WINNIPEG SYMPHONY ORCHESTRA

Venue Guide

Pre-Visit Story



I will be attending a Winnipeg Symphony Orchestra

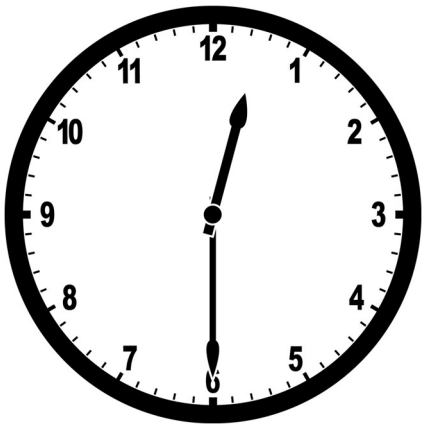
Untuxed Open Dress Rehearsal!

When is the rehearsal?

I will check my ticket to confirm the date of the concert.



Untuxed Open Dress Rehearsals begin with a pre-concert chat at 11:50 PM, and the rehearsal at 12:15pm.

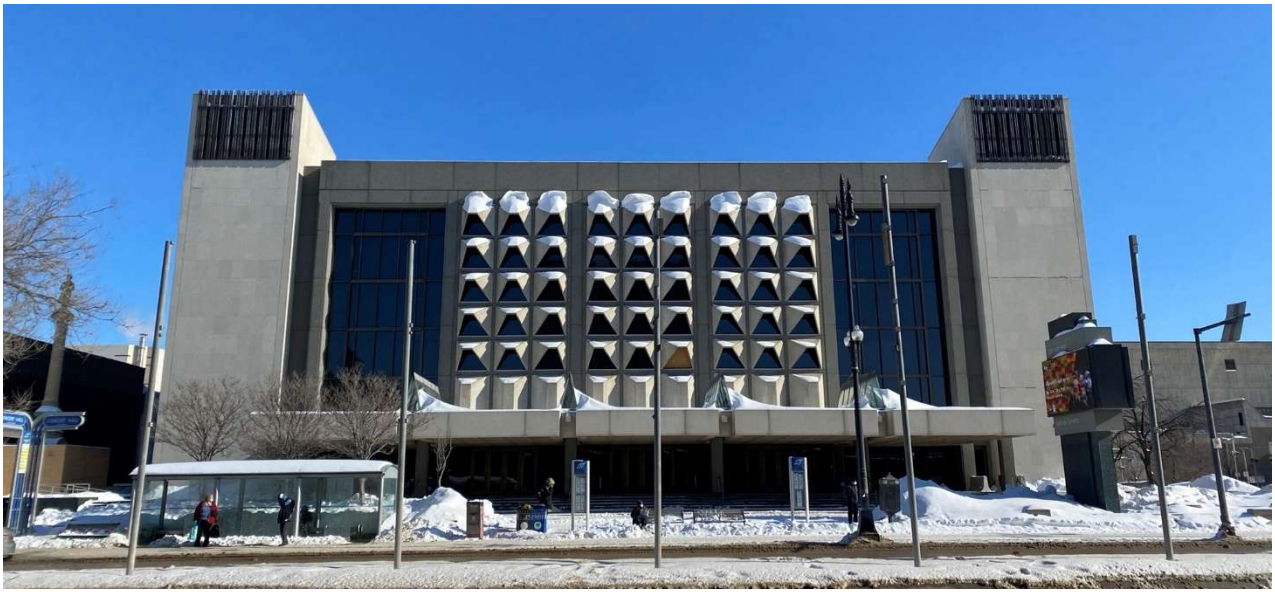


Doors will open at 11:30 AM

Where is the open dress rehearsal?

The open rehearsal will take place at Centennial Concert Hall, 555 Main Street

This is the front of Centennial Concert Hall, viewed from Main Street:



This is what Centennial Concert Hall looks like from Market Avenue:



This is the back (east) side of Centennial Concert Hall, viewed from Lily Street at James Avenue. There may be some fencing and signage due to ongoing restoration work of the building.



The underground parkade is also located at the back of the building:



Getting Here

I can take my bike, a taxi, a bus, or my personal vehicle to get to Centennial Concert Hall.



This is Main Street looking west towards City Hall across the street from Centennial Concert Hall.

BICYCLES

Bike racks are located on Main Street, on Market Avenue, in Steinkopf Gardens, and in the underground parkade on Lily.



Bike rack on Main Street, next to the intersection of Main and James Street, right in front of the sign for the Manitoba Museum.

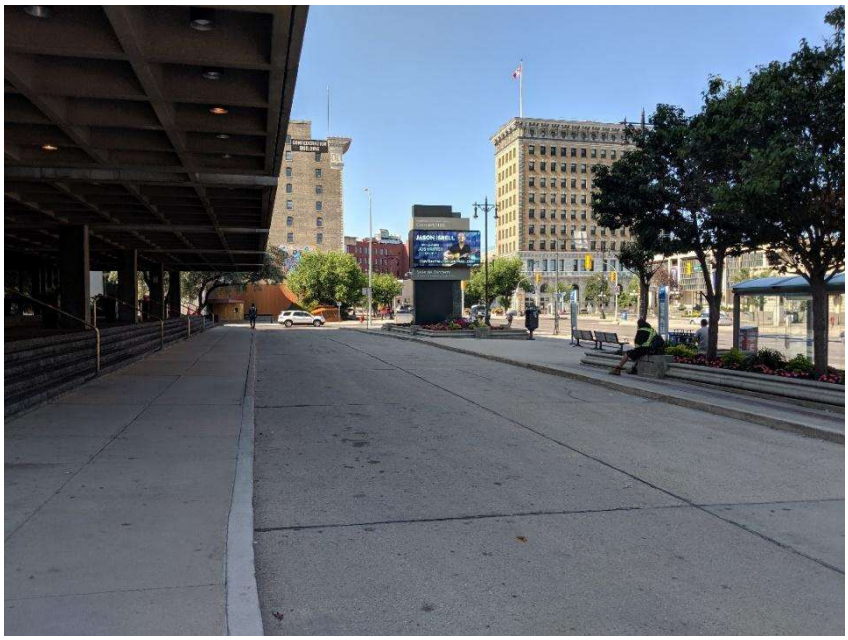


Bike rack on Market Avenue.

TAXIS



Taxis are available to drop off and pick up passengers in the front loop of Centennial Concert Hall:



Car loop at the front of the Concert Hall.

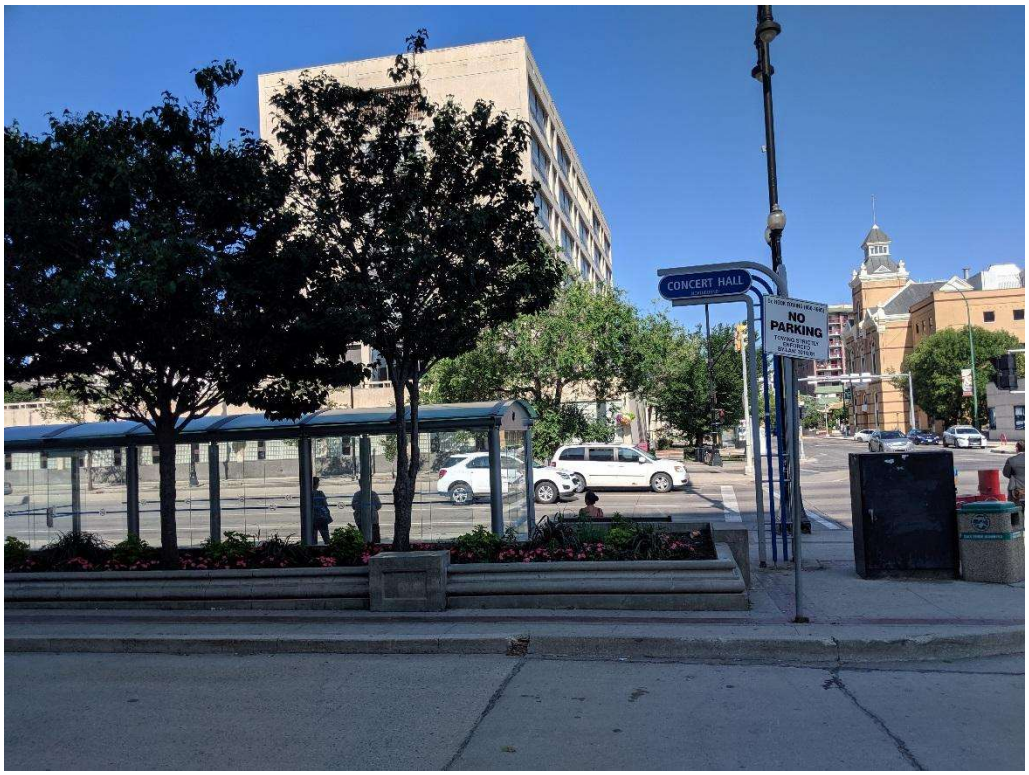
BUSES



There are many bus routes that stop at the Concert Hall.

I can get off at #10629 **Northbound Main at James (Concert Hall)**

FX2 & FX3 stop in front of the Concert Hall on northbound Main Street.



I can also get off at #10635 **City Hall – Southbound Main St. at William Avenue**

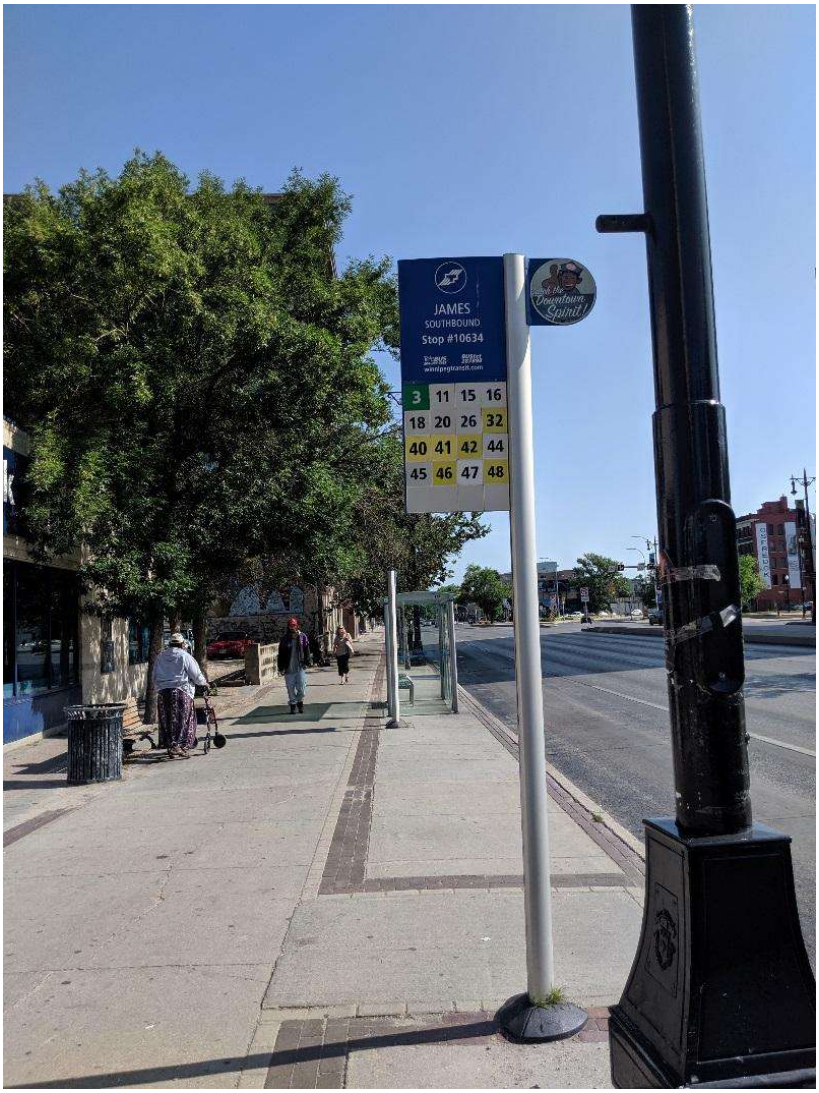
F8, FX2, FX3, D16, and 43 all stop at this bus stop.



This bus stop is located southbound Main St. at William Ave. From this stop I will cross the street to get to the Concert Hall.

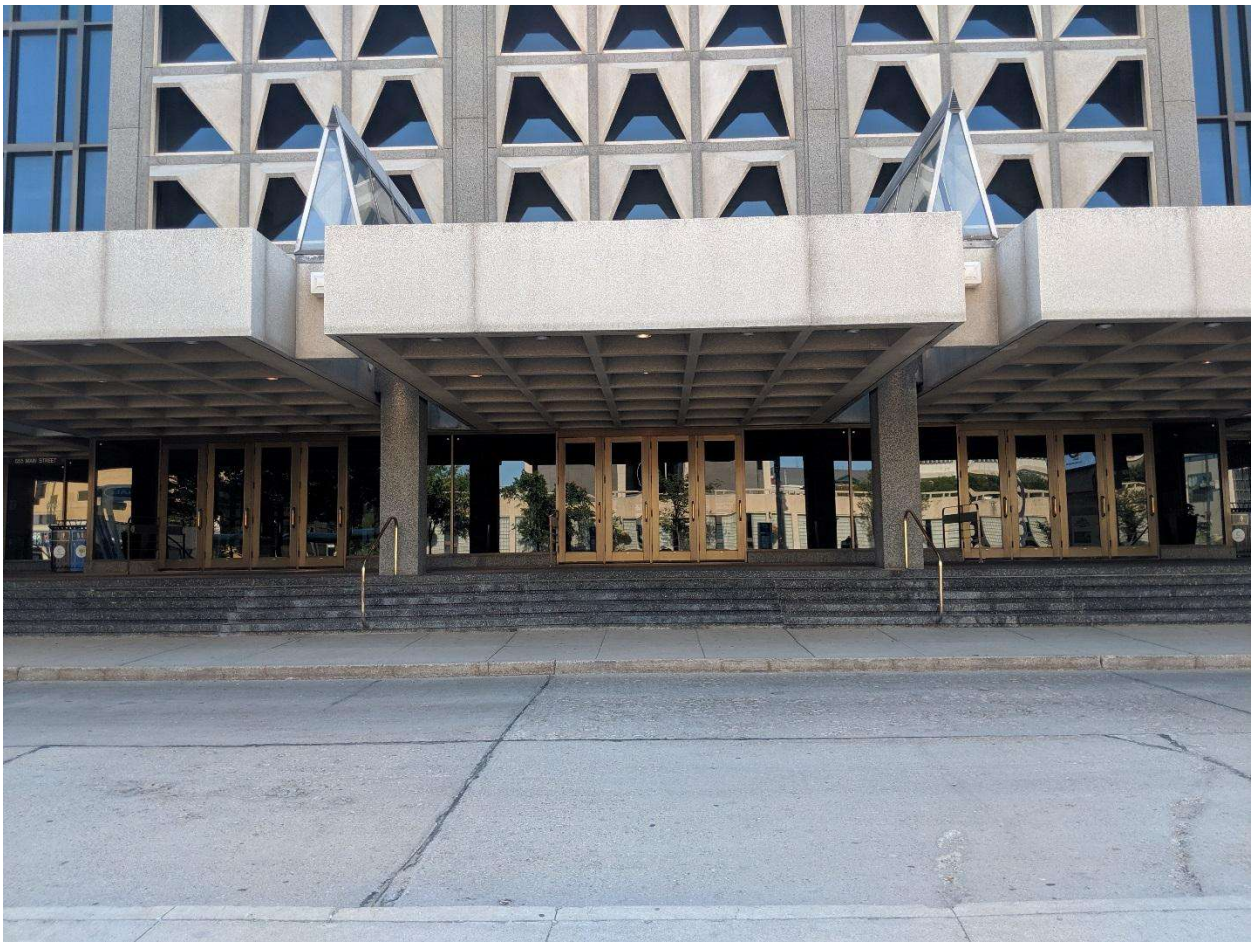
I can get off at #10788 **Eastbound James at Main.** The bus route servicing this stop is D16.

This stop is on James Avenue before Main Street. From this stop I will cross Main Street to get to the Concert Hall.



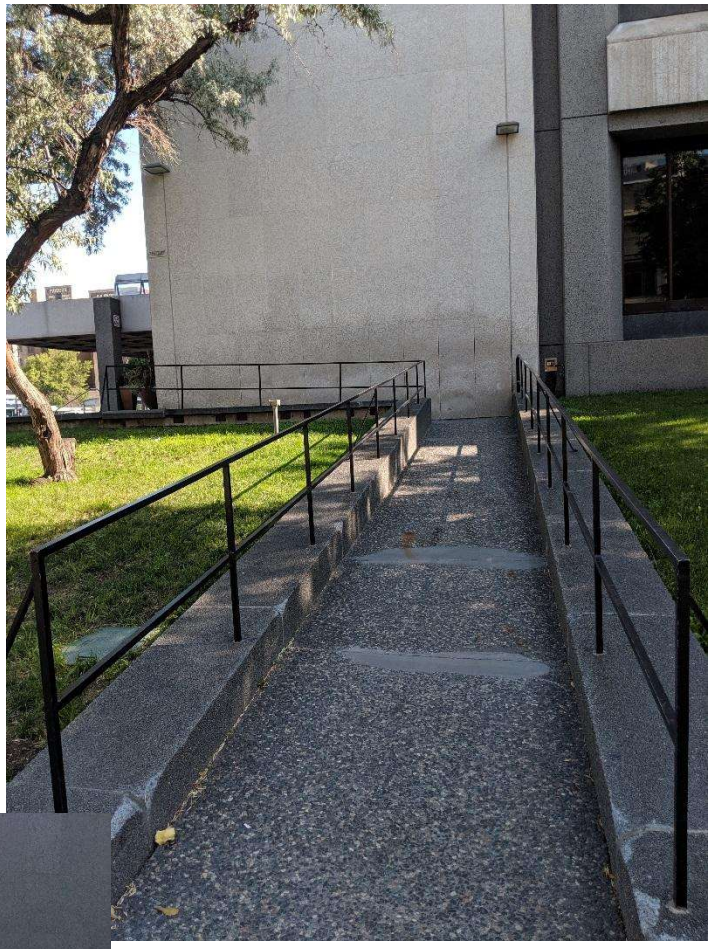
Front Doors

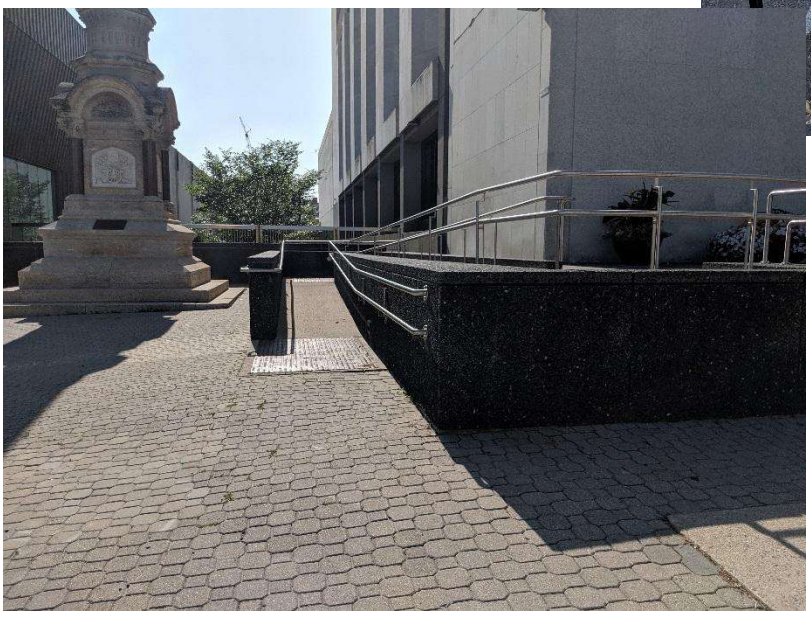
I can enter Centennial Concert Hall through the front doors located on Main Street. There are steps to walk up to get to the front door.



If I use a mobility device, there are ramps that I can use to access the front doors.

Wheelchair ramp on Market Ave.

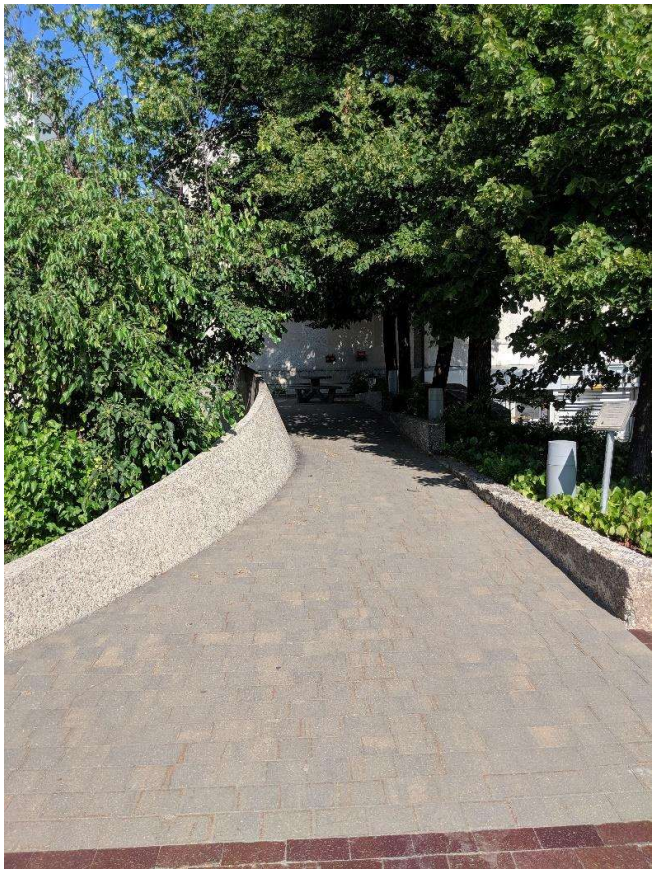




Wheelchair ramp located between Centennial Concert Hall and the Manitoba Museum.

If I use a mobility device, there is a series of ramps I can use to access the lower level by going through Steinkopf Gardens.

Entrance ramp to Steinkopf gardens (east side of the building, between the parkade entrance and backstage entrance). Following this there is a series of ramps to the lower level:



Box Office

The WSO box office is where I can buy my ticket(s) if I haven't already done so.



Buying Tickets

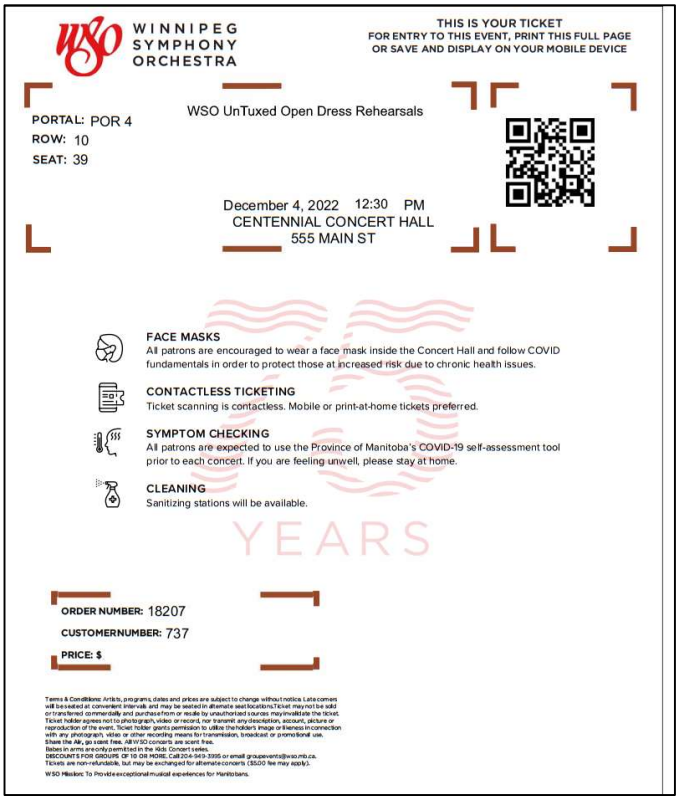
The staff at the box office will help me to buy my tickets if I haven't already. I can pick where I want to sit and pay for my tickets. After the staff at the box office gives me my ticket, I give my ticket to the ushers.

Ticket Holders

If I or my group already have our tickets, I don't have to stop at the box office, I can go directly to the ushers with my ticket.

Tickets

Print-at-home tickets can be printed on paper, or displayed on the screen of my mobile device. They look like this:


WINNIPEG SYMPHONY ORCHESTRA

THIS IS YOUR TICKET
FOR ENTRY TO THIS EVENT, PRINT THIS FULL PAGE OR SAVE AND DISPLAY ON YOUR MOBILE DEVICE

WSO UnTuxed Open Dress Rehearsals

PORTAL: POR 4
ROW: 10
SEAT: 39

December 4, 2022 12:30 PM
CENTENNIAL CONCERT HALL
555 MAIN ST

FACE MASKS
All patrons are encouraged to wear a face mask inside the Concert Hall and follow COVID fundamentals in order to protect those at increased risk due to chronic health issues.

CONTACTLESS TICKETING
Ticket scanning is contactless. Mobile or print-at-home tickets preferred.

SYMPTOM CHECKING
All patrons are expected to use the Province of Manitoba's COVID-19 self-assessment tool prior to each concert. If you are feeling unwell, please stay at home.

CLEANING
Sanitizing stations will be available.

YEARS

ORDER NUMBER: 18207
CUSTOMERNUMBER: 737
PRICE: $

Terms & Conditions: Artists, programs, dates and prices are subject to change without notice. Late comers will be seated at convenient intervals and may be seated in alternate seat locations.Ticket may not be sold or transferred commercially and purchase from or resale by unauthorized sources may invalidate the ticket. Ticket holder agrees not to photograph, video or record, nor transmit any description, account, picture or reproduction of the event. Ticket holder grants permission to utilize the holder's image or likeness in connection with any photograph, video or other recording means for transmission, broadcast or promotional use. Share the AM...go scent free. All WSO concerts are scent free. Babes in arms are only permitted in the Kids Concert series. DISCOUNTS FOR GROUPS OF 10 OR MORE. Call 204-949-3995 or email groupevents@wso.mb.ca. Tickets are non-refundable, but may be exchanged for alternate concerts ($5.00 fee may apply). WSO Mission: To Provide exceptional musical experiences for Manitobans.

I might have a ticket that was mailed to me, or printed at the Box Office, which looks like this:


WINNIPEG SYMPHONY ORCHESTRA

A DAY IN BOHEMIA

Friday, November 1, 2019 10:30 AM

CENTENNIAL CONCERT HALL
555 MAIN ST

20-MA3 2247 Sec 1

SECTION POR 8 ROW 19 SEAT 44

Skelly/Jen

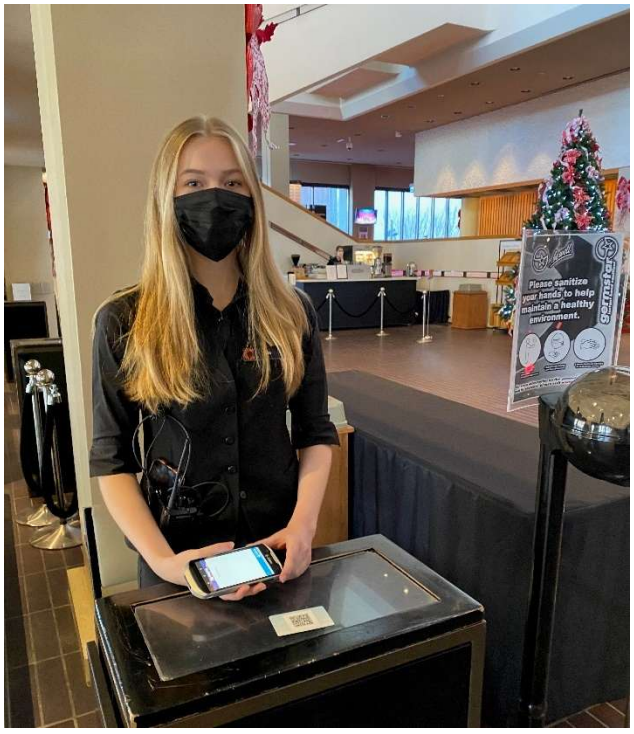
Order No: 76777 Cust No: 32677

9000000000004224847

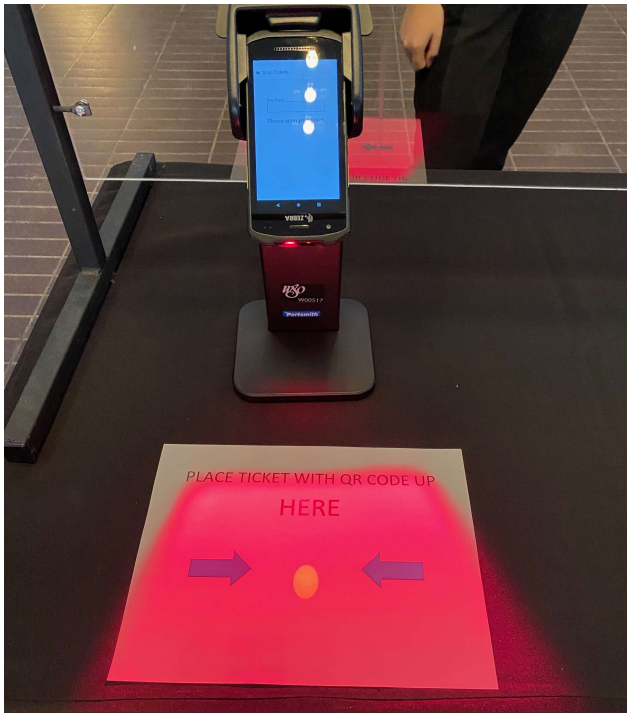
SECTION POR 8 ROW 19 SEAT 44

Ushers

An usher will scan my ticket.



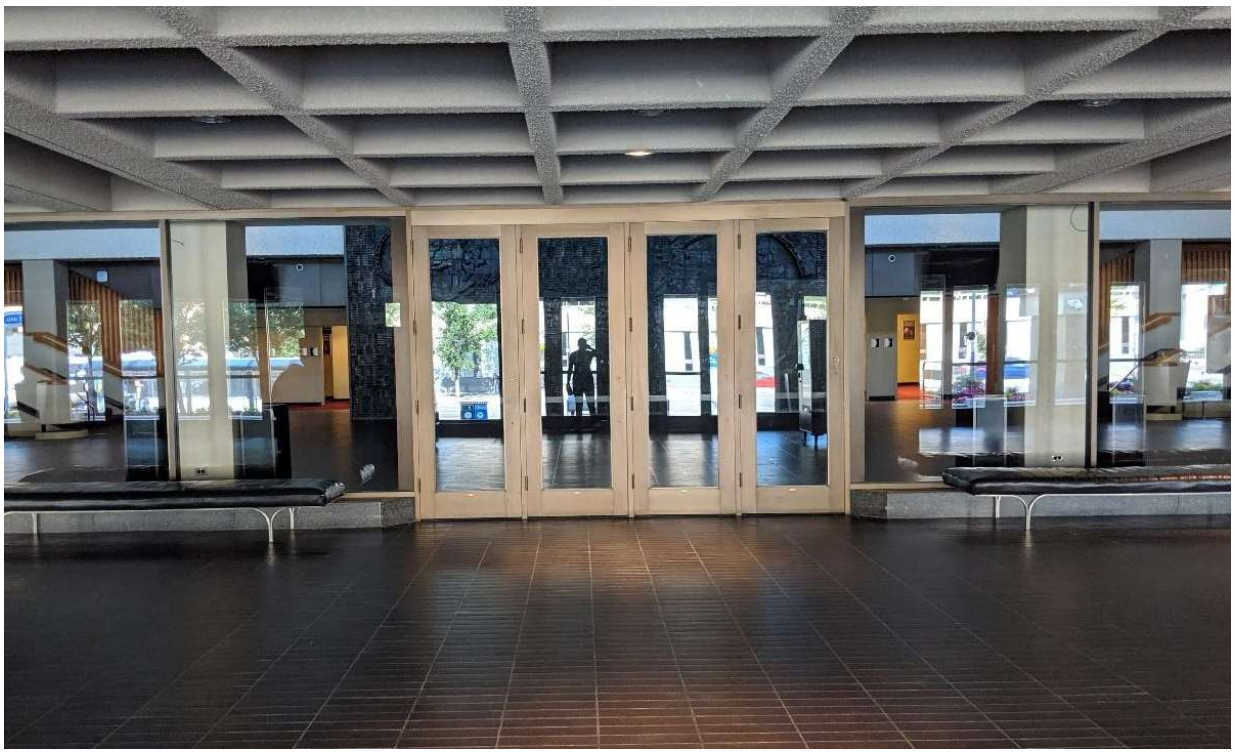
I will hear a beep and possibly see a flash of colour on the screen.



Warning: the scanner will make a beep and the screen will flash green or red.

Main Lobby & Welcome Station

Through the lobby doors I will enter the main lobby. I can sit here before it's time to go to my seat.



The doors that lead into the lobby.



Volunteers will greet me at the **Welcome Station**. Resources are available here in case I need some support. I can also ask questions and receive a printed copy of this document.



Overhead view of the main lobby at Centennial Concert Hall.

Coat Check & The Music Note

I can leave my coat at the coat check during the show. The Coat Check is located behind the mural (see picture on next page).



This is The Music Note is a store run by the WSO Volunteer Committee. I can purchase souvenirs and other items here.



The coat check is just behind the mural. Coat check is free at unTuxed Open Dress Rehearsals.



I will note that there may be TV screens in the lobby that show information about upcoming concerts. I can walk past them if I don't want to watch.

Waiting for the concert to begin

The coffee station is located on the north side of the Main Lobby. I can get a snack or something to drink before the concert starts.



Assistive Hearing Devices

If I have difficulty hearing I can use an assistive hearing device to help me hear the performance. These are available at no additional cost.



I can request these from guest services, located in the main lobby.

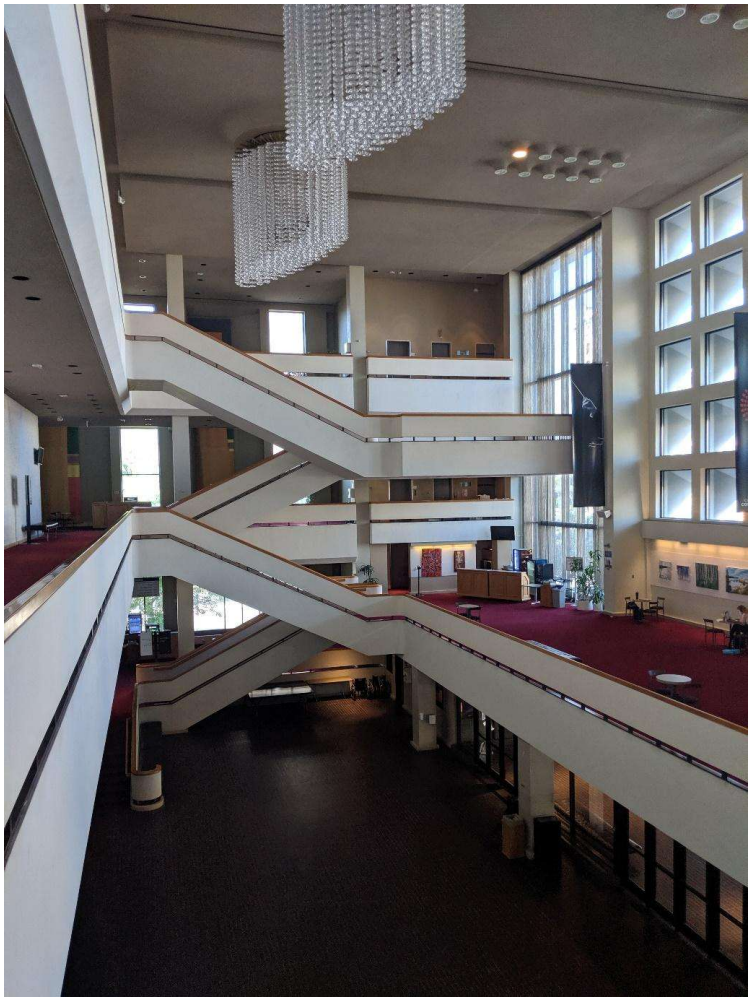
Wheelchairs

If I need a wheelchair, they are also available. I can also request one of these from guest services.



Getting Around

Centennial Concert Hall has many levels and multiple ways to get between them.



Stairs in the concert hall.

There are signs around the concert hall that will help me find the right entrance as indicated on my ticket.





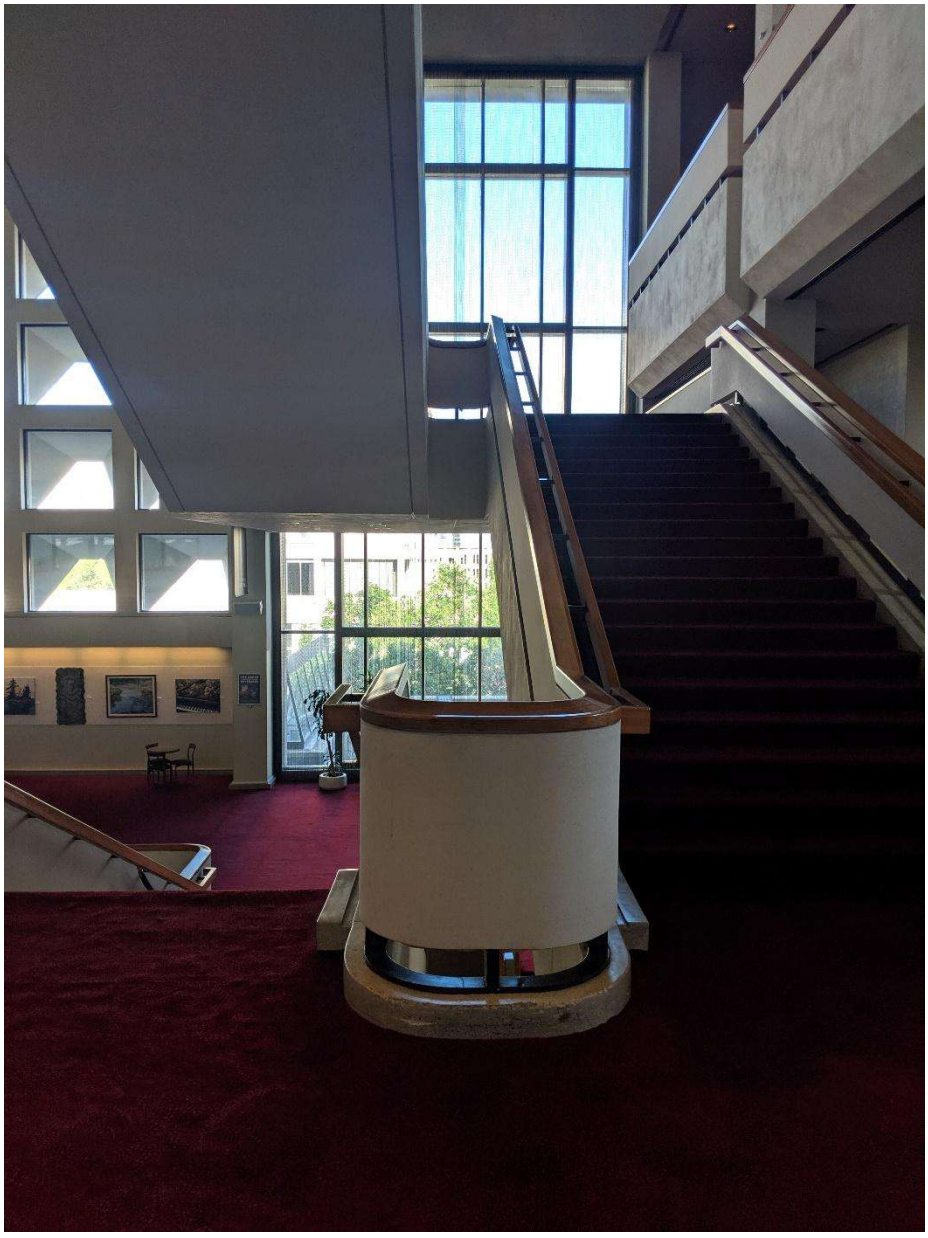
Elevators

There are elevators located on each side of the concert hall. I can use them to get between each level.



Stairs

There are also stairs that I can take to go to a higher or lower level.



Ramps

I can take the ramps that are on both sides of the concert hall to get to accessible seating



Accessible Elevator

I can use the accessible elevator to get to the accessible seats located at the rear of the main floor beside the coat check. An usher can help me operate the elevator and find my seat.



Lobby Announcements

The sound of instruments followed by a voice will announce over the lobby speakers that the concert will be starting soon.

When I hear this I should start to head to my seat.



Tickets

Concert tickets tell me where my seat is located. I need to look for three numbers on my ticket:



Section indicates the Portal number. This is the number above the door that I will use to enter the auditorium.

Row indicates the row my seat is located in. The row number is indicated on the end of each row of seats.

Seat indicates the number of my seat. This number is located on the inside of each armrest on my seat,

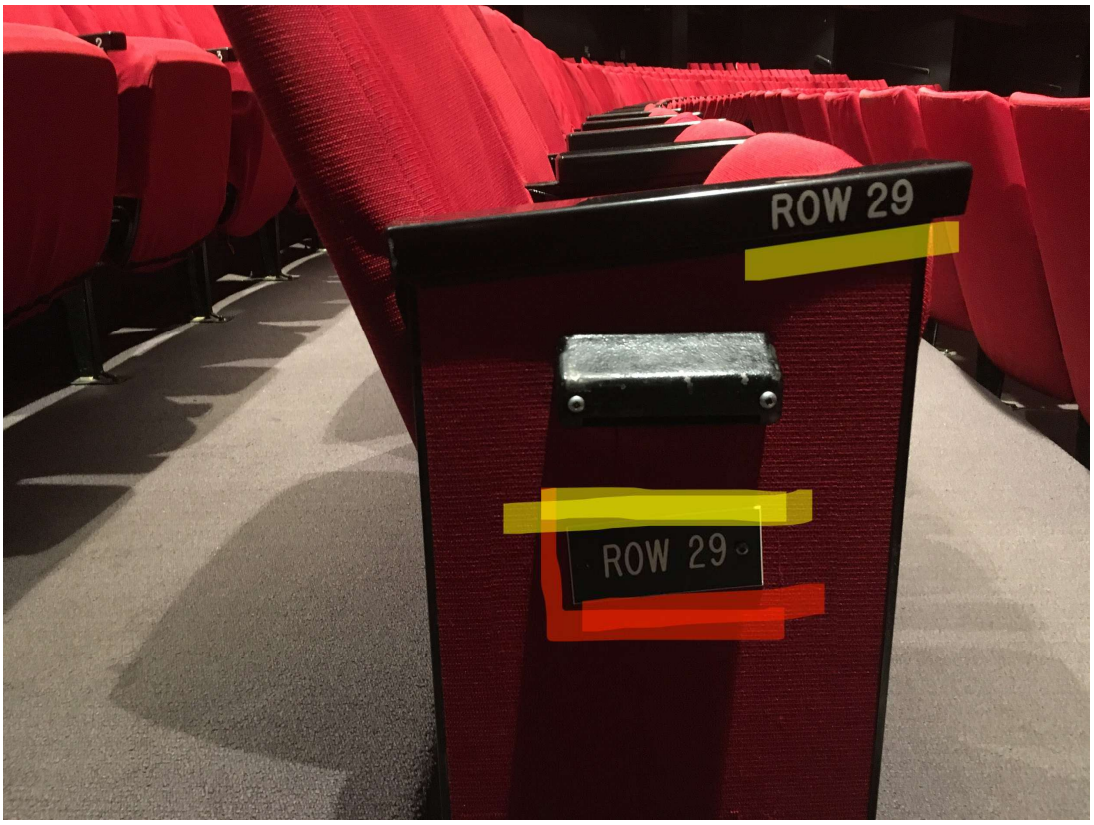
Portal

This is the number above the door I will use to get to my seat. Some portals have stairs to go up or down to get to my seat. Accessible seating will not have any stairs.



Row

There is a number for the row I will be sitting in. This number is located on the end of the row.



Seat

This number on my ticket is the number on the seat I will be sitting in. The seat number is located on the insides of the armrests for my seat.



Accessible Seating

If I use a mobility device, there is accessible seating. There are ramps I can use to access my seat in these locations. My ticket will tell me where my seat will be.





Accessible seats near the front of the concert hall.

Accessible seating is located at:

Portal 5, row 16, seat 1; Portal 6, row 16, seat 55; Portal 7 row 19, seat 1; Portal 8, row 19, seat 56; Portal 16, row 32, seats 18-29

Seating

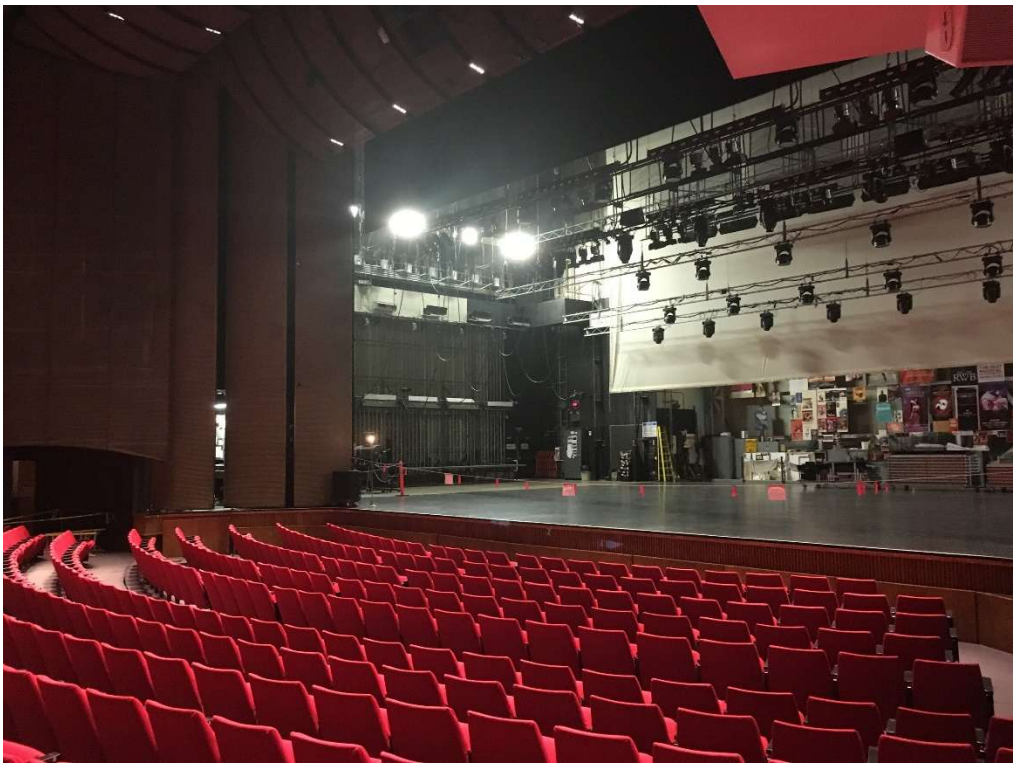
This is what seating looks like at Centennial Concert Hall. I will know where my seat is by looking at my ticket. The row I'm in will have a number, and my seat will have a different number. I can use the stairs to get to my seat.



Stage

This is the stage that the symphony will perform on:





Washrooms

Each level has a washroom that I can use at any point during the concert.



Washrooms on the First Balcony level.



Washrooms on the main floor.

Family/Accessible/ Gender Neutral Washroom

There is a family / accessible / gender neutral washroom located on the First Balcony level that I can use.



The rehearsal begins

The lights will dim a bit, but won't go out.

A pre-recorded announcement will be played on the speakers. Then somebody will come out on stage and introduce the symphony and the music I am about to hear.



The Orchestra

The orchestra musicians will already be sitting on stage with their instruments. I will know that they are about to play when the musicians raise their instruments and the conductor turns to face them.



The Conductor

The **Conductor** is the leader of the orchestra. The conductor will speak from stage to introduce the music. They will then use a baton to direct the musicians in their performance. My concert program or Rehearsal Experience Guide will tell me who the conductor is at this rehearsal.



Daniel Raiskin, WSO Music Director

During the Rehearsal

During the rehearsal I can sit in my seat and listen to the music. I can also dance in my seat or stand. If I stand, I need to make sure the people behind me can still see.

If I need to be further away from the stage, I can move to any open seats farther back in the auditorium. I can also move closer to the stage.



Emergency Exits

Emergency staircases are located next to the elevators on each of the balcony floors.





Mobile phones & devices

If I have a mobile phone or device I will put it on silent or turn it off, so that it isn't distracting to me or other people.



Cameras

I will not use a camera to take pictures or record any audio or video of the concert.



Scents

Share the air! To help everyone have a positive experience, WSO concerts are scent free. I will not wear any perfume, cologne or other scented products.

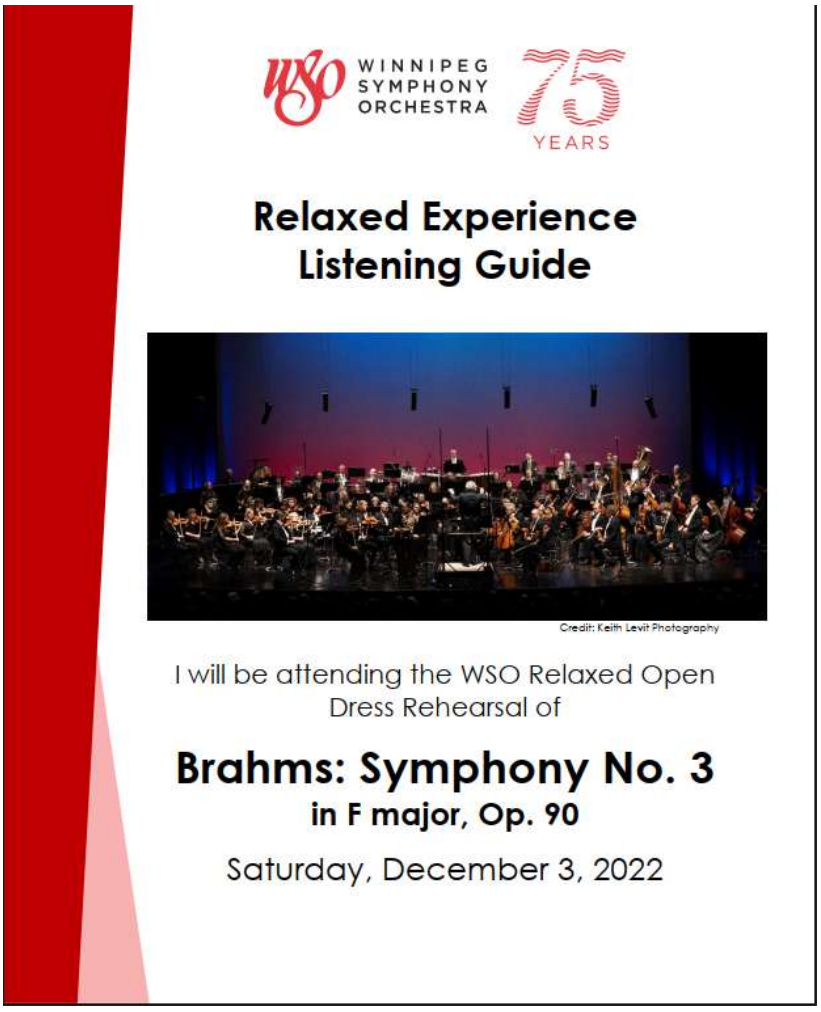
Service Animals

If I need a service animal I can bring them into the concert hall with me during the concert. The concert hall is service dog friendly!



Rehearsal Listening Guide

I can read more about the music I will hear and what I will see and hear at the concert by reading the **Listening Guide** for my specific rehearsal. I can access this guide on the internet at www.wso.ca/relaxed



Questions or concerns?

If I have any questions I can contact the WSO box office by phone at (204) 949-3999, by visiting in-person at Centennial Concert Hall (555 Main St.), or by e-mail at boxoffice@wso.mb.ca

We would love to hear about your relaxed rehearsal experience!

Please e-mail boxoffice@wso.mb.ca or call us at 204.949.3999 or you can find us on Instagram and Twitter with handle @WpgSymphony or on Facebook at Facebook.com/WinnipegSymphony.

The Winnipeg Symphony Orchestra would like to acknowledge the support of Prelude Music, Canadian Mennonite University, and WSO's Share the Music program for their support of this endeavor.