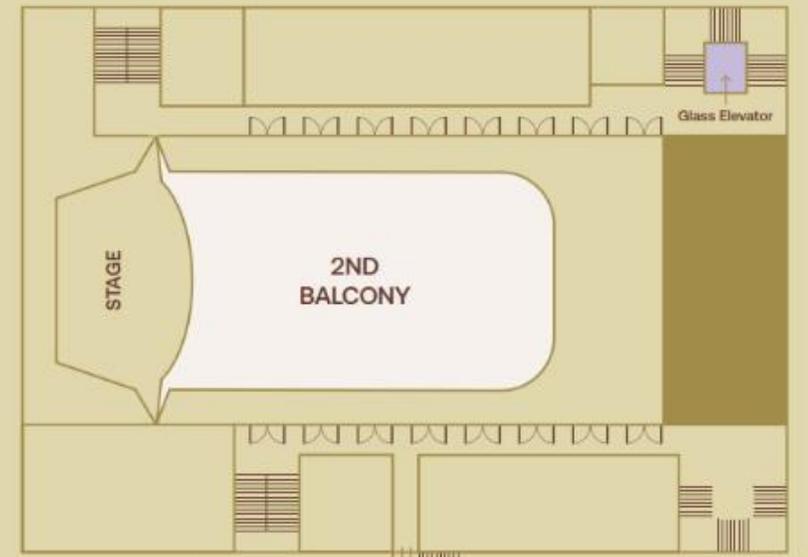
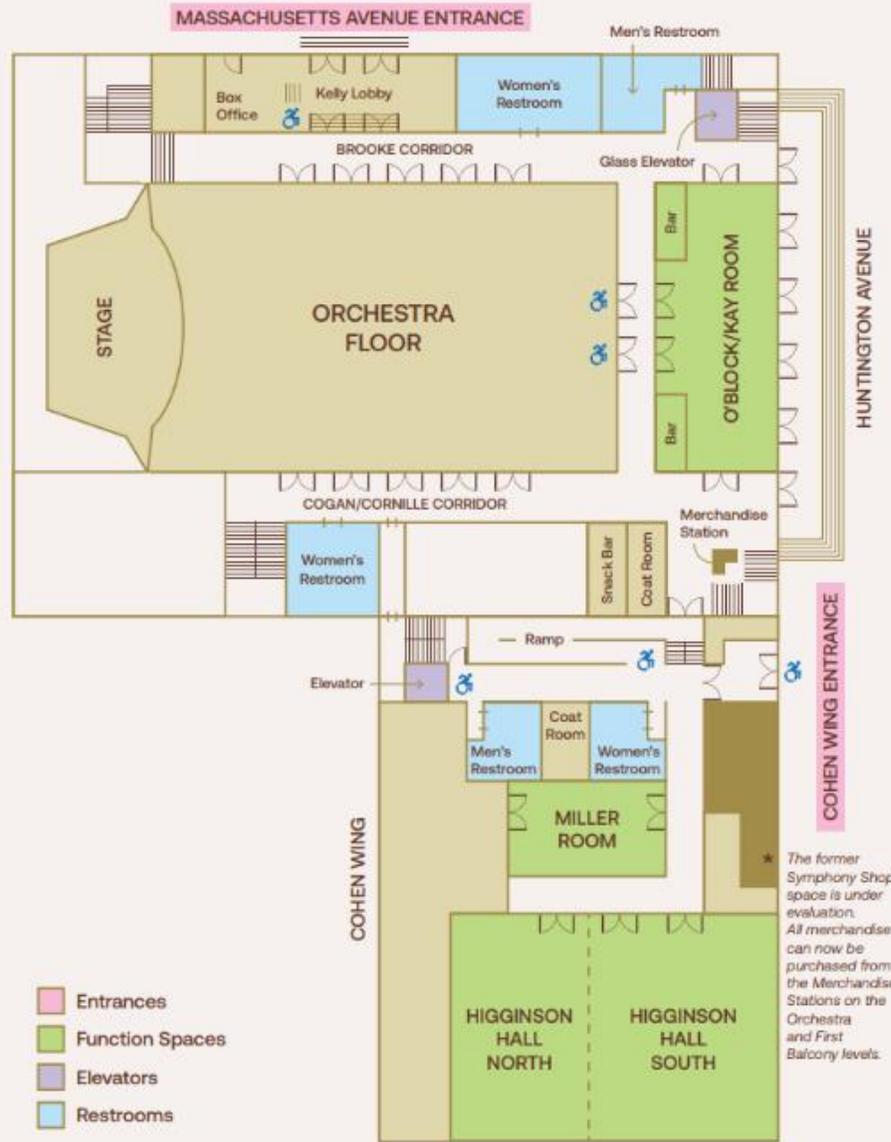
IN CASE OF AN EMERGENCY:

I will follow any lighted exit sign to the street.

I will NOT use elevators.

I will walk.

I will not run.



IN CASE OF AN EMERGENCY
Follow any lighted exit sign to street.
DO NOT use elevator. Walk, don't run.

PLEASE NOTE:
There are no restrooms on the 2nd balcony level.



- I will see other groups of families and friends. To get to our seats, we may need to walk in front of other people or other people may need to walk in front of us.
- If someone accidentally bumps into me, it is no big deal and I will say “Sorry.” We will do our best to find our seats to get ready for the show.



- Once I am seated, it is OK to quietly talk to my neighbors. While I am waiting, I may see some of the musicians on stage with their musical instruments. They are getting ready, too!
- I will know the concert is about to begin when the concertmaster (a violin player) plays the pitch 'A' for the other instruments to tune to. I will remain quiet during tuning so the musicians can hear.



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





- Just before the concert starts, the conductor will arrive on the stage.
- The conductor is very special and important because they lead the musicians, so I can clap for them!
- When the clapping is finished, I will try to be quiet so everyone can focus.



- The conductor will introduce him/her/themself.
- The conductor will share information and ideas about the music and composers during the concert.
- The conductor might give me hints about what to listen for in the music!

CONDUCTOR
Thomas Wilkins



- The program is available online before the concert.
- Once the conductor is on the podium, the musicians will start playing the concert.
- During the concert, we will hear songs that are on the program.

Noise-Reduction Earmuffs

- If the music is too loud or harsh for me, it is okay to cover my ears or wear earmuffs
- I can bring my own noise-reduction headphones to wear during the concert.
- Or I can ask an usher to borrow BSO earmuffs.



Noise-reduction earmuffs

- If I need a break at any point during the concert, I can go out into the hallway or to a 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



- After the last song, I can stand up and clap to show the orchestra and Maestro Wilkins that I thought they did a great job!
- They might bow to thank me for being a good audience member, too!
- The clapping may be loud, and it's OK to wear my headphones or cover my ears if I need to.

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

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

