

---

## 2021–2022 PATRON INFORMATION

### Contacting your Long Beach Symphony

Long Beach Symphony Administrative Offices & Box Office  
249 E. Ocean Blvd., Suite 200  
Long Beach, CA 90802

Phone: (562) 436-3203 • email: [info@LongBeachSymphony.org](mailto:info@LongBeachSymphony.org)

Box Office Hours: M – F 10:00 AM – 5:00 PM and 9:00 AM – 12:00 PM day of concert.

Please contact Florita Davis, Manager of Sales at (562) 436-3203 ext.1 for more information.

### Venues and Directions

Both the Terrace Theater and Long Beach Arena are located in the Beverly O'Neill Performing Arts Center, of the Long Beach Convention and Entertainment Center:

300 E. Ocean Blvd, Long Beach, CA 90803

Take the 710 Long Beach Freeway South to the end (Shoreline Drive) and follow the signs to the Convention Center. Doors open 90 minutes prior to concert time.

### Vaccination Check

All patrons are required to show proof of vaccination and a photo ID.

### Masking

Per city and state health orders, all attendees are required to wear masks indoors at all times at the Terrace Theater. Patrons attending Pops concerts may lower their masks while actively eating and drinking only while seated.

### Bag Check

Please be prepared to have your bags checked by security at either venue entrance. This security measure ensures the safety of our patrons and is now implemented as part of the Beverly O'Neill Performing Arts Center's policy.

### Parking

Parking is \$15 per vehicle. Beverly O'Neill Performing Arts Center parking attendants direct patrons to the best available parking space. Please state your need for disabled parking to the first available attendant.

## PLANNING YOUR CLASSICAL SERIES EVENING

### Pre-Concert Talks

At this time, all pre-concert talks will be provided virtually; no in-person talks will occur in order to minimize indoor gathering time.

### **Late Seating**

Concerts begin promptly as advertised. Out of respect to the musicians and other concertgoers, latecomers will be seated at appropriate pauses at the discretion of management. No ticket refunds or adjustments will be made.

### **Lobby Music**

At this time, lobby music has been suspended to minimize indoor gatherings.

### **Concessions**

Beverages are available for purchase on the Plaza. There will be no food or beverages allowed inside the Terrace Theater or the lobby.

### **Hearing and Mobility Impaired Access**

Assisted listening system devices are available at the Patron Services desk in the Lobby of both the Terrace Theater and the Arena prior to concerts. Wheelchair access is also available to restrooms and seat locations in both the Terrace Theater and the Arena upon request.

## **PLANNING YOUR POPS SERIES EVENING**

### **Picnicking/Concessions**

Concession stands are available in the Long Beach Arena. Concertgoers are also permitted to bring their own picnic dinners or to pre-arrange for catering. Caterers must be pre-approved by Symphony management and show proof of vaccination and a photo ID upon entering the Long Beach Arena. Doors open at 6:30 PM for patron convenience. A catering list is provided in your Pops packet or you may find one on our website at [www.LongBeachSymphony.org](http://www.LongBeachSymphony.org).

### **Vaccination Check**

All patrons are required to show proof of vaccination and a photo ID.

### **Bag/Cooler Checks**

All personal items and picnics entering the Long Beach Arena for public ticketed events will be searched prior to entry beginning at 6:00 PM. Any prohibited items found at security will need to be returned to vehicles or disposed of. For a full list of prohibited items visit [www.LongBeachSymphony.org/about-us/long-beach-arena-security-measures/](http://www.LongBeachSymphony.org/about-us/long-beach-arena-security-measures/).

### **Emergency Phone Calls**

The emergency phone number for the Long Beach Performing Arts Center is **(562) 499-7525**. Please make sure the party calling can state whether you are in the Terrace Theater or the Arena.

*It's never too late to order additional tickets. Just give us a quick call and we'll help you with your ticket needs. Remember when ordering tickets, please indicate any special needs so that we may best assist you.*