Preparation
You have your tickets. Now what?

We offer a variety of materials to help you prepare for your trip to Orchestra Hall, including a pre-visit story and concert playlist. These materials and more will be available at minnesotaorchestra.org/sensoryfriendly one month prior to the concert.

In the meantime, learn more about our musicians and instruments with our Interactive Guide to the Orchestra.

What to Wear
There is no dress code. Feel free to wear what is most comfortable to you.

Please be considerate of those who may have allergies or chemical sensitivities. It is recommended that you refrain from using strong perfumes and colognes so as not to distract the patrons sitting around you.

Parking
Visit Getting to Orchestra Hall: Drive and Park for driving directions, a map of parking ramps near Orchestra Hall, and information about guaranteed parking. Please note that there is no valet parking available for Relaxed Family Concerts. We also have public transportation directions, as well as tips, discounts and information for cyclists.

Arrival and Wayfinding
When you arrive, English and Spanish maps of the lobby spaces and activities will be available, as well as fidgets. Ushers and volunteers stationed throughout the lobby, along with signage, can help with wayfinding.
**Hearing Protection**

Earplugs will be available at select usher and volunteer stations. We will also have several pairs of noise reduction ear muffs available, but we encourage you to bring your own due to limited quantities. Before the concert, ear muffs will be available for checkout at the Audience Services Desk. If you need ear muffs during the concert, please ask a volunteer in the auditorium for assistance.

**Quiet Spaces**

Designated quiet spaces are available throughout the activities and concert. In these spaces, you’ll find items such as weighted sensory supports and noise-cancelling ear muffs. You are welcome to visit anytime someone in your party is feeling overwhelmed or in need of a break. During the concert, one of the quiet spaces will have digital video and audio feed of the performance. Pick up a lobby map or ask one of our ushers or volunteers to learn more.

**Pre-Concert Activities**

We recommend arriving at least 20 minutes prior to the concert start time, and we encourage you to come early for activities available from 12:00–1:45pm. (Attendance increases as the concert start time nears, so we recommend arriving before 12:45pm if you would like a quieter activity experience. You will then be welcome to find your seats in the auditorium as early as 1:30pm.)

Activities include opportunities to try instruments, engage in creative movement, make art, explore the program theme and meet Minnesota Orchestra musicians. (Please note that although most activities are available immediately at 12pm, the Meet a Minnesota Orchestra Musician activity will not be available until 12:45pm.)
**TIP SHEET: RELAXED FAMILY CONCERTS**

**Vänskä Conducts**
*Mozart the Adventurer*
Sun, Oct 13, 2019  2pm

**Pictures at an Exhibition**
Sun, Feb 9, 2020  2pm

**Star Wars and Beyond**
Sun, Mar 22, 2020  2pm

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**Refreshments**

Refreshments, including gluten-, nut- and casein-free options, are available for a charge at concession areas.

**Restrooms**

Restrooms are located on multiple levels. Accessible restrooms are located on all levels. A changing table is available in the family restroom located on Balcony B. Pick up a lobby map or ask one of our ushers or volunteers to learn more.

**Concert**

Each concert runs approximately 50 minutes and includes a mix of soft and loud music, visual projections with moving images, opportunities for participation and special guests.

**Relaxed Environment**

Our Relaxed Family Concert experience takes place in an inclusive environment where audiences of all abilities are welcome to be who they are and move, vocalize, clap, or otherwise respond to the music freely at any time.

The auditorium house lights will remain on at a low level during the performance, and you will have the flexibility to enter, exit or find a new seat as needed throughout the concert. You are also welcome to visit a quiet area or ask a volunteer for noise reduction ear muffs anytime someone in your party is feeling overwhelmed.

**Electronic Devices**

The use of electronic devices for accessibility purposes is welcome throughout Orchestra Hall. Please do not use flash photography, video or audio recording in the auditorium. (Flash photography is permissible in all other spaces.) Throughout the day, please share your photos on social media. #mnorch

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612-371-5656  minnesotaorchestra.org/sensoryfriendly
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Minnesota Orchestra Photography and Videos
During your visit, you may be photographed, filmed or recorded by Minnesota Orchestra-designated photographers or videographers. If you do not wish to be photographed, filmed or recorded, please speak with an usher or volunteer.

Accessibility and Ticketing
The following services are available at all Relaxed Family Concerts:
- Accessible seating
- American Sign Language (ASL) interpretation
- Assistive listening devices
- Braille programs
- Buffer seating (available upon request via phone at no additional cost)
- Flexible refund policy
- Large print programs
- Real-time captioning (CART)
- Service animal accommodations
- Spanish translation services

Visit our Accessibility page, or contact Ticket Services at tickets@mnorch.org or 612-371-5656 to learn more. If you need assistance while at Orchestra Hall, please visit the Audience Services Station near the Marquette Avenue entrance, or see one of our ushers or volunteers.

Surveys
The Minnesota Orchestra strives to provide the best possible experiences for our audiences. To help serve you better, please complete pre- and post-concert surveys for this event. Survey invitations will be sent via email. Thank you in advance for sharing your insights!