

Patron Guide

TRANSPORTATION: This venue is located on the corner of 12th & Dodge and is closest to the bus stops on the SE and ORBT NW Routes. <https://myride.ometro.com/TripPlanner> is a great resource for planning a route. Metered street parking is available around the venue, but construction limits available spots at this time. Patrons can access the Park Omaha app for ease of paying for meters. For more information on using Park Omaha, visit here <https://www.youtube.com/watch?v=eObPqxdudek> Parking Garage 8 is on 13th and Dodge and has card machines for parking access. The Park 8 garage costs \$5 per vehicle.

ARRIVAL: For performances in the Recital Hall, the patron entrance doors on the east side of the building, under the overpass, as indicated on the map. Each entrance is equipped with (metal detectors, tables for bag checks and security guards. Outside food and drink are not permitted at this venue. There will be cups of water available at the concert.

The staff at the table right in front of the entrance will check you in and point you to the concert located upstairs. This venue has stairs and an elevator.

While flash photography and recording video is never allowed in this venue, now is a good time to ask about where photography without flash may be permitted, and any other rules to consider. Restrooms are located one floor up for women, and two floors up for men. There is a family restroom in the center of the building, on the other side of the courtyard. There are many people around dressed in black and white, known as Ambassadors, that are there to help you find where you need to go.

AT THE CONCERT: More Ambassadors (helpers) will be available upstairs to point out the locations of restrooms and to help you find a seat. These volunteers are easily identified by their black and white outfit, and they may have to radio a staff member to answer some questions. There will be staff members there too that can help. Symphony staff members will have nametags on.

It is likely that the recital hall will feel crowded. At this concert, you can choose where you sit, and change seats if you need to, or stand along the back. Some areas, like closer to the musicians, can be louder than along the back and sides. Sound can echo in this large space. There are quieter spaces in the lobby if you need a break.

During the concert, the musicians will talk about their instruments and the music they are playing. When a piece is over, all of the musicians will lower their bows and instruments. Often, audiences show their appreciation for the music with applause. The applause between pieces will be the loudest part of this concert.

This concert will last about 45 minutes. At the very end, all musicians will stand.

TO EXIT: When you are ready to leave the venue, go through the same doors you came through to enter. You will need to take the stairs or elevator to get to the doors to the outside. The concert hall will have dimmer lights to help us focus on the music. This means that your eyes may need some time to adjust if it is bright outside. We are glad you came to see the Omaha Symphony!