

## Youth Concert Logistics and FAQs

*Q. How do I make a reservation?*

A. Reservations are made by completing the online Youth Concert reservation form with credit card or ArtsPartners voucher payment, mailing in the reservation form with a check or money order to the address listed below, or by calling Kristin Carpenter at 214.871.4006.

Attn: Dallas Symphony Orchestra Youth Concerts  
2301 Flora Street, Ste. 300  
Dallas, TX 75201

*Q. If I send my reservation in early, can I get the seats I want for my kids in the hall?*

A. Due to the number of people that attend each youth concert (approximately 1,800 per concert), we will do our best to accommodate all seating requests unless your group has specific needs for their safety or comfort. Please make these needs known upon making your reservation via mail, internet or phone.

*Q. How are seats assigned in the hall?*

A. All seats are assigned on group size or specific seating needs. For example if you should have a group of 300 people, you will only be able to sit together as a group in certain areas of the hall due to its capacity in various areas, while a group with 15 people might fit in another area.

Since seating is assigned at least two days before a Youth Concert, we are unable to make changes to reservations after two days before a Youth Concert. Please be prepared (and help your students to prepare) to sit in ANY area of the hall. All seats have excellent views of the stage!

*Q. I am in DISD. Why are my tickets \$8 each, and not \$6 each?*

A. Buses are booked and scheduled for DISD schools ONLY. The additional two dollars help to defray busing costs. IF YOU ARE IN DISD, YOU DO NOT HAVE TO MAKE BUS RESERVATIONS. We will make them for you upon your request. For a 10 AM concert, your bus(es) will arrive at approximately 9:15. For an 11:30 concert, your bus(es) will arrive at approximately 10:45.

*Q. When will I get written confirmation of my reservation?*

A. A receipt will be sent to you shortly after your reservation is received and processed. A DSO Teacher's Guide packet will arrive approximately one month before your Youth Concert visit. If you have questions before that time as to whether or not your order was processed, please call Kristin Carpenter at 214.871.4006. Hard copy tickets are not issued for DSO Youth Concerts- simply

show up at the door with your receipt. You will be "on our list" and admitted into the hall for the number of people for which you have paid admission.

*Q. In past years, I've been able to be sent as many copies of the Teacher's Guide as I requested. Why am I only getting one copy, this year?*

A. Due to our limited financial resources, we are able to send out only one Teacher's Guide per reservation during the 2009-2010 school year. However, all of the activities found in the Teacher's Guide are available on DSOKids.com. In addition, you will find all of the logistical information that you will need to arrive at the Meyerson for the concert! The activities for the upcoming concerts will be placed in the appropriate areas immediately upon final editing. It will actually put you at an advantage to access the Teacher's Guide activities online instead of by the mailed guide, since it will be available for your use earlier than you will receive a guide by mail, giving you more time to use it with your students. If for some reason a member of your group does not have internet access and would like a copy of the activities, please feel free to make copies of the one Guide that will be sent to you via mail and distribute the pages as needed.

Thank you in advance for understanding our new policy regarding the guides. We think that you will find DSOKids.com to be a great tool as you prepare your kids for the Youth Concerts, and in general as a music education resource.

*Q. What time should we arrive at the Meyerson?*

A. Please plan to arrive at least 30 minutes before the concert is scheduled to begin- preferably 40.

*Q. How long are the Youth Concerts?*

A. Each concert is approximately 45 minutes long.

*Q. I have special needs students in my group- how do you accommodate them?*

A. If any member of your group has special needs, please inform us on the Youth Concert reservation form or via phone upon making a reservation, specifying the nature of their needs. All special needs visitors are FREE of charge. We will make any accommodation necessary in order for them to enjoy the performance to the fullest!

*Q. My group wants to stay to eat sack lunches after the concert. Is this possible?*

A. \*UPDATE\* Due to the construction surrounding the Meyerson, groups are not permitted to stay for lunch after concert. Please consider Reverchon Park located at 3401 Maple Ave. – Mapsco Page 45A.

## **Before the Concert**

- Please prepare your students using materials provided at this website.

- Students should be briefed on concert etiquette in advance.
- Please contact Kristin Carpenter at 214.871.4006 at least 48 hours before the concert if your group includes any students or teachers with special needs, including wheelchairs or hearing impaired students requiring infra-red headsets.
- CHANGES TO A RESERVATION MUST BE MADE AT LEAST 2 DAYS BEFORE YOUR YOUTH CONCERT EXPERIENCE.

## The Day of the Concert

- Before leaving school, please allow time for students to visit the restroom.
- Upon your arrival, you will be greeted by a DSO Staff Member who will give you a DSO Bus number. This DSO bus number is given to help ease the bus pick-up process after Youth Concerts. *Memorize your DSO bus number.*
- Learn your bus driver's name and be sure you can recognize her/him.
- Plan to arrive at the Meyerson at least 30 minutes before concert time.

## Upon Arrival at the Meyerson

- Check in with a volunteer in the main lobby; a volunteer will guide your group to your seating area. (Seating sections are assigned on the basis of group size.)
- All students should be in their seats at least 5 minutes before concert time.
- *No food or drink, including chewing gum, is permitted in the concert hall.*

## During the Concert

- The use of cameras and recorders is prohibited.
- Students and teachers should remain in their seats for the entire concert.
- Restrooms are located on all levels and should be used for urgent needs only.
- If students must visit the restroom, please have an adult accompany them.
- *Students not maintaining acceptable standards of behavior will be asked to leave, and may jeopardize their school's future attendance at DSO events.*

## After the Concert

- Make sure you know your DSO bus number.
- Please remain in your seats until your school is dismissed.
- Upon dismissal, listen carefully and follow instructions for departing the building.

## Back at School

- Refer to this website for follow-up co-curricular activities.
- Student letters/artwork expressing reactions to the concert are appreciated.

## Buses

Please memorize your DSO bus number *and* be sure you know your bus driver!

Arrivals: Buses unload in front of the Meyerson Center on *westbound* Flora Street. After students disembark, buses should proceed around the block and park in a designated area. Please follow instructions from Symphony personnel.

Departures: Students are dismissed by school and directed to their buses. Follow directions from Symphony personnel.

## Cars and Vans

Cars and vans park in the Arts District Garage which is entered from Ross Avenue between Leonard and Pearl Streets. Take ticket, (parking fee is \$1 per hour), and proceed to levels four through seven. The Arts District Garage has an overhead clearance of 7 feet. After parking, take the Symphony Center elevators to the Lower Lobby, *assemble your group in the Lower Lobby*, then take the stairs to Main Lobby. (An elevator is available for the physically challenged.)

*A note to schools arriving in carpools:* Please provide all of your drivers with a map and clear instructions on where to park (Arts District Garage ONLY). Following identical routes is recommended so that your group arrives at the Meyerson at approximately the same time. Be sure all drivers and chaperones know to meet in the Lower Lobby. Please do not come upstairs until your entire group has assembled.