



Berton Family Young People's Concerts Frequently Asked Questions

Q: Where do the performances take place?

- A. San Diego Symphony's Young People's Concerts (YPCs) take place in the beautiful, historic Copley Symphony Hall located at 750 B Street, San Diego, 92101 (near the corner of 7th Ave. and B Street in downtown San Diego).

Q: How long are the performances?

- A. Approximately 45 minutes.

Q: What time do we need to arrive?

- A: If you are coming to the 9:45 performance, please arrive no later than 9:30 a.m. If you are coming to the 11:15 performance, please arrive no later than 11:00 a.m.

Q: How much does it cost to attend?

- A. Our ticket prices are \$5 per student with one ticket given to an adult chaperone for every 10 student tickets purchased. Additional chaperones pay \$5.

Q: Do we have to pay anything to reserve our seats?

- A. No, you only have to fill out the reservation form and fax it to 619.235.0005.

Q: Do you ever assist schools with paying for the seats?

- A. Yes, we have a small scholarship fund that we use to help schools attend. We give preference to Title 1 schools, but we try to help as many public schools as possible.

Q: Our busing costs would prohibit us from attending. Do you ever help schools pay for transportation?

- A. Yes, we currently have a fund to help certain schools with paying for their buses. If you need this assistance, please let us know when you reserve your seats. **PLEASE NOTE:** *We can help with either transportation costs or ticket cost. Our limited funds do not allow us to assist with both.*

Q: We will be coming to the concert in cars. Is there a way for the Symphony to validate our parking?

- A. The Symphony is not able to validate parking for any of the lots downtown.

Q: Will we get an invoice for the cost of the tickets?

- A. Yes, approximately 3 weeks before your concert date, you will receive an email invoice that gives you the cost of attending the concert. You will be asked to bring it with you for entrance to the concert. **PLEASE NOTE:** *If you have submitted a purchase order to pay for your tickets, please be sure that the correct person at your district receives a copy of this invoice.*

Q: When can I pay for our seats?

- A. We give our schools and patrons a two-week window in which to pay. You may pay one week in advance, on the day of your concert (cash or check only) or up to one week after your concert. If you've given us your credit card number, it will be charged within 48 hours of the concert you attended.

Q: What happens if my numbers change? Do I still have to pay for students who don't show due to illness?

A. You are only charged for the number of students and additional chaperones that attend. We do ask, however, that you try to be as accurate as possible with your numbers when you reserve seats. If you find that your numbers are changing significantly (plus or minus 10 people), please call us at 619.615.3911 within two weeks of your concert to adjust your reservation.

Q: Is it possible to change the date and/or time that we attend after we've signed up?

A. It is usually possible to change the date and time that you attend. Please call Adrienne Valencia, Director of Education, at 619.615.3911 to ask about availability of seats.

Q: Is there a minimum number of people needed to attend as a group?

A. No, there is no minimum number of people to attend as a group.

Q: Is there a minimum age?

A. Yes, we ask that children be at least 4 years old to attend.

Q: Are these concerts educational in content?

A. Yes, our concerts address California State Learning Standards in music and other subjects.

Q: How do you help teachers prepare the students for the concerts?

A. We provide preparatory cd's for teachers/guardians along with a curriculum guide. Schools are also given the option of having a volunteer docent from the Advocates for Classical Music (www.advocatesforclassicalmusic.org) visit their classroom to give a presentation on the music and information about concert etiquette. The docent visits are offered without charge. **PLEASE NOTE: If you sign up within two weeks of any concert, we cannot guarantee that prep materials or docent visits will be available.**

Q: When can I reserve seats?

A. Reservations begin July 5, 2011. Reservations can be made by completing and faxing the reservation form to 619.235.0005 up to two weeks prior to the concert you wish to attend.

Q: I received my confirmation packet with all the information but there were no tickets. Will we receive tickets for these concerts?

A. We do not print physical tickets for the YPCs. Your seats are reserved through your reservation form. Seating is determined based on a number of factors.

Q: Following the concert, our students want to show appreciation by writing letters and drawing pictures for the musicians and conductor. Where should we send our notes?

A. We enjoy getting your letters and drawings! We share them with our musicians, conductor, staff and board of directors. We also send a few to the generous donors who help keep these concerts affordable for schools. Please send them to: San Diego Symphony, 1245 Seventh Ave., San Diego, CA 92101, ATTN: Adrienne Valencia.

THANK YOU! We look forward to seeing you at our Young People's Concerts.