

FOR TEACHERS

VENUE:

Phoenix Symphony Hall
75 N 2nd St
Phoenix, AZ 85004

EVENT SCHEDULE:

9:30am-10:00am	Buses arrive at theatre
10:00am	House opens
10:00am-10:30am	Seating, watch prep/company class
10:30am-11:30am	Introduction / Performance / Q&A with dancers
11:30am	Audience dismissal

WHERE ARE MY TICKETS?

- Physical tickets are **NOT ISSUED** for Student Matinee performances. Seating is General Admission and ushers will help seat your group as you enter the theater.
- If your group is arriving in multiple buses, cars, or via the light rail, make sure to **DESIGNATE A POINT PERSON** in each group who knows the **school/group name** and the **field trip coordinator's name**.
- The total number of seats allocated to your school is indicated on your invoice. **DO NOT arrive on the day of the event with additional students or adults.** There will not be seats available for them.

ARRIVAL INFORMATION:

- Bus parking is on **3rd St between Washington and Jackson**. The walk to Symphony Hall is very convenient from this location.
- Upon arrival, City of Phoenix Police will direct your bus to a parking position. Remain on the bus until a Ballet Arizona volunteer greets you and gives you further instructions.
- Ballet Arizona volunteers will issue the teacher/chaperone in charge AND the bus driver a **GREEN OR PINK** numbered card. **BUS DRIVERS** will need to display this card in their window so that you can easily identify your bus after the performance is over.
- When you enter the Hall, please follow the **GREEN OR PINK** arrows that correspond with your colored card.
- **MAKE SURE YOU EXCHANGE CONTACT INFORMATION WITH YOUR BUS DRIVER. BALLET ARIZONA VOLUNTEERS DO NOT KEEP TRACK OF YOUR BUS LOCATIONS AND DO NOT SUPERVISE POST-EVENT PICK-UPS.**

ADA ACCESSIBLE DROP-OFF:

- **FOR STUDENTS/ADULTS WITH PHYSICAL CHALLENGES ONLY**
- Please use the pull-in lane on 2nd St for ADA access (located on the East side of the street heading North from Washington St)
- You may enter via the ADA accessible ramp at the main entrance to Symphony Hall. There will be a check-in with a volunteer or staff person. Ushers will be able to direct you to appropriate seating.
- **THERE IS NO PARKING AT THE DROP-OFF POINT**

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FOR TEACHERS

ONCE WE ARRIVE, WHAT HAPPENS NEXT?

For Buses:

- A volunteer will enter your bus to confirm that the number of attendees matches what is on your invoice. The volunteer will then issue you a **GREEN OR PINK** bus number. One copy should be placed in the bus window and the second copy used by the lead teacher and/or chaperone to identify the bus after the concert. *Share the color and number with your students.*
- Unload the bus. Leave any cameras, lunches, water bottles, backpacks, and other carry-on items on the bus.
- Follow the **GREEN OR PINK arrows** that match the colored bus number given to you by the volunteer.
- Inside Symphony Hall, ushers will direct you to your seats. All seating is general seating and we cannot guarantee that groups will be seated together. We appreciate your cooperation.
- Take your seats as quickly as possible. Once your group has been seated, students may get up and use the restrooms only if accompanied by an adult.

For Cars or Light Rail Riders:

- Follow the **BLUE arrows** into the Convention Center and check in with the volunteer at the foot of the steps.
- Once the volunteer has verified your group and ALL members of your group have arrived, you will be directed to enter the Hall.
- Inside Symphony Hall, ushers will direct you to your seats. All seating is general seating. We cannot guarantee that groups will be seated together. We appreciate your cooperation.
- Take your seats as quickly as possible. Once your group has been seated, students may get up and use the restrooms only if accompanied by an adult.

DURING THE PERFORMANCE:

Please assist us with teaching young people or inexperienced audience members proper theater etiquette. Discourage your students from making trips to the restroom during the performance as this disrupts the experience for others. If it is necessary to leave and re-enter the auditorium, students **MUST** be accompanied by an adult. To assist you, please refer to the [Ballet Etiquette Guide](#) that can be found on our website in Student Matinee section under the Teachers & Educators tab.

AFTER THE PERFORMANCE:

- Ushers will dismiss the audience **ROW BY ROW**. Please be patient and remain seated until the usher has signaled for your row to exit.
- Exit Symphony Hall the same way you entered. This will take you back to your bus or to the Convention Center quickly and smoothly.
- Restrooms are located in Symphony Hall on the WEST and EAST sides of the main floor. Please ask ushers for assistance.

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EMERGENCY CONTACT:

Ballet Arizona Education Staff and Volunteers are offsite on Student Matinee days and are unavailable to respond to phone calls or emails. In an emergency, your school can reach you or one of your students by calling the Symphony Hall Guard Office: 602.534.9550.

LUNCH AROUND SYMPHONY HALL:

There are several parks around downtown Phoenix that have ample accommodations for students and staff to sit and eat lunch. However, under no circumstances can your bus(es) be left in the bus parking lanes while your group eats lunch. Because of the way buses are parked, one left bus can keep several others from leaving. Please return to your bus following the performance and direct them to seek other parking closer to your final destination. Thank you for your support and cooperation!