

# Celebrate Pittsburgh Tip Sheet

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## BEFORE THE CONCERT

### Preparation

To help you get ready for your visit to Heinz Hall, we have created a variety of materials that are now available on the Pittsburgh Symphony website. These include a [pre-visit story](#), [videos](#), an [instrument picture schedule](#), and a [playlist](#) of the concert music.

### Surveys

So that we can provide the best possible experience for you at this and future performances, we will collect feedback through pre- and post-concert surveys. You will receive the survey invitations by email, and we would be delighted if you took a few moments to share your thoughts with us.

### What to Bring

Along with your tickets, personal items, and enthusiasm, we allow any electronic devices needed for accommodation purposes. We ask that you refrain from flash photography, as well as video or audio recording, in the concert hall; however, flash photography and video/audio recording are permissible in the Lobby and Garden areas of Heinz Hall.

### Parking

When you purchase your tickets, you may also buy prepaid parking in the Sixth & Penn garage across the street from Heinz Hall. On the day of the concert, real-time parking availability can be found on the [Park PGH website](#) or by using the [ParkPGH app](#).

### Arrival

We recommend coming at least 20 minutes prior to the 2:30pm concert start time but encourage you to come early to experience all of our pre-concert activity hour, running from 1:15pm – 2:15 pm.

Our pre-concert activities include meeting musicians, engaging multiple senses and playing instruments in a sound exploratorium, and exploring movement in a kinesthetic room. There will also be a resource fair featuring local programs and services for those with disabilities. A complete listing of resource fair participants is available [here](#).

## DURING THE CONCERT

### Concert Length

The concert will run from 2:30pm to 3:35pm and include music, projected illustrations, tap dancing, and opportunities for interaction, as well as many special guests.

## Relaxed Rules

So that everyone can enjoy the music in his or her own way, there will be “relaxed rules” in the concert hall. All responses to the music—clapping, singing, vocalizing, dancing, etc.—are welcome at any time! To help patrons control their sensory stimulation, we will provide fidgets, earplugs, and a quiet room. The lights in the hall will not be completely dimmed, and you are welcome to move around or leave the concert hall as needed during the performance.

## Accessibility

We are committed to sharing, creating, and celebrating our musical experiences with patrons of all abilities. The accessible services available at *Celebrate Pittsburgh* include:

- Curbside assistance
- Accessible entrances and seating
- Accessible and family restrooms
- Guide dog accommodations
- Braille programs
- Large print photocopies of the program book
- Portable FM assistive listening devices
- American Sign Language interpretation
- Communication Access Real-Time Translation (CART) transcription

For more information, or if you have more questions, please visit [pittsburghsymphony.org/accessibility](http://pittsburghsymphony.org/accessibility) or call 412-392-4900.

## Restrooms

A wheelchair-accessible restroom is available on the Main Floor, and family restrooms are available on the Lower Level. There are additional restrooms located on the Lower, Grand Tier, and Gallery levels, as well as off the Garden Room.

## Photography and Videos

During your visit, you may be photographed, filmed, or recorded by Pittsburgh Symphony staff, our contract photographer and videographer, or the media. For more information, please view our [crowd release](#).

## Concessions

Concessions, including gluten and casein-free options, will be available in the Garden Room and Grand Tier Lounge.

## Concierge Service

If you have any questions throughout your time at Heinz Hall, please stop by the Concierge Desk in the Entrance Lobby. Staff will be ready to assist you at any time during the activity hour or performance.