

**Sensory  
Friendly  
Performance**



Dr. Seuss'  
**How The  
GRINCH  
STOLE  
CHRISTMAS!  
THE MUSICAL**

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**Major funding provided by:** Adeline & George McQueen Foundation

Thank you to all our community partners & supporters for their generous contributions.

**Performing Arts Fort Worth** (PAFW) is proud to offer this Sensory Friendly Performance of **DR. SEUSS' HOW THE GRINCH STOLE CHRISTMAS! THE MUSICAL** as part of the **2024-2025 Broadway at the Bass Season presented by PNC Bank!** We are very excited to share this event with you and want to make it the best possible experience for everyone. To that end, here is some information and suggestions regarding the performance:

## **WHAT?**

Sensory Friendly Performance of **HOW THE GRINCH STOLE CHRISTMAS! THE MUSICAL**

[www.basshall.com/sfp](http://www.basshall.com/sfp)



## **WHERE?**

**Bass Performance Hall**  
525 Commerce Street  
Fort Worth, TX 76102

## **WHEN?**

**Saturday, November 23, 2024 at 10:30 AM**

Lobby Doors Open: 9:30 AM

Audience Chamber Opens: 10:00 AM

Performance Begins: 10:30 AM

## **RUNNING TIME**

Approximately 85 minutes with no intermission

## **QUESTIONS?**

**Bass Performance Hall Box Office**

[boxoffice@basshall.com](mailto:boxoffice@basshall.com)

**817-212-4280**

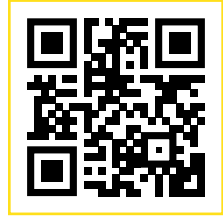
## AUDIENCE RECOMMENDATION

**GRINCH** is the perfect show for audiences of all ages. This is only to be used as a suggestion for you and your child; the decision to attend this show should be made by the parent or guardian. All persons entering the theater, regardless of age, must have a ticket.

## RESOURCES

The following materials related to this performance are available by scanning the QR code or visiting [www.basshall.com/sfpresources](http://www.basshall.com/sfpresources):

- **Overview Sheet** (Fast facts)
- **Social Narratives** (Previews of the theater-going experience)
- **Story & Character Guide** (Photos/descriptions of the show)
- **Grinch Make-up Timelapse** (See the actor get into costume)



We encourage you to take advantage of these resources in advance to help you and your group become familiar with the performance experience.

## PERFORMANCE FAQs

**Is the show scary?** Some young audience members are spooked at the first appearance of the GRINCH, but most audiences come around to loving his funny, grumpy personality. The show is not overtly mean, dark or loud, and errs on the side of humor.

**Does the story ruin the magic of Santa?** No. There is one scene which shows Mama and Papa Who shopping for a Red Riding Horse for Cindy Lou, and that present ends up under the tree. Cindy Lou does credit Santa for leaving the toy for her, but this detail is usually overlooked.

## PARKING

Downtown Fort Worth offers a variety of free and paid parking options. Scan the QR code or visit [www.basshall.com/parking](http://www.basshall.com/parking) for full details.



Accessible parking spots are available in all self-parking garages around the Hall including the **777 Main Parking Garage** located at 601 Commerce Street on the 2nd and 3rd levels, with van-accessible parking at the 5th Street entrance. Bass Performance Hall also has “curb-cuts” at both East and West entrances, creating convenient drop-off points for patrons using mobility aids.

## TICKETING

All tickets are 100% digital. Your tickets will be available in the free **Bass Hall app** and online in your account. We highly recommend downloading the app and logging in to your account before arriving.

Please scan the QR code or visit [www.basshall.com/mobiletickets](http://www.basshall.com/mobiletickets) for full details on downloading the app, accessing your mobile tickets and sharing tickets with members of your group.



Ticket barcodes will populate at least 24 hours prior to the performance. Easily add your tickets to your Apple Wallet or Google Wallet once your barcodes appear by selecting the button in the app. To be notified when your tickets are ready in the app and for other important information, be sure to have your app notifications turned on.

If you are unable to access tickets on a mobile device and would like to request printed tickets, please contact the Box Office at [boxoffice@basshall.com](mailto:boxoffice@basshall.com) or **817-212-4280**. Any printed tickets will be available for pick up with valid ID at Will Call starting one hour prior to the performance.

## **SAFETY AND SECURITY**

PAFW, the owner and operator of Bass Performance Hall, has security measures in place in an effort to enhance comfort and provide the safest environment possible for our patrons, artists, and organizations that call Bass Hall home.

All persons and bags are subject to search and screening before entering the building. Weapons of any kind are strictly prohibited. When passing through Security, you will be asked to open any bags and present any items you bring with you for screening. To expedite the entry process, please remove keys, cell phones, and any other large metal objects from your pockets and bags/purses before entering.

Metal detectors will be used for all patrons. However, you will have the option of either having one of our Security Officers use a hand-held wand or going through a walk-through metal detector. If going through a walk-through metal detector, you may be asked to briefly hand any items to our Security Officers.

Alternative accommodations for security screening will be provided to those who need it. Please communicate any concerns about screening with our Security team when you arrive and we will work with you to find a solution that works for everyone. Guests who refuse screening will be denied entry.

Please scan the QR code or visit [www.basshall.com/safety](http://www.basshall.com/safety) for additional details.



## **FOOD AND BEVERAGE**

Concessions including bar service will be available. For this performance, dried snacks such as cereal and crackers are permitted inside the Audience Chamber. Please avoid bringing sticky foods such as hard candy, fruit snacks and gum.

Outside drinks are not allowed inside Bass Hall; however, water fountains are available near all restrooms and water bottles will be available at all bars. Accommodations will be made for those with medical needs. Please communicate any concerns about screening with our Security team when you arrive and we will work with you to find a solution that works for everyone.

## LOBBIES AND GIFT SHOP

Customary theater rules will be relaxed for this performance, so you are welcome to move between the Audience Chamber and Lobbies as needed.

Our annual Deck the Hall holiday gift shop will be set up during this performance. This includes large Christmas trees at each entrance, as well as tables throughout the Grand Lobby (Street Level) with holiday-themed items available for purchase. You are more than welcome to take photos or shop in the gift shop, but movement through the lobby will be slightly obstructed.

Quiet Areas will be located in the Lobbies in the Grand Salon (Lower Level) and East Upper Gallery (5th Level). They will be staffed with trained professionals and will be accessible throughout the performance.

## STAFF AND VOLUNTEERS

In order to provide a friendly and supportive environment, PAFW has held sensitivity training sessions for all Bass Hall staff. In addition, PAFW will have trained volunteers—many of whom are professional sensory friendly specialists—available in the Lobbies and Audience Chamber to assist you throughout your visit. These volunteers will be in red t-shirts.

We strongly encourage family and caretakers to be aware of any early warning signs of interfering behavior and act accordingly. Our trained volunteers are ready and willing to help however they can!

In the event of a medical emergency, EMS services will be on-site and standing by to assist.

## RESTROOMS

Restrooms are located in the Grand Salon (Lower Level) as well as on the Box Tier, Mezzanine, Lower Gallery and Upper Gallery (2nd-5th Levels). A Family Restroom and Mother's Room for nursing parents are available in the Grand Salon (Lower Level), each with child-sized changing tables. An adult-sized changing table will also be available in the Grand Salon restroom (Lower Level).

**Please Note:** There are no restrooms on the Street Level. Patrons seated in the Orchestra or Parterre will need to use the restrooms in the Grand Salon (Lower Level). These restrooms are accessible via stairs and elevator.

## SEATING

There are 5 levels of seating at Bass Hall. On the Street Level are the Orchestra and Parterre. Higher levels include the Box Tier, Mezzanine, Lower Gallery and Upper Gallery (2nd-5th Levels).

To preview the levels of Bass Hall and the view from your seat location, scan the QR code or visit [www.basshall.com/seating](http://www.basshall.com/seating).



Although there are stairs in the Street Level lobbies, all public areas of Bass Performance Hall are accessible through alternate routes. For the Box Office and all seating in the Orchestra and Parterre (Street Level), please enter through the West Portal. Elevators to most levels may be accessed from both main portal entrances.

A limited number of booster seats are available for checkout at the Cloak Room in the Grand Salon (Lower Level).

## ACCESSIBILITY

For a full list of our Accessibility services and items available for checkout, please scan the QR code or visit [www.basshall.com/accessibility](http://www.basshall.com/accessibility).

All complexes owned and operated by PAFW meet all Department of Justice's Americans with Disabilities Act (ADA) requirements. Items are subject to availability and may not be available for all performances/events. PAFW is not responsible for injury, illness or other issues due to misuse or damage caused by the user.



## SUPPORT TOOLS

We will have a limited number of sensory support tools available including fidget toys, noise-cancelling headphones, weighted lap pads, etc. We welcome you to bring your own small comfort items and support tools.

**Please Note:** While phones and tablets will be allowed in the theater, photography and videography are not permitted during the performance. We want everyone to enjoy the show while still respecting the show's policies.

## MOBILITY ACCESS

Although there are stairs in the Street Level lobbies, all public areas of Bass Performance Hall are accessible through alternate routes. For the Box Office and all seating in the Orchestra and Parterre (Street Level), please enter through the West Portal. Elevators to most floors may be accessed from both main portal entrances.

Bass Performance Hall has wheelchair- and scooter-accessible locations on all levels of the audience chamber. These locations have seats in place that patrons can easily transfer into, or that can be removed to allow patrons to stay in their own wheelchair or scooter. Patrons who cannot or do not wish to transfer to a theater seat should request wheelchair-accessible locations when ordering tickets.

If transferring to a theater seat, please be sure to secure any personal mobility assistance devices. Any devices temporarily stored during performances are at the sole risk of the patron.

A limited number of wheelchairs are available upon request but cannot be reserved in advance.

## ASSISTED LISTENING SYSTEM

Bass Performance Hall uses a Williams Sound T45 FM broadcast assistive listening system for people with hearing loss.

A limited number of compatible over-the-ear headphones are available for checkout at the Accessibility Kiosk in the West Portal Lobby (Street Level) on a first-come, first-serve basis at no cost. A Photo ID is required.

Assisted Listening System devices available:

- Williams Sound PPA R38 (stereo), with Shure SE425 in-ear monitors.
- Williams Sound PLR BP1 (induction loop), with Williams Sound NKLO01 neck-loop couplers for patrons with hearing aids and cochlear implants with telecoil. To access the FM system, switch your hearing instrument to T or Telecoil program.

## AUDIO DESCRIPTIVE SERVICES

Audio description uses the natural pauses in dialogue or narration to provide essential visual information. A trained describer inserts descriptions of critical visual elements: actions, appearance of characters, body language, costumes, settings, lighting, etc.

Descriptions are delivered through a wireless earphone allowing people who are blind or have low vision to sit anywhere in the audience and enjoy equal access to performances.

A limited number of devices are available for checkout at the Accessibility Kiosk in the West Portal Lobby (Street Level) on a first-come, first-serve basis at no cost. A Photo ID is required.

## CLOSED CAPTIONS VIA GALAPRO

Closed captioning in English will be available via the free mobile app, **GalaPro**. For details and download links, please scan the QR code or visit [www.basshall.com/galapro](http://www.basshall.com/galapro).



The app requires users to turn on airplane mode so no messages or phone calls will disturb the performance. There are no bright lights as the app uses a black screen with red font so only the individual looking at the screen can read.

A limited number of compatible devices are available for checkout at the Accessibility Kiosk in the West Portal Lobby (Street Level) on a first-come, first-serve basis at no cost. A Photo ID is required.

## SIGN LANGUAGE INTERPRETATION

American Sign Language interpretation will be available at this performance. If a member of your group needs interpretation, please notify our Box Office before the performance. A specific area of the Audience Chamber is reserved for patrons needing this service.

## SERVICE ANIMALS

PAFW adheres to regulations defined in the ADA. The ADA only recognizes dogs as service animals and requires that they are individually trained to do work or perform tasks for a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability, including but not limited to:

- Visual impairments
- Deafness
- Seizures
- Mobility impairments
- Post-traumatic stress disorder

Service animals in training, emotional support animals, and dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. PAFW staff is trained to ask certain questions to determine if a dog is a service animal under ADA regulations.

A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.

## CONNECT WITH US!

### TICKETING AND INFO

[boxoffice@basshall.com](mailto:boxoffice@basshall.com)

817-212-4280

### JOIN OUR EMAIL CLUB

[www.basshall.com/email](http://www.basshall.com/email)

## FOLLOW AND TAG US ON SOCIAL

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Threads .....@BassHall  
X.....@BassHall  
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### Dr. Seuss' How the Grinch Stole Christmas! The Musical

Facebook.....@GrinchMusical  
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X.....@GrinchMusical  
TikTok .....@GrinchMusical  
#GrinchMusical #GrinchTour

**Updated:** October 11, 2024