



## 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 Symphony Hall in the Jacobs Music Center located at 750 B Street, San Diego, 92101 (near the corner of 7<sup>th</sup> Ave. and B Street in downtown San Diego).

**Q: How long are the performances?**

- A. Approximately 50 minutes.

**Q: What time do we need to arrive?**

- A. Please arrive no later than 15 minutes before your scheduled concert time (for example, arrive at 9:45 a.m. for a 10:00 a.m. concert or arrive at 11:15 a.m. for an 11:30 a.m. concert).

**Q: How much does it cost to attend?**

- A. We charge \$5 per person, whether it's a student or adult. **NEW FOR 2016:** Everyone who attends must pay \$5. We no longer will give free tickets to chaperones.

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

- A. No, you only have to fill out the reservation form online. Go to [www.sandiegosymphony.org](http://www.sandiegosymphony.org), click on "Schools and Community," then "Young People's Concerts".

**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 in San Diego County, 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 Title 1 public schools in San Diego County with paying for their buses. It is given out on a first come, first served basis. If your school needs 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, meters or structures downtown.

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

- A. Our new online reservation form will tell you how much your payment will be when you enter the number of people you plan to bring. Then approximately three 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 this invoice 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. Schools must pay two weeks in advance of the concert. There is some flexibility for schools that have to submit a purchase order for payment.

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

A. Schools are asked to confirm their numbers two weeks before their concert date. You will be charged for that number of students and adults. You may add people and pay \$5/ea. but you cannot subtract. Any monies left over will be kept on your account for future use. Please be as accurate as possible with your numbers when you make your final confirmation. If you find that your numbers are changing significantly (plus or minus 10 people), please call us at 619.615.3911 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 align with Common Core and 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](http://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 are taken starting in June for the upcoming season and you may reserve seats up to a week before any concert, as long as there are seats available. Reservations can be made online (go to [www.sandiegosymphony.com](http://www.sandiegosymphony.com), click on "Schools and Community", then "Young People's Concerts").

**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 pre-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.