

## Frequently Asked Questions about the Mary Elizabeth Hannah Children's Concerts

### ***How do I make a reservation for the concerts?***

Reservations can be made online, by mail or by fax. The reservation form is available at the education link on our website, [www.nisorchestra.org](http://www.nisorchestra.org). Reservations may not be made by phone. **Please note that if payment for your reservation is not received one month prior to the concert, the spaces you reserved will be released to other groups.** However, feel free to call our office at any time if you have questions. The number is 219-836-0525 x201.

### ***If I send my reservation in early, will I get better seats in the Star Plaza Theatre auditorium?***

Due to the number of people that attend each concert (approximately 2,400), we are unable to accommodate seating requests unless your group has special needs. Please make these needs known when making your reservation. You may also send an email to the Education Coordinator at [education@nisorchestra.org](mailto:education@nisorchestra.org).

### ***How are seats assigned in the auditorium?***

All seats are assigned randomly based on the size of the group and on any special needs the group may have. We do our best to assign seating with a goal of keeping all groups intact.

### ***When will I get written confirmation of my reservation?***

Your confirmation/invoice will arrive by mail with your Teacher's Guide and CD approximately 6-8 weeks prior to the concert date depending on when your reservation is received by the Education Coordinator. If you have any questions prior to that time, please call the Education Coordinator at 219-836-0525 x201.

Hard copy tickets are not issued for the Children's Concerts. A final confirmation letter is sent out approximately 1-2 weeks prior to the concerts to all groups who have a paid reservation. The letter will have final instructions about parking, entering, and exiting the auditorium. It will also indicate where in the auditorium your group will be seated.

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

Due to our limited financial resources, we are able to send out only one Teacher's Guide and CD per reservation. However, the Teacher's Guide will be available in PDF format on our website at the Education Concerts link on our website, [www.nisorchestra.org](http://www.nisorchestra.org). We hope this added resource will assist you in preparing your students for the concerts. Thank you for understanding our new policy regarding the guides and CDs.

***What time should we arrive at the Star Plaza Theatre for the concerts?***

Please plan to arrive at least 20 minutes before the concert is scheduled to begin. **Concerts will begin promptly at their scheduled time.** If you arrive late, you will be seated as soon as it is possible to seat you without inconveniencing the other audience members.

***How long are the Children's Concerts?***

Each concert is approximately 45-50 minutes long.

***I have special needs students in my group. How do you accommodate them?***

If any member of your group has special needs, please inform us in writing on the reservation form by filling out the requested information on the form. Please specify the nature of their needs. We will do our best to make any accommodation necessary in order for them to enjoy the performance.

***Before the Concert***

- Please prepare your students using the materials sent to you with your invoice/confirmation or provided at this website.
- Students should be briefed on concert etiquette in advance. Etiquette guidelines are provided to you on page 3 of the Teacher's Guide.
- Any changes to your reservation must be made in writing as soon as possible. Please contact the Education Coordinator at 219-836-0525 x201 if you have questions concerning your reservation or payment.
- Arrival and parking instructions are sent to each group with a paid reservation at least 1-2 weeks prior to the concert. Please review the instructions and call the Symphony office at 219-836-0525 if you have any questions.

### ***The Day of the Concert***

- Before leaving school, please allow time for students to visit the restroom.
- Plan to arrive at the Star Plaza Theatre at least 20 minutes before the concert time.

### ***Upon Arrival at the Star Plaza Theatre***

- Make sure you remember your bus number and where your bus is parked in the parking lot.
- Go to your assigned Main Lobby entrance door and a volunteer will guide your group to your seating area. (Seating sections are assigned on the basis of group size and special needs.)
- Please follow the instructions of the volunteer ushers. They are there to assist you in getting to your seats efficiently and safely.
- No food or drink, including chewing gum, is permitted in the auditorium.

### ***During the Concert***

- The use of cameras and recorders is prohibited.
- Students and teachers/chaperones 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.

### ***After the Concert***

- Please follow the instructions of the volunteer ushers. They will assist you in exiting the building quickly and safely.
- Once outside the building, please follow the instructions of the volunteers and the parking lot attendants. They are there to assist you and keep you safe!

### ***Back at School***

- Student letters/artwork expressing reactions to the concert are appreciated. When possible, we post them on our website.
- Please complete the concert survey and return it to the Symphony office. Your feedback is important to us and helps us in planning future concerts.