What is a sensory friendly performance?

The Boston Pops is pleased to offer this sensory friendly concert for the first time. Sensory friendly concerts are designed for all families with children or adults diagnosed with an autism spectrum disorder or sensory sensitivities. While the performance remains the same, there are modifications made in the hall and the staff and musicians are trained to accommodate the needs of this population to create a welcoming environment!

When and where are these performances taking place?

The first sensory friendly performance will take place at Symphony Hall: 301 Massachusetts Ave, Boston MA 02115

**Performance Date/Time For the 2019 Sensory Friendly Performance:**
*Once Upon A Time... Stories at a Symphony*, June 1st at 11am

How can I get tickets?

You can purchase your tickets online by clicking on the specific sensory friendly performance underneath Tickets and Events. You may also purchase tickets in person at the box office or by calling SymphonyCharge at (617) 266-1200 during box office hours.

Who should attend this performance?

Sensory friendly concerts are designed for all families with children or adults diagnosed with an autism spectrum disorder, sensory sensitivities, or other developmental, cognitive and physical disabilities. If an individual has been unable to attend a concert at Symphony Hall because of their special needs, then this is perfect for them. We promise a welcoming, fun experience for the entire family. Whereas other public performances might frown upon a lot of movement or loud reactions, we will embrace and prepare for it! We ask for an adult to accompany all children and encourage caretakers and family members of loved ones with special needs to attend. While the program for this concert is focused on children and families, people of all ages are welcome!

Can people without autism or cognitive and physical disabilities attend this performance?

This performance is designed for people with sensory sensitivities and their families. The caliber of the performance onstage will remain the same, but there will be slight modifications in the hall. The lights in the audience will be raised slightly and there will be minimal crowds day of, allowing for more movement. We expect that many individuals with autism and developmental disabilities will be vocal during the performance. BSO or Boston Pops patrons without autism or cognitive and physical disabilities may want to attend an alternate performance to leave room for this special population and their families to enjoy a comfortable, judgment-free experience.

What changes will you be making to the music and production?

The music performed onstage will remain the same, but some of the technical elements will be modified. Lights in the audience will be up (but dimmed) for the entire show to allow safe movement in and out of the hall. Abrupt and loud sound effects will be set at comfortable levels or warned with a flag signal from the stage. We will also be providing a live feed of the concert in one of our support rooms for those who need a break from the hall, but still want to listen to the concert.
How can I prepare my family member for this experience?

Please refer to our social guide on our website. We encourage families and caretakers to read the guide and prepare for the whole experience, from beginning to end. Also, Symphony Hall provides tours of the space. If you would like to visit before coming to a performance, please click here for more information.

Can I bring fidget toys, headphones, or other items that help my family member stay calm?

Of course! We encourage you to bring any items that might make the experience more comfortable and enjoyable.

My family member is in a wheelchair. Can you accommodate us?

Yes, Symphony Hall has wheelchair accessible seating. Please inform the box office of any mobility issues when purchasing tickets.

Where can I park?

Please click here for information about parking at Symphony Hall.

My family member is hearing impaired, will there be ASL interpreters at this performance?

If there is a need and request for one, we will certainly consider it. Please inform the box office when purchasing your tickets if this accommodation will benefit your performance experience.

If my family member is not able to sit through the entire show, will we be able to leave the hall? If they decide to, will we be able to return to our seat?

If the patron decides they do not want to remain seated for the whole the show, they can absolutely leave the hall early. Ushers and staff can help any patron to the lobby area or to our quiet rooms. If they simply need a break, our lobby or room with the simulcast will be available, as well as a couple quiet rooms located throughout the hall. If/when the individual is ready to re-enter the hall for the performance, they are welcome to do so. An usher can help you find your seat.

Who can I contact for additional information about the sensory friendly performance?

If you have any additional questions or concerns, please feel free to contact Sarah Saenz, Assistant Manager of Education and Community Engagement. Call (617) 638-9375 or email at ssaenz@bso.org.