



Your performance location:

Kleinhans Music Hall at 3 Symphony Circle in Buffalo, NY

TWUSA GUIDELINES

Teachers and chaperones, in order to make the theatrical experience as pleasurable as possible for your group and all others in attendance, we ask that you review the following information with the students at least one day prior to your field trip. **Subsequent pages contain important information for your group and bus drivers.**

1. **NO FOOD, DRINKS OR SNACKS OF ANY KIND** are permitted in the theater or lobby—this includes bagged lunches and coolers.
2. **NO CAMERAS** or recording equipment of any kind are permitted inside the theater.
3. For many students, this performance will be their first experience with live theater. Instead of talking and whispering during the performance, please wait until after the show to discuss or comment about it. Also, no running, shouting or disruptive behavior at any time before, during, or after the show. Ushers may ask chaperones to remove disruptive children.
4. The performance lasts approximately one hour and restroom and drinking fountain privileges during that time must be reserved for absolute emergencies only (and then, as always, children must be accompanied by an adult).
5. For seating, please follow the instructions of the house staff at all times.
6. All patrons, regardless of age, must purchase a ticket to enter the theater.

Teachers and chaperones, please take an active role in watching over the students in your care and assisting them in maintaining appropriate behavior. We hope you enjoy the show.

Please see additional pages for instructions from the venue.



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For TWUSA performances at the Kleinhans Music Hall, plan to arrive at least 30 to 45 minutes before curtain time. Doors open approximately 30 minutes before curtain time.

There is a specific process in place for being checked in; and being at the venue earlier makes it easier to have everyone inside and seated before the show starts at the ticketed time. Sometimes buses show up all at once, and to get everyone inside in an orderly manner, sometimes at times the process may take longer than usual. That being said, we genuinely appreciate your patience and understanding. Please stay on your bus until escorted into the building by an usher. If utilizing other means of transportation you can enter the building at the Porter Avenue parking lot. Ushers inside will direct classes to their designated seating areas. Please have your receipt ready upon entry to the building. Thank you.

Please Note: Kleinhans Music Hall is located on the corner of Porter Avenue and Richmond Avenue, about one mile from the Peace Bridge. For issues such as late arrival or other concerns please contact the Kleinhans Box Office at (716) 885-5000

Address:

Kleinhans Music Hall

3 Symphony Circle

Buffalo, NY 14201