



## Frequently Asked Questions

### Who should participate in Schooltime?

Schooltime programs are designed for all students in grades PreK-12. Students do not need to be involved in instrumental music to participate. Suggested grade levels are provided for each Schooltime unit.

### Does Schooltime cost anything?

All Schooltime units are **FREE**, but registration is required at [www.pittsburghsymphony.org/schooltime](http://www.pittsburghsymphony.org/schooltime).

### Will I receive tickets after I register?

No, you will not receive physical tickets after you register for Schooltime. You will receive an email confirmation that your registration was received, as well as an email reminder prior to your concert. PSO staff will check you in at the door.

### Where do Schooltime concerts take place?

Schooltime concerts take place at Heinz Hall, located in downtown Pittsburgh at 600 Penn Ave, Pittsburgh, PA 15222.

### How long are Schooltime concerts?

Schooltime concerts are approximately 45-60 minutes each.

### How early should my group arrive?

Doors open one hour before the start of each concert. Please arrive at least 30 minutes before the start of the concert.

### Can my homeschool group attend Schooltime?

Yes, your homeschool group can attend Schooltime. You must register your group in advance. Please write "Homeschool-Last name (of the contact person for your group) on the registration form (ex. Homeschool-Smith) in the field that asks for the school's name. All nametags and communication for the group will be sent to the contact person who registers.

### What ID do adults need to enter Heinz Hall?

All adults that accompany students to Heinz Hall for Schooltime concerts will need to wear either a PSO-issued nametag or a school-issued ID to enter the building. **This includes all teachers, staff, bus drivers, parents, and all chaperones.** The PSO will mail Schooltime nametags to the contact address provided on the registration form in advance of the concert. Adults who arrive at Heinz Hall without a PSO-issued nametag will NOT be admitted.

### Can my students eat lunch at Heinz Hall?

Heinz Hall has limited availability for students to eat a school-packed lunch at Heinz Hall after the concert. Space is not guaranteed and may be canceled due to scheduling or public health concerns. If you are interested in your students eating lunch at Heinz Hall, please contact Amy Cale, Program Manager, at [acale@pittsburghsymphony.org](mailto:acale@pittsburghsymphony.org) to discuss availability and scheduling.

### Is there a cancellation policy?

Please contact Amy Cale, Program Manager, at [acale@pittsburghsymphony.org](mailto:acale@pittsburghsymphony.org) as soon as possible to cancel or change your registration. This helps to keep registration open for others and to seat everyone in the best way possible.

### Are additional resources available?

Resources for extended learning are available at no cost for each Schooltime unit at [www.pittsburghsymphony.org](http://www.pittsburghsymphony.org).

### What if I have other questions?

The PSO is committed to a safe and enjoyable experience for all guests. If you have other questions about Schooltime, please email Amy Cale, Program Manager, at [acale@pittsburghsymphony.org](mailto:acale@pittsburghsymphony.org). You will also receive program reminders and other updates via the email address provided on the registration form.