

Louisville Orchestra MakingMUSIC Concert FAQs

This program is for 4th and 5th grade students only. The use of any photo, video or audio recording devices during this program is strictly prohibited.

The following MakingMUSIC materials are available on the LO website: curriculum guide, concert guide, concert etiquette worksheet and additional classroom activities. (louisvilleorchestra.org/teacher-resources/)

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

PRE-CONCERT REMINDERS

- Unless you have received complimentary admission, 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.
- If you would like to nominate a student to represent your school as one of Teddy's Kids, please send your nomination by mid-January 2020. (<https://louisvilleorchestra.org/teddys-kids-nomination/>)
- JCPS schools: Please allow adequate timing to obtain approval of the field trip from the board and for getting signed permission slips for all students attending the concert.

TRANSPORTATION & ARRIVAL

- JCPS Schools: For the 2019-20 season, Miller Transportation will provide bus service for JCPS elementary schools K – Z; 4th and 5th-grade students only. A Miller or LO representative will be in contact with the organizing teacher about transportation. All other schools are responsible for transportation to and from The Kentucky Center but should notify the LO Learning & Community contact with your plans.
- For arrival times, please allow between 20-40 minutes prior to the start of your scheduled show time. For the 10:30am performance, arrive no later than 10:10am. For the 12:00pm show, please arrive by 11:40am. Should you arrive early and an earlier concert is still underway or students are being released to their designated buses, volunteers will escort groups into the main lobby (first floor) until seating in the theatre is available.
- Please arrive on time for your scheduled concert as we will not be able to accommodate your group into other concert times if you are late. We also advise that you check travel conditions and/or construction as that may delay your travel time.
- When you arrive, the buses will drop students off in front of The Kentucky Center on Main Street, and drivers will then be assigned a parking location.

PARKING

- Bus drivers are given a detailed parking map upon arrival. Buses will be assigned to either park on Main Street or a side street for student dismissal. Drivers will be given return instructions to pick up students, or school groups will be escorted to their bus by a volunteer after the performance.
- Car/van parking 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 Street and adjacent side streets, but it is limited during the day.

ENTERING THE KENTUCKY CENTER

- Upon arrival, volunteers will meet students/teachers inside The Kentucky Center main lobby and escort them to their assigned seats. Please designate a chaperone or teacher to meet with the volunteer to check-in the group.
- If your group is arriving in separate vehicles, please arrange a meeting location as you must enter together as one group.

SEATING & SPECIAL REQUESTS

- There are no tickets for the performance but all seats are pre-assigned. The volunteer ushers will seat your group upon arrival. Volunteer ushers will not be able to honor seating 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.
- IMPORTANT: If you have special needs for seating, or any other requirements for anyone attending, please be sure to let the Learning & Community 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.

DURING THE CONCERT

- All students must be chaperoned by an adult when going to the bathroom.
- 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.

AFTER THE CONCERT

- Please stay in your seats until a volunteer usher has dismissed your group. Please respect the process of dismissal.
- If you have students who need to use the bathroom after the concert, please inform the volunteer usher and stay in your seats until the usher has given you permission to exit.
- All students will be escorted to their bus by a volunteer usher after the performance.
- Schools with special needs students will be able to meet their bus in front of the theatre.

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?

45-50 minutes (allow for 1 hour)

When should we arrive for the concert?

- For a 10:30am concert, arrive between 9:50am and 10:10am.
- For a 12:00pm concert, arrive between 11:20am and 11:40am.

Are the concerts geared towards a specific age group?

MakingMUSIC concerts are geared toward 4th and 5th grade students. However, for non-JCPS schools, older students are welcome to attend and will certainly benefit from the concert content. *Please no students under grade 2.*

Who has to pay and how much is it?

JCPS Elementary Schools are provided complimentary admission and transportation to MakingMUSIC concerts. *(For the 2019-20 season, this includes schools K – Z; 4th and 5th-grade students only.)* For all other student groups, tickets are \$8 per student. Chaperones receive one free ticket for every 10 students. Additional chaperones are \$8 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.)

When are the tickets sent?

There are no physical tickets for MakingMUSIC Concerts. Once your group arrives and is ready to enter the building, you will be asked for the name of your school by our volunteer usher staff that will have a list of schools attending that day. Invoices will be sent once reservations are received. If you require a "paid invoice", please contact the LO Learning & Community Department.

Can I choose my seats when I arrive at The Kentucky Center?

No. All seats are pre-assigned for MakingMUSIC Concerts. The volunteer ushers will seat your group upon arrival. Volunteer ushers will not be able to honor seating requests. Special needs must be communicated to the Learning & Community Department at least three (3) weeks prior to the concert.

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

Additional seat requests sent after the initial registration deadline will be dependent on availability. Please contact the LO Learning and Community contact if you have any questions or changes. If you are bringing fewer students than anticipated, please immediately notify the LO Learning and Community contact so that unused seats may be released. Please note: If you cancel or reduce the number of seats after payment is processed, we will be unable to issue a refund.

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.

Where will I meet my bus once the concert is over?

After the buses drop students off in front of The Kentucky Center, drivers will be given a detailed map and will be assigned a parking location. Drivers will be given instructions for returning for pick-up or will be asked to stay parked and students will be escorted back to their buses.

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

Van/car parking 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.