

# **“Imagination Destination” Tip Sheet**

---

## **A Sensory Friendly Performance**

We are excited to see you soon at Heinz Hall for the Pittsburgh Symphony Orchestra’s sensory friendly performance Imagination Destination! To help you get ready for your visit, we have prepared these details of what to expect during your concert experience. Event information is also available at [www.pittsburghsymphony.org/sensoryfriendly](http://www.pittsburghsymphony.org/sensoryfriendly).

### 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 with 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 front rooms of the Hall. Throughout the day, we encourage you to share your photos of the event on social media with #PSOsensoryfriendly and #ImaginationDestination.

### 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 Pre-Concert Activities

We recommend arriving at least 20 minutes prior to the 2:30 pm concert start time. We also hope to see you for our pre-concert activities, which will take place throughout Heinz Hall from 1:15 to 2:15 p.m.

Upon arrival, you will be offered a fidget and a map of the pre-concert activity rooms. Earplugs will also be available in the Grand Lobby (Dinosaur Room), as well as in select locations around the hall, courtesy of the UPMC Center for Musicians’ Hearing and Center for Hearing and Deaf Services, Inc. You will have the opportunity to receive a stamp on your map for each room you visit. Patrons who receive stamps for at least 5 rooms will be eligible to collect a small prize in the entrance lobby at the volunteer table. Additional instruction will be available at the event.

Our pre-concert activities will include:

**Musician Meet & Greet** – Meet musicians of your Pittsburgh Symphony Orchestra in three locations throughout the front of Heinz Hall.

**Kinesthetic Room** – Join faculty from the Pittsburgh Ballet Theatre for creative movement activities.

**Old-Future Band** – Join our very special retro-futuristic band, an interactive audio and tactile installation that combines modern digital tools and video game controllers with old technologies.

**Dinosaur Room** – Draw your favorite dinosaur or take a selfie with a T-Rex! Visit the table with earplugs and healthy hearing information from the UPMC Center for Musicians' Hearing and the Center for Hearing & Deaf Services, Inc.

**Music, Lights, Color!** – Discover how sound influences lighting and colors. Come explore this interactive light and sound installation. A music making experience for everyone through CEEMI (*Collaborative Experimental Electronic Musical Instrument*), an app that turns any smart device into a musical instrument.

**Sound Exploratorium** – Explore percussion instruments, singing, and movement with our friends from Children's Hospital of Pittsburgh of UPMC Music Therapy Department.

**Fiddlesticks' Art Room** – Create fun designs with staff from The Andy Warhol Museum and a tactile map for the concert with friends from the Pittsburgh Children's Museum. Visit with PSO Musical Ambassador, Fiddlesticks!

**Collect a Stamp** – Receive a stamp at each activity room you visit during the pre-concert activity hour. Collect at least 5 stamps and receive a prize! See one of our helpful volunteers with the silly headbands to learn more.

**Concessions** – Refreshments, including gluten-free and casein-free options, will be available in the Encore Lounge and Garden Room.

#### Quiet Room

During the concert, the Overlook Room will be available as a designated quiet space with relaxing activities and a live video feed of the performance. You are welcome to visit the Quiet Room at any time during the performance.

### Concert Length

The concert will run from approximately 2:30 to 3:30 p.m. and include music, live illustrating, dancers, a singer, slides on a large screen above the orchestra, and speaking by the conductor and host throughout the performance.

### 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. If the music is too loud for you at any time, please move to a seat farther back in the auditorium.

### 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 the “Imagination Destination” performance:

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

Please visit [www.pittsburghsymphony.org/accessibility](http://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 Orchestra staff, our contract photographer and videographer, or the media. For more information, please review our crowd release policy.

### 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.

### Surveys

So that we can provide the best possible experience at this concert as well as 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.