

Music of Flight and Fantasy: 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 www.pittsburghsymphony.org/sensoryfriendly

Follow the link to find:

- Pre-Visit Materials about Visiting Heinz Hall and The Concert Experience
- An Orchestra Picture Schedule that shows the instruments of the orchestra
- A Spotify playlist with the concert music
- A pre-visit video of a PSO musician and Conductor Lawrence Loh

Flow these links to watch videos from our two previous Sensory Friendly Concerts:

[2015 – Celebrate Pittsburgh](#)

[2016 – Heroes and Inspirations](#)

Surveys

So that we can provide the best possible experience for you at this and future performances, we will collect feedback through a post-concert survey. You will receive the survey by email following the concert, 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 #PSOsensoryfriendly.

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 Park PGH app.

Arrival and Activity Hour

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

Our pre-concert activities will include a sound exploratorium, kinesthetic room, art room, and photo op room, as well as opportunities to meet Pittsburgh Symphony musicians and Fiddlesticks, our musical ambassador to children. A list of artists and pre-concert rooms can be found on-line in the Fact Sheet at www.pittsburghsymphony.org/sensoryfriendly.

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 pm to 3:20 pm and include music, live drawing, a slideshow, and 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 Heinz Hall will be at 50%, 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 *Music of Flight and Fantasy*:

- 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
- Hearing Loop with T-coil
- American Sign Language interpretation
- Communication Access Real-Time Translation (CART) transcription

Please visit www.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.