

Boston Symphony Orchestra

Boston Pops Tanglewood Symphony Hall

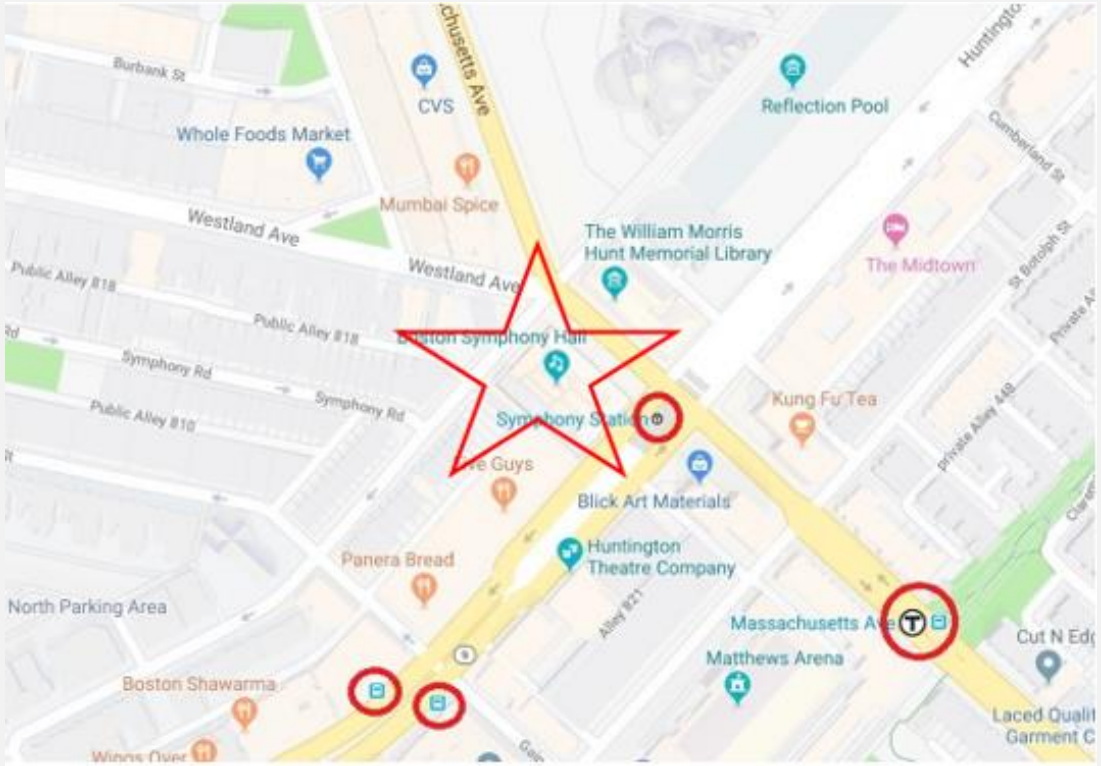
Social Narrative

Sensory-Friendly Concert

We look forward to seeing you at Symphony Hall for a fun, musical time!



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.

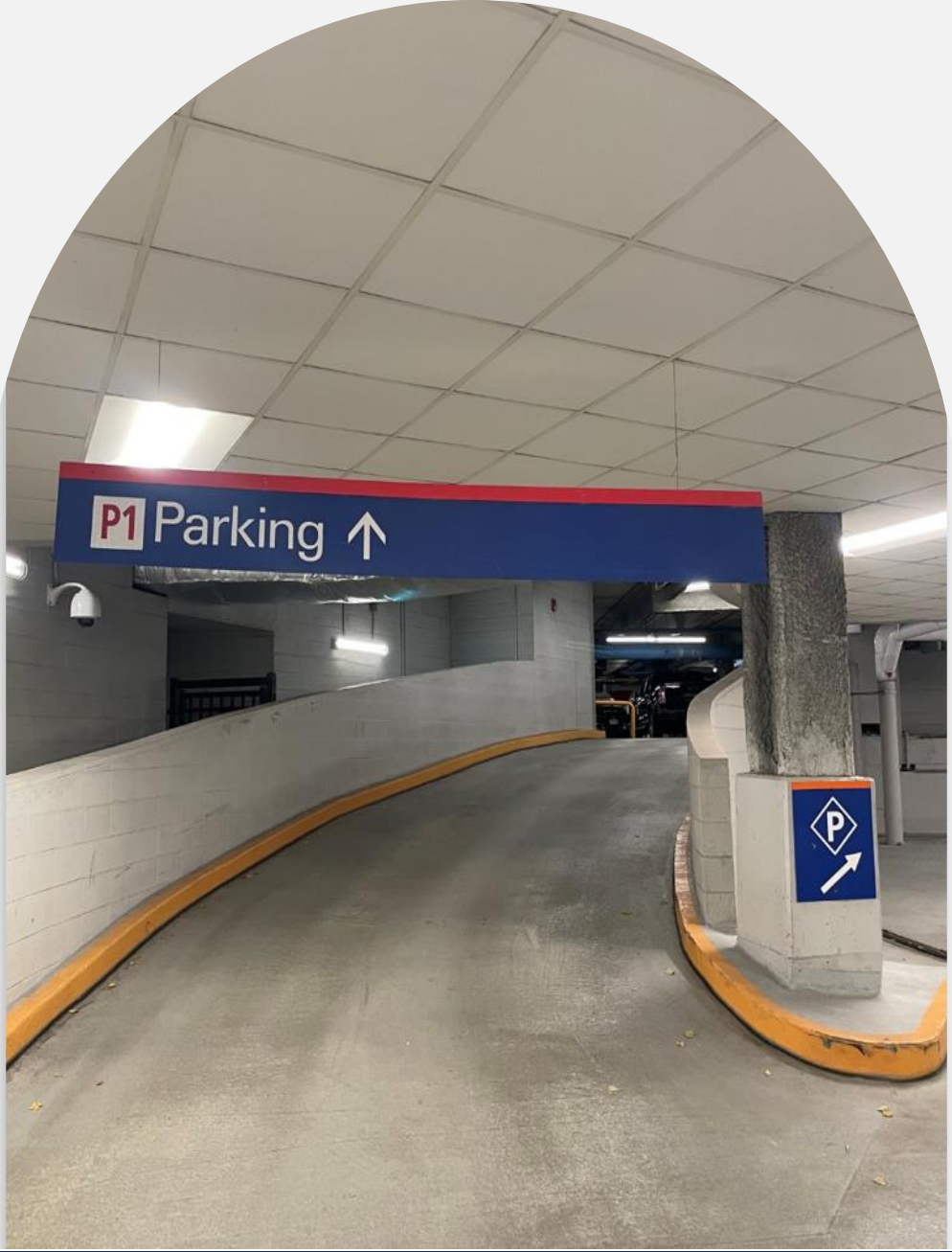


If we drive, we can park near Symphony Hall at a public parking space or garage.

- 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.



Entering Symphony Hall

- 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





We might have to wait in line at the Box Office to say our names and pick up our tickets. That's ok.

Lines move quickly!

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

Cohen Entrance (Lobby)



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

Cooperation will help the process go 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.
- 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.



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."**



Activities

When I arrive, I may get to participate in pre-concert activities or receive a swag bag!

During the concert, I can use the items in my swag bag whenever I would like.



Swag bags



- If we arrive early, we can participate in fun pre-concert activities like coloring and 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.







Inside the concert hall

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 elevator.

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

IN CASE OF AN EMERGENCY:

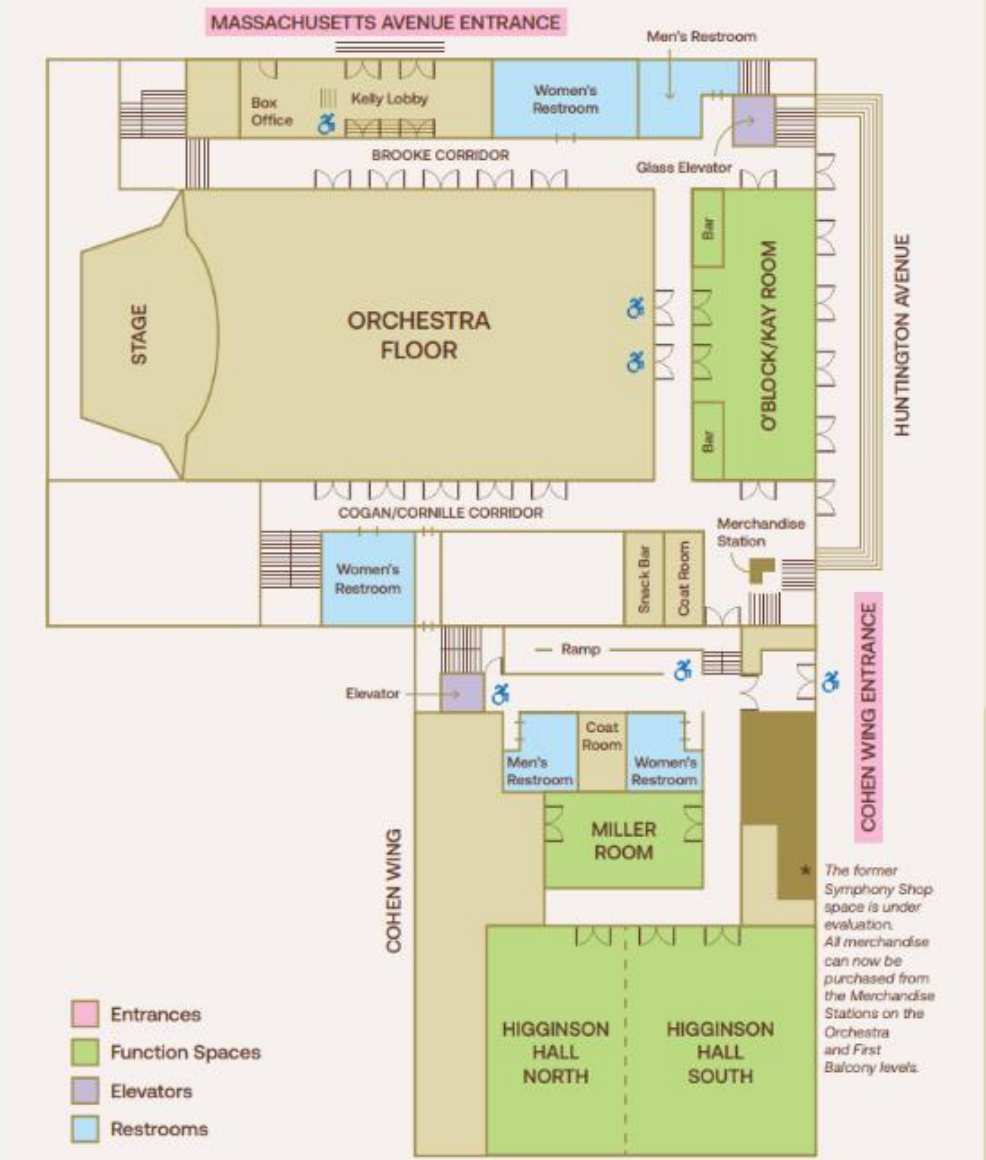
I will follow any lighted exit sign to the street.

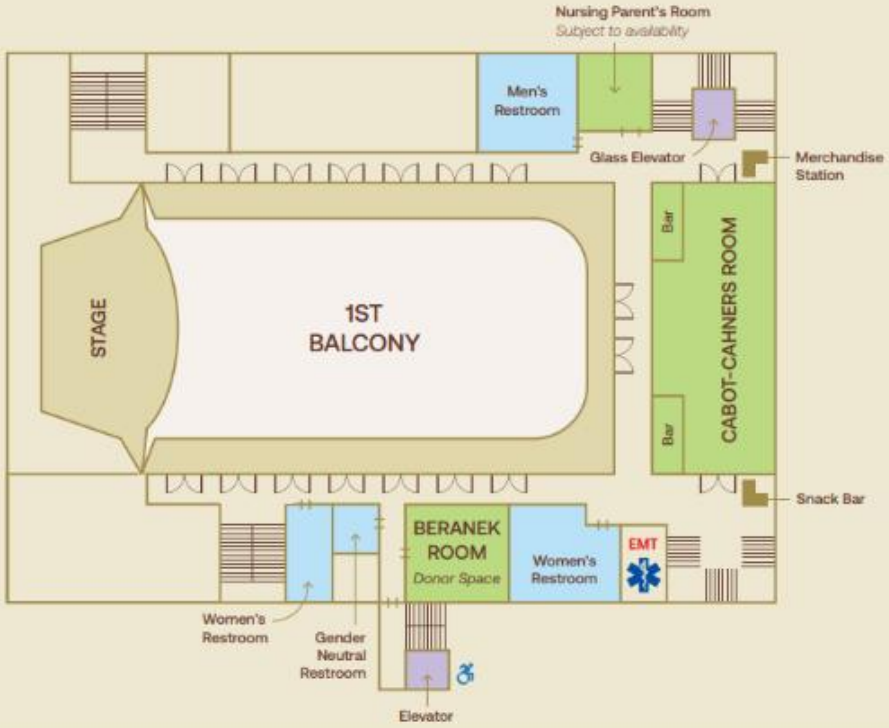
I will NOT use elevators.

I will follow instructions from staff.

I will walk, not run.

Boston Symphony Orchestra







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



- 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) stands and the oboe 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!

The Conductor



- 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 the conductor 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!

