

Easy-Read Social Narrative

Once Upon a Symphony

Table of Contents

Before I go to Symphony Center	2
Getting to Symphony Center	3
Arriving at Symphony Center	4
Entering the concert	8
The Once Upon a Symphony experience	9
Restrooms	11
Leaving Symphony Center	12
Questions	13

To view this document online with larger photos and image descriptions, visit cso.org/socialnarratives.



CHICAGO SYMPHONY ORCHESTRA

Before I go to Symphony Center



I am going to see a Once Upon a Symphony concert at Symphony Center!

There are a few things I can do to get ready for my visit. I can:



Listen to the music that the musicians will be playing.

I can listen to a playlist of the music on each concert's webpage.

I can find a list of concerts at [cso.org/kids](https://www.cso.org/kids).



Read the story that the artists will be performing.

I can find the story at my library or an online bookstore.



Learn **"Let's Go to the CSO!"** so I can sing along at the concert.

I can watch "Let's Go to the CSO!" on [CSOtv](https://www.cso.org/tv).



Getting to Symphony Center



Symphony Center is in **downtown Chicago on Michigan Avenue.**



Some ways to get to Symphony Center are by **bus, car or train.**



I can learn more about ways to get to and from Symphony Center at **[cso.org/transit](https://www.cso.org/transit).**



Arriving at Symphony Center



The concert I'm going to is in **Buntrock Hall**, which is inside Symphony Center.



The best way to get to Buntrock Hall is through the Symphony Center entrance at **67 East Adams Street**.



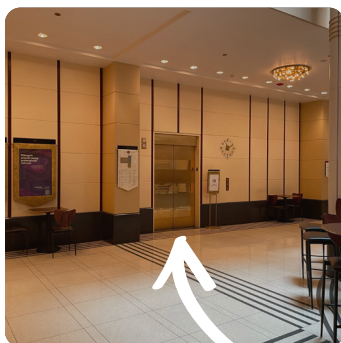
To enter Symphony Center from Adams Street, I will go through the **doors under the Symphony Store sign**.



When I enter, I will see a security desk where a person in uniform will be sitting or standing.



Then, I will walk straight to the **Rotunda**. The Rotunda is the large, round room with the spiral staircase.



Then, I will go to the second floor by using the **spiral staircase or the gold elevator behind the staircase**.



An usher will be at the bottom of the staircase to help me find where I need to go.

I will know who the ushers are because they will be wearing **red or black jackets and nametags**.



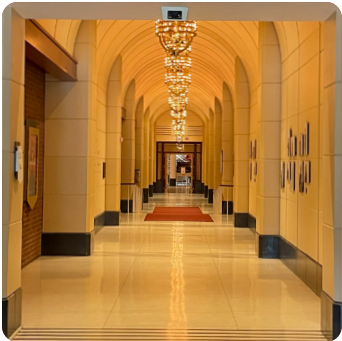


I can also get to Buntrock Hall through the doors at **220 South Michigan Avenue.**



Once I enter the doors on **Michigan Avenue**, I will be in the Michigan Avenue lobby.

To get to Buntrock Hall, I will make my way down the hallway to the **right of the Box Office.**



In the middle of this long hallway, the floor goes downhill a little.

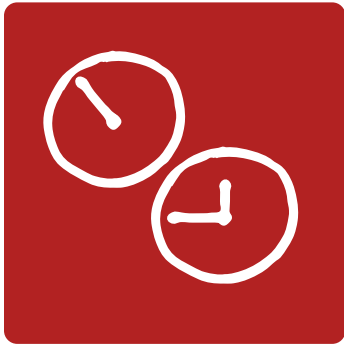
I can hold onto a railing if I want extra support.



Then, I will go to the second floor by using the **spiral staircase or gold elevator** in the Rotunda.

An usher will be at the end of the hall to help me find where I need to go.





The concert will start at **10:00** or **11:45** in the morning.
My ticket will show which concert I am going to attend.



I will need a ticket to attend the concert. My ticket will either be digital or paper.



If my ticket is digital, my companion or I will pull up my ticket **on a phone**.

An usher can help me find my ticket on my or my companion's phone.



If my ticket is paper, my companion or I will pick up my ticket at the **Box Office in the Michigan Avenue lobby**.

An usher can help me find the Box Office.



Entering the concert



I will wait in line to enter Buntrock Hall with the other people seeing the concert.



I will wait outside the entrance to Buntrock Hall.

I can sit at any table outside Buntrock Hall while I wait.



An usher will let me know when it's time to go in.

When it's time to enter Buntrock Hall, an usher will **scan my ticket**.



If I get to the concert after it has started, an usher will help me enter **quietly**.

The Once Upon a Symphony experience



Buntrock Hall is a big room with a high ceiling.
There is a stage where the artists will perform.
There will be decorations that will help tell the story.



When I enter Buntrock Hall, the lights will be **all the way on**.
The lights will dim right before the concert starts.



I can sit on a **cushioned mat on the floor or on a bench**.

I can sit wherever I am comfortable.



The concert will start with a sing-along of
"Let's Go to the CSO!"

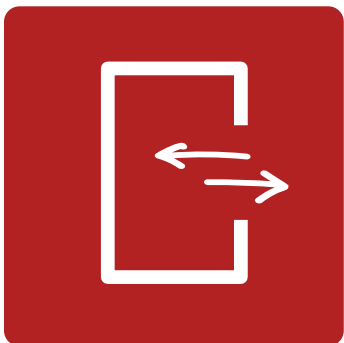
The video will play on a big screen above the stage.





The concert will include moments where I can **sing, dance and move along with the artists.**

But, I do not have to participate **if I don't want to.**



If I feel uncomfortable during the concert,
I can leave Buntrock Hall with my companion.

If I leave the concert, **I can come back when I feel ready.**



The concert will last about **45 minutes.**



After the concert ends, I will have a chance to
meet a musician if I would like to.



Restrooms



If I need to use the **restroom**, I can use:

- The men's or women's restrooms near the Adams Street entrance.
- The men's or women's restrooms on the second floor of the Symphony Center Rotunda.
- The all-gender restroom on the third floor of the Symphony Center Rotunda.



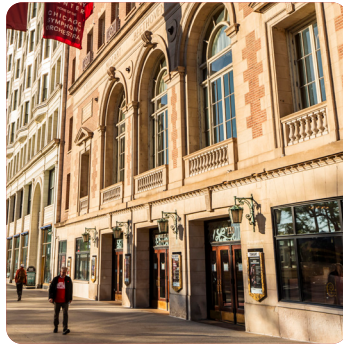
If I need a **changing station**, I can use:

- The men's or women's restrooms near the Adams Street entrance.
- The all-gender restroom on the third floor of the Symphony Center Rotunda.



I can ask an usher to help me find the nearest restroom that's best for me.

Leaving Symphony Center



I will leave Symphony Center through the Adams Street or Michigan Avenue doors.



Questions



If I have any more questions, my companion or I can:



Call or text a member of the Patron Services team at **312-294-3000**.



Email Patron Services at **patronservices@csso.org**.



Visit the **Plan Your Visit** webpage.





**I am going to hear beautiful music
and have fun at Symphony Center!**

