

Heroes and Inspirations: Tip Sheet

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](#), a [Heroes and Inspirations preview video](#), an [instrument picture schedule](#), a [Spotify playlist of the concert music](#), a [recording of One Single Voice, the second selection on the program](#), and a [video recap of last year's sensory-friendly performance, Celebrate Pittsburgh](#).

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 Wear and Bring

There is no official dress code, and we encourage you to wear whatever makes you feel comfortable.

Along with your tickets, personal items, and enthusiasm, we allow any electronic devices needed for accommodation purposes throughout the hall. We ask that you refrain from using devices for flash photography, as well as video/audio recording, in the concert hall; however, flash photography and video/audio recording are permissible in the Lobby and Garden areas. Throughout the day, we encourage you to share your photos of the event on social media with #PSOHeroes.

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 and Activity Hour

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

Our pre-concert activities will include a sound exploratorium, kinesthetic room, art room, and resource fair, as well as opportunities to meet Pittsburgh Symphony musicians and Fiddlesticks, our musical ambassador to children. A [list of all the organizations participating in the activity hour](#) is now available online.

Upon arrival, you will be offered a fidget and a map of the pre-concert activity rooms. Earplugs will also be available in the resource fair area, as well as in select locations around the hall, courtesy of the UPMC Center for Musicians' Hearing.

You will have the opportunity to receive a stamp on your map for each room you visit, with the exception of the quiet room, and patrons who receive stamps for all rooms will be eligible to collect a small prize. Additional instructions will be available at the event.

Quiet Room

Throughout the activity hour and the performance, the Overlook Room will be available as a designated quiet space with relaxing activities and a live video feed of the performance.

Concert Length

The concert will run from approximately 2:30 p.m. to 3:15 p.m. and include music, live drawing, a slideshow of patron-submitted hero artwork, sing-alongs, and other opportunities for interaction, as well as interviews with several 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! 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 and will offer the following accessible services at *Heroes and Inspirations*:

- 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

Please visit pittsburghsymphony.org/accessibility or call 412-392-4900 to learn more.

Restrooms

Accessible restrooms are available on the Main Floor and Grand Tier Level, and family restrooms are available on the Lower Level. Additional restrooms are located on all levels of Heinz Hall.

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 questions while at Heinz Hall, please see one of our trained ushers or volunteers, who will be wearing lime green t-shirts, or 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. The Concierge Desk is also where you may pick up any artwork submitted for our hero slideshow.