



## **Frequently Asked Questions (FAQ)**

### ***Who can attend the show?***

Everyone is welcome to attend any Sensory Friendly performance. There are no guest limits or requirements to participate.

### ***How much does it cost to attend the show?***

All Sensory-Friendly Performances at the Tobin Center are provided at no cost to students, teachers, caregivers, and families thanks to the generous contributions from our Sensory Friendly sponsors. While there is no cost for this performance, tickets are required. They can be obtained [here](#).

### ***What time should we arrive to the show?***

The house doors will be open one hour before the performance. It is recommended to arrive early to avoid large crowds. The Tobin Center has a parking garage located off of Fourth Street for extra parking as needed. Additionally, there will be an extended drop-off zone if you or your loved one is unable to safely travel from the parking garage to the theatre. Ushers will be available at the drop-off zone to assist with this transition as needed.

### ***Where should I park my car?***

If you are driving to the show, we have a parking garage located off of Fourth Street for you to park your car. If you are being dropped off, the drop-off zone is located right in front of the building. Ushers will be available at the drop-off zone to help you exit your car and enter the building.

### ***Where do I enter the Tobin Center?***

The entrance to the show will be through the glass front doors of the building.

### ***How long does the show last?***

Sensory Friendly performances run approximately one hour.



***If my family member is unable to sit through the entire show, will we be able to leave and come back into the performance hall?***

Ushers will be located at each exit and entrance of the HEB Performance Hall to help you and your family members safely leave and come back into the space. Extra room has also been allotted within the theatre for audience members to move around as needed during the performance. The lights in the house will be slightly raised for safety. There is a large, empty space with room to move at the front of the performance hall. Additionally, a quiet space with calming sensory tools has been designated within the Feik Rotunda. A movement space with sensory paths has also been designated within the lobby. Please ask an usher for directions if you need assistance in locating any of these services. A live-streamed performance will be aired in the lobby for all to continue experiencing the show outside of the HEB Performance Hall.

***Is there anything I can do to prepare my family for this event ahead of time to best support their experience?***

The Tobin Center has provided pre-visit stories and a character card for you and your family member prior to the performance. These items are available to view online or download [here](#). Hardcopies of these materials will also be available upon request the day of the performance.

***Are we able to bring food/drinks/fidgets/tablets/headphones into the performance hall?***

You are welcome to bring any preferred item (seating device or cushion, fidgets, noise-reduction headphones, tablet, toy, blanket, snacks or small drinks) from home that supports you or your family member's comfort and sensory needs. Sensory supports that will be provided for use within the HEB Performance Hall during the show include a limited selection of fidgets, sunglasses, and ear plugs. These items will be located in bins at the Sensory Supports table. Please ask an usher stationed at this table for assistance in receiving these items. At the end of the show, please return all items back to the Sensory Supports table to be cleaned for future performances. Please note: due to potential liability issues for our catering department, please do not bring lunches or full meals inside the Tobin Center.



### ***How can I get ready for the show?***

The Tobin Center made pre-visit stories, a character card, and sensory map for you to view online or download [here](#). The day of the performance, ushers will have paper copies of the pre-visit stories and character cards for you to use.

### ***Can I bring things from home?***

You are welcome to bring any item from home like a fidget, headphones, tablet, snack foods or small drinks that will help you feel comfortable during the show. Sensory tools like fidgets, sunglasses, and ear plugs will be available for you to use during the show. These items will be located at the Sensory Supports Table. Please ask an usher at the Sensory Supports Table to get this items for you to use. We ask when you are done using the items please return them to the usher at the Sensory Supports Table to be cleaned and reused for future performances.

### ***Where are accessible bathrooms and changing rooms located?***

Family bathrooms are located on the lower level, grand-tier level, and mezzanine level. These bathrooms offer extra room, privacy, and a child changing station. If you or your family member require more space and a larger changing station, an adult changing area is located near the Carlos Alvarez Theatre will be available to accommodate these needs. A mother's room is also located near the Carlos Alvarez Theatre to offer a private, quiet space to nurse. For some performances, step stools are located within the companion care restrooms on the orchestra level. Please ask an usher for directions if you need help finding these spaces.

### ***Can I eat a meal in the Tobin Center for the Performing Arts?***

Outside meals are not allowed in the Tobin Center, though we do permit snacks and small drinks. In order to protect our clients with scent sensitivities, we do not offer TASTE (on site dining) or the snack bar for school time Sensory Friendly performances. Please note: due to potential liability issues for our catering department, please do not bring lunches or full meals inside the Tobin Center.



***The reservations have closed! Can I still attend the Sensory Friendly performance?***

Yes! Reservations close to allow us to make the seating chart for the performance. The Box Office will be open the day of the performance for tickets unless otherwise noted. Ushers will determine seating locations the day of the performance according to availability.

***Who is a chaperone?***

A chaperone is an adult who is actively monitoring students. Chaperones usually arrive and enter the building with their school or organization.

***I am not a chaperone. May I sit with a specific school / organization?***

For security purposes, separate reservations will not be linked. Any party wishing to be seated with a specific school or organization will need to make arrangements ahead of time and have tickets reserved with the campus or organization.

***Will there be other Sensory Friendly Performances?***

An up to date list is always found on our web page [here](#).

***Are Sensory Supports available during other performances at The Tobin Center?***

A limited number of Sensory Bags and noise cancelling headphones are always available for check out at the Patron Service Desk. Sensory Bags contain a felt square, a fidget, sunglasses, and a set of ear plugs. Noise cancelling headphones are available in both child and adult sizes.