

**LOGISTICS GUIDE  
PLANNING FOR YOUR CONCERT  
2017–18**



**SAN FRANCISCO  
SYMPHONY**

Davies Symphony Hall

## WELCOME TO THE SAN FRANCISCO SYMPHONY'S 2017-18 SEASON OF CONCERTS FOR KIDS!

# Concerts for Kids Logistical Guidelines

The following guidelines will help prepare you and your students for your trip to Davies Symphony Hall. Please read all of the instructions to ensure your experience is as safe and positive as possible.

## Before you arrive

- Review the **Concerts for Kids Study Guide and CD** with your students to help prepare them for the concert. If you have not received these resources by six weeks before your performance date, or you require additional resources, please contact us at [cfk@sfsymphony.org](mailto:cfk@sfsymphony.org) or **415-503-5337**.
- Talk to your students about concert etiquette. The page titled "Pre-Concert Preparation" in your Study Guide has tips on how to be a good listener, and information about the performance to engage your students as audience members.
- If anyone in your party has special needs, please fill out the **Special Needs Form** at [sfsymphony.org/specialneeds](http://sfsymphony.org/specialneeds), or contact the Education Department directly at least **one week** before your performance at [cfk@sfsymphony.org](mailto:cfk@sfsymphony.org).
- Students should dress in comfortable, school-appropriate clothing. We recommend dressing in layers, as San Francisco can be chilly in the mornings.

## Day of the concert

### OUTSIDE DAVIES SYMPHONY HALL

We are expecting construction on Van Ness Ave during the days of the concerts. Further updates to these suggestions will be sent out via email a week before your concert with additional instructions and tips.

- Plan to arrive at least **40 minutes** prior to your concert time.
- We recommend you exchange phone numbers with your driver, as it will be very busy outside Davies Symphony Hall, and this will make re-connecting much easier.
- If possible, have your students leave their backpacks and lunches on the bus. If this is not possible, you can leave them in a container at the Coat Check, which is located near the Box Office.
- If your entire group is not traveling together, we **strongly suggest** you all meet at the statue on the corner of Grove and Van Ness.
- Once your entire group is assembled, follow the instructions of the ushers in the colored shirts to join the line all together.
- Please note that your class will be standing outside—rain or shine—for an extended period of time.
- **A teacher or chaperone should be at the front of your group with:**
  - **All of the tickets for your group BUNDLED TOGETHER.**
  - **The TOTAL NUMBER OF PEOPLE in your group sitting together.**

## Concert duration

### CHILDREN'S CONCERTS

(Grades K–3) last 35 minutes

### YOUTH CONCERTS

(Grades 4–9) last 45 minutes

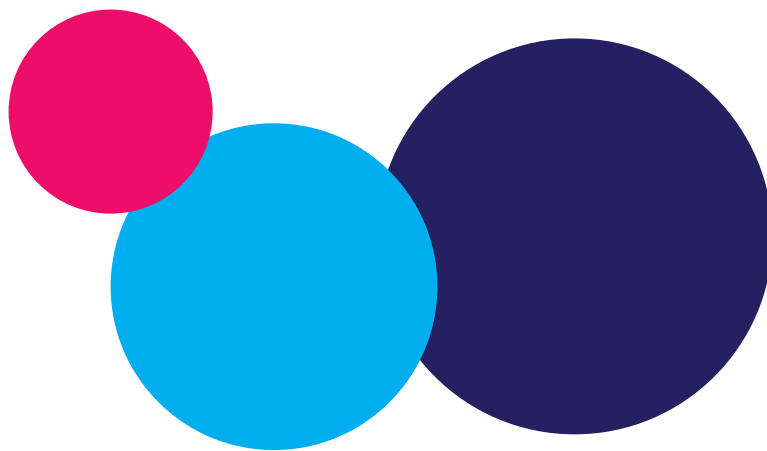
## Tips from teachers

- If you are coming by bus, get your **driver's cell phone number** and **bus number** before you leave school. Before getting off the bus, coordinate a place to meet after the concert.
- Make sure your students visit the restroom **before** they leave school! There is no intermission, and mid-concert trips to the restrooms cause the students to miss out on fantastic music!

## Not permitted

Please remind your students and chaperones that the following are **NOT** permitted inside Davies Symphony Hall:

- Food
- Drinks
- Gum
- Flash photography
- Video Recording



Please share these guidelines with your chaperones BEFORE your visit.

The San Francisco Symphony looks forward to welcoming you and your students to Davies Symphony Hall!

## INSIDE DAVIES SYMPHONY HALL

- Once you have given the usher at the entrance your tickets and the **number of people in your group**, please follow their seating instructions.
- Seating is **first-come, first-served**. Unfortunately, we cannot accommodate individual requests, except for students and chaperones with special needs.
- Concerts for Kids are designed for school-age children. Please inform your parents and chaperones that we are **unable to accommodate toddlers and strollers**.
- Please seat teachers and chaperones **amongst the students**:
  - We recommend a 1 to 10 ratio of chaperones to students.
  - Please remind your chaperones that they are responsible for the students, and remind your students that they must listen to the chaperones as they listen to you.
- To ensure everyone's enjoyment of the performance, please take immediate action in the event of inappropriate behavior. Audience participation is a vital part of the concert experience, and quiet listening is also very important!
- If you have any questions or concerns while at Davies Symphony Hall, kindly speak with an usher.

## After the concert

- As soon as the concert is over, you may exit. Please follow the directions of the ushers to ensure everyone's safety. Please note: you might not exit from the same place you entered, so make sure students remain together as you look for your bus.
- Sidewalks and crosswalks will be very busy! Be sure to connect with your bus driver and keep your group together.
- **Please remain on sidewalks** and do not walk in the streets. Staff in safety vests will be on-hand to ensure your students can cross intersections around the hall safely.
- We regret students cannot remain in Davies Symphony Hall to eat a snack or lunch. We suggest the following places in the Civic Center area:
  - **Civic Center Plaza** at Grove St. & Polk St.
  - **Memorial Court** at Van Ness between the Opera House and the Veterans Building
  - **Jefferson Square Park** at Gough St. & Golden Gate Ave.
- Once you return to school, follow-up with your students by reviewing what they learned and heard at the concert. We love to hear from you and your students! Address all letters to:  
Education Department  
Davies Symphony Hall  
201 Van Ness Ave., San Francisco, CA 94102
- We invite you and your students to participate in our **Visual Arts Project!** Check out the back of your Study Guide for entry guidelines.

## Lost people

When you enter the hall, point out the bench in front of the Symphony Store to your students and instruct them to go there if they are separated from their group. If this occurs, all ushers and staff are on hand to assist you and your students.

## Lost items

If a member of your group leaves something behind at Davies Symphony Hall, please call 415-503-5325 the **same day**. After that, please call the **Lost and Found Office** at 415-621-6600 Monday–Friday from 8:30–11:30am.

## Contact us

Questions? Comments? Concerns? Contact the Education Department at **cfk@sfsymphony.org** or **415-503-5337**. We are here to make your concert experience the best possible!

# Transportation

We are expecting construction on Van Ness Ave on the days of the concerts. Further updates will be sent out via email a week before your concert with additional instructions and tips.

## Bus Parking

Due to the construction, bus parking will be located further away from Davies Symphony Hall. More information will be sent with instructions for bus parking a month before the concert. Please plan accordingly and allow extra time for your arrival.

## Car Parking

Private vehicles must find street parking or use the parking lots in the general vicinity. The largest public parking lot is located under Civic Center Plaza (the park in front of City Hall) on McAllister between Polk and Larkin Streets, one block from Davies Symphony Hall (note location below). Parking for private vehicles is also available at the Performing Arts Garage on Grove between Franklin and Gough Streets (note location below). Regardless of where you park your vehicle, you will enter Davies Symphony Hall on the Grove Street side of the building (note below).

## Directions to Davies Symphony Hall

### FROM THE EAST BAY

Take Bay Bridge to San Francisco, exit at “9th Street/Civic Center.” At the bottom of the exit ramp, make an easy left onto Harrison Street moving into the right lane. Take a right on 9th Street. Depending upon parking preferences, follow the map below.

### FROM THE SOUTH BAY

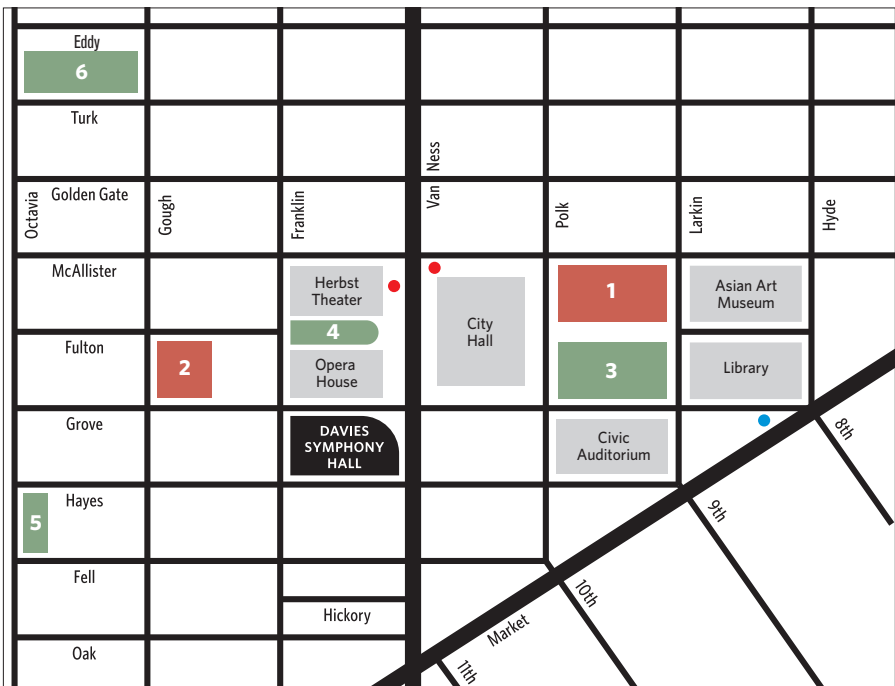
Take Highway 101 North, or, 280 North to 101. Follow exit signs for Golden Gate Bridge and take the “9th Street/Civic Center” exit. 9th Street will take you to Civic Center. Depending upon your parking preference, follow the map below.

### FROM THE NORTH BAY

Take Highway 101 South across Golden Gate Bridge to San Francisco. After the toll gates, follow Highway 101 “Downtown” signs to Lombard Street exit. Continue on Lombard and turn right on Van Ness. Follow Van Ness to Civic Center. Depending upon your parking preference, please use the map below.

### MUNI

The 47-Van Ness and 49-Van Ness/Mission MUNI bus stops are now located at Van Ness and McAllister in front of the Veterans Building.



## Key

### PARKING LOTS

- 1 Civic Center Plaza
- 2 Performing Arts Garage (Enter on Gough Street)

### PUBLIC TRANSPORTATION

- 47 and 49 MUNI bus stop
- Civic Center BART station

### PUBLIC PARKS

- 3 Civic Center Plaza & Playground
- 4 Memorial Court
- 5 Patricia's Green
- 6 Jefferson Square Park