



Louisville Orchestra Coffee Concert FAQs

The use of any photo, video or audio recording devices during this program is strictly prohibited.

Coffee concert study guides are available on the LO website: louisvilleorchestra.org/teacher-resources/

Education contact: Jenny Baughman, Education and Community Engagement Coordinator
720.8418779 (cell) or jbaughman@louisvilleorchestra.org

PRE-CONCERT REMINDERS

- Please send payment no later than two (2) weeks prior to the scheduled performance date. If your group is a Fund for the Arts grant recipient, the LO will send an invoice to the Fund.
- Your group's tickets will be held at will-call unless previously arranged to have them mailed to you in advance of the concert.
- JCPS schools: Please allow adequate timing to obtain signed permission slips for all students attending the concert.

TRANSPORTATION & ARRIVAL

- All schools are responsible for transportation to and from The Kentucky Center but should notify the LO Education contact with your plans. If you will be arriving by bus, we will need to know so we can arrange for bus arrival and parking with the KCA staff.
- We advise that you check travel conditions and/or construction as that may delay your travel time.
- If you are attending the 10am pre-concert talk, please arrive by 9:30am.
- If you are not attending the pre-concert talk, please arrive between 20-40 minutes prior to the start of the 11am concert. Please arrive on time as we may not be able to accommodate your group once the performance starts as there is no intermission.
- Unless your tickets were mailed to you in advance, please designate a chaperone or teacher to claim your tickets at the ticket office once you arrive at the hall. Then proceed to the section/seats as indicated on your tickets.
- *NOTE: Heine Brothers' provides coffee in the lobby before each concert. We request that you kindly ask your students not to take any coffee as this is reserved for season ticket holders. Thank you for understanding, in advance.*

SEATING & SPECIAL REQUESTS

- **IMPORTANT:** If you have special needs for seating, or any other requirements for anyone attending, please be sure to let the LO Education contact know at least (3) three weeks prior to the concert. This will allow the venue staff to plan for special needs seating and accommodate other accessibility requests.
- When seating students, please be sure to disburse the chaperones throughout the group. At least one chaperone should be seated in the front and back of your group.

DURING THE CONCERT

- Depending on the age of your students, we suggest students be chaperoned by an adult when going to the restroom.
- **IMPORTANT:** You will be allowed to take pictures of your students before and after the concert but you may not include any pictures of the stage or musicians. Photography and/or recordings are not permitted during the concert. If you are caught filming or taking pictures during the performance, you will be asked to delete them. Please respect the musicians and the conductor.
- Students may not bring candy, soda/pop, gum, any other food product or radios into the hall. Cell phones and all electronic devices must be turned off and put away during the performances. Volunteer ushers will be monitoring and will ask chaperones and students to turn off and put away all devices.

FREQUENTLY ASKED QUESTIONS

Where do the concerts take place?

Whitney Hall at The Kentucky Center
501 W. Main Street
Louisville, KY 40202

How long is the concert?

70 minutes with no intermission (on average)

When should we arrive for the 11am concert?

- If you are attending the 10am pre-concert talk, please arrive by 9:30am to be seated.
- If you are not attending the talk, please arrive by 10:20-40am so your group can be seated.

Are the concerts geared towards a specific age group?

No. Unlike the LO's MakingMUSIC educational concert program for elementary schools, the Coffee Concerts are not specifically programmed for students. However, these public concerts are open to Middle/High School and College-aged students who are ready for the full-length concert experience. Concert Previews give students the chance to learn about the concert program including history, composers, and musical genres. Study guides specific to each Coffee Concert can be found on our website. (louisvilleorchestra.org/teacher-resources/)

How much are tickets?

2019/20 Coffee Series tickets are \$12 per student. Chaperones receive one free ticket for every 10 paid students. Additional chaperones are \$12 each. If you are coordinating a group to attend, please return your payment form with one consolidated check made out to the Louisville Orchestra or provide info for one credit card to make payment for your group. Payment is due no later than two (2) weeks prior to the concert. (If your group is a Fund for the Arts grant recipient, the LO will send an invoice to the Fund.)

How will I get our tickets?

Tickets will be held at will-call unless previously arranged to have them mailed to you in advance of the concert. Please designate a chaperone or teacher to claim your tickets at the ticket office once you arrive at the hall.

Can I change the number of students that I want to bring to the concert? Are there any refunds?

If you would like to add seats after you've made a reservation and sent payment, it will depend on availability. Please contact the LO Education contact if you have any questions or changes. Note: If you cancel or reduce the number of seats after payment has been processed, we cannot issue refunds.

School was cancelled on the day of the concert, is my school eligible for a refund?

The LO will issue a refund only if the concert is cancelled at The Kentucky Center. Please be aware, however, that the LO rarely cancels concerts unless there is an immediate, dire emergency. Unfortunately, we are unable to refund schools that cannot attend the concert due to weather-related issues.

Is there a place for my students to eat lunch at The Kentucky Center?

Unfortunately, we do not have facilities to provide students with a place to eat. Please arrange for your students to either eat on the bus or another location in the area.

We arrived by bus, where will I meet my bus once the concert is over?

You will be given parking instructions in advance of the concert. Drivers should park offsite and your group should walk to the bus after the concert is over.

DIRECTIONS TO THE KENTUCKY CENTER

501 W. Main Street
Louisville, KY 40202
([map/driving directions](#))

Please double-check these directions for construction and road closures

FROM I-64 WEST

Take I-64 West to the Third Street River Road exit. This is a two lane exit ramp. Stay in the left lane. Go straight through the intersection at the bottom of the exit ramp and proceed straight to Third Street. At the next intersection (Third and Main streets), turn right (this is a one way street and the only way you can turn). The Kentucky Center is located between Fifth and Sixth streets on Main Street. Parking is on Sixth Street, behind the Center.

FROM I-64 EAST

Take the Ninth Street exit. At the bottom of the ramp, turn left onto Market Street (Market is one way going east). Follow Market Street to Fifth Street, and turn left on Fifth. Fifth will end at Main Street. Turn left onto Main Street. The Kentucky Center is located between Fifth and Sixth streets on Main. The parking garage entrance is located behind the Center on Sixth Street (turn right on Sixth from Main).

FROM I-65 SOUTH

Take I-65 to the Jefferson Street exit. Follow Jefferson Street until you reach Fifth Street, then turn right. Follow Fifth Street until it ends at Main Street and turn left. The Kentucky Center is located between Fifth and Sixth streets Main Street (on the right). Parking is directly behind the Center on Sixth Street.

FROM I-71 SOUTH

Follow I-71 South until you reach I-64 West. Take I-64 West to the Third Street River Road exit. This is a two lane exit ramp. Stay in the left lane. Go straight through the intersection at the bottom of the exit ramp and proceed straight to Third Street. At the next intersection (Main and Third) turn right onto Main. Once on Main, you will see the Center on the right hand side of the road between Fifth and Sixth streets. The parking garage entrances are located on Sixth Street behind the Center.

PARKING

Parking for cars and vans is available in The Kentucky Center garage located on 6th Street behind the center ([121 N. Sixth Street](#)). There is also metered parking along Main and side streets, but it is limited during the day.