



## 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.

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

**Will I receive tickets after I register?** You will not receive physical tickets after you register for Schooltime. You will receive an email confirmation upon registering, as well as an email reminder prior to your concert. On the day of the concert, your group will be checked in by a PSO staff member when you arrive at Heinz Hall.

### **Where do Schooltime concerts take place?**

Schooltime concerts take place in downtown Pittsburgh at Heinz Hall, 600 Penn Ave, Pittsburgh, PA 15222. Information regarding online options to access Schooltime concerts will be available in early September.

### **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. It is recommended to arrive at least 30 minutes before the start of the concert. Your group will be directed by Pittsburgh police officers as to where to park and may need to walk several blocks to reach the hall.

### **What ID will adults need to enter Heinz Hall?**

All adults that accompany students to Heinz Hall will need to wear a PSO-issued nametag to enter the building. This includes all teachers, staff, bus drivers, parents, and other chaperones. The PSO will mail Schooltime nametags to the educator address provided during registration in advance of the concert. Adults who arrive at Heinz Hall without a PSO-issued nametag will not be admitted into the building.

**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 us to keep registration open for others and to seat everyone in the best way possible.

**When will additional resources be available?** Additional resources for extended learning will be available starting approximately one month before each concert. An email will be sent to all educators who have registered announcing when additional resources become available.

**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 you provide during registration.