

Experience Guide

Sensory-Conscious Performances



[EXPERIENCEOPERA.ORG](https://experienceopera.org)



Hello there!

Welcome to Opera Theatre of Saint Louis' sensory-conscious performances at the Loretto-Hilton Center (LHC) on the campus of Webster University! We're delighted to have you join us. We hope this guide will make your opera experience as smooth and enjoyable as possible.

The LHC is located at: 130 Edgar Rd, Webster Groves, MO 63119.

For additional accessibility details please visit [OTSL Accessibility](#)

This Experience Guide is created in partnership with

DIFFERENT
DYNAMICS

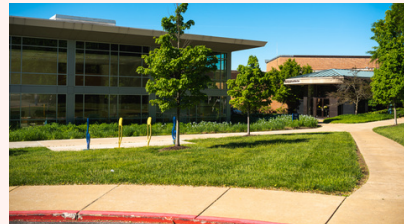
Building Basics

Parking

Parking starts to fill up an hour before performances, so it's wise to arrive early. Directions and additional parking information can be found at [OTSL Parking](#).

ADA Parking and Drop-off/Pick-up

Free accessible parking is available in Lot K on a first-come, first-served basis for vehicles with valid disability placards or plates. It's 200 feet of paved sidewalk from Lot K to the west entrance of the LHC. The non-accessible parking in Lot K is reserved for donors and subscribers. For patrons with mobility needs ADA drop-off and pick-up is available in Lot K, even after the accessible parking is full.



ADA drop-off /pick-up



West entrance

General Parking

Free parking is available in a multi-level garage on Garden Ave, located 0.2 miles from the LHC. Walking directions:

- Exit the parking garage and use the crosswalk directly across from the entrance to the Webster University Bookstore.
- Walk north between the Community Music School (CMS) and the East Academic Building. The path includes steps or a ramp.
- Once you pass the CMS on your left, turn left and continue walking past the front of the CMS.
- The west entrance to the LHC will be straight ahead on your left.



Garden Ave. parking garage



Steps/ramp from garage to west entrance

Ride Share Drop-off/Pick-up

Ride-share users may use the semi-circle drive on Edgar Rd (entrance at the corner of Garden Ave and Edgar Rd) for drop-off and pick-up.



Ride share drop-off/pick-up

Building Basics

Lobby



Lobby

Restrooms

Accessible Restrooms are located in the lobby on either side of the concession counter. Look for the overhead signs.

- Women's restrooms: Near doors 3 and 4.
- Men's restrooms: Near doors 1 and 2.

Family Restrooms are available in the basement and at the CMS. Staff at the Patron Services counter can provide directions and assistance.



Crowds and Noise

The lobby can get crowded and noisy, especially 30 minutes before the performance, during intermission, and after the show. If you prefer a quieter space:

- Find your seat once the auditorium opens, 30 minutes prior to the scheduled performance time.
- Remain at your seat after the performance to allow the crowds to move through the auditorium and lobby spaces before moving toward the exit.
- The CMS next door is a quiet option at intermission.

Building Basics

Lobby



Picnic area



Lobby concession stand

Picnic Area

Enjoy a delicious meal in OTSL's beautiful gardens before every performance. You may bring your own meal or [order one in advance](#) (at least one day before the performance) from OTSL.

Concession Counters

Located in the lobby and picnic area, concessions are available before the show and during intermission. Credit cards are only accepted.

Food and Drink

Beverages in non-glass containers with lids, such as the OTSL tumbler available at the concession counter, are allowed in the auditorium. Food is not permitted in the auditorium.

Seating

There are limited places to sit in the lobby. Seating in the auditorium begins 30 minutes before the performance.

Sensory Accommodations

Comfort Items

Feel free to bring quiet fidget items, earplugs, noise-canceling headphones, weighted lap pads, or vests to enhance your experience. Please ensure they are noiseless and do not light up.

Sensory Station

Located in the lobby, this station offers noise-canceling headphones, earplugs, fidgets, and weighted lap pads for borrowing.

Quiet Area

While there is no designated quiet area at the LHC, guests are welcome to take a break in the lobby during the performance or use the CMS lobby during intermission.

Taking a Break

If you need to step out during the performance, please use the exit nearest to your seat and do so quietly. For safety reasons, re-entry to the auditorium is only permitted during a break in the music. An usher will assist you back to your seat at an appropriate time.



For additional accessibility information including ASL and Audio Described performances, please visit [OTSL Accessibility](#).

Performance Basics

Opera Preview

A free opera preview is held an hour before the performance at the CMS next door. It lasts approximately 20 minutes.

Seating Begins

The auditorium opens 30 minutes prior to the performance. Ushers will be available to help you find your seat.

Performance Begins

Shortly before the performance begins, the auditorium lights will dim and an usher will ring hand-held chimes in the lobby.

Programs

An usher will provide you with a program book upon entering the auditorium. The program book contains details on the performance duration and additional information about the opera. You may take the program book home.

Intermission Announcements

If the performance includes an intermission, an usher will ring hand-held chimes at 15, 10, and 5 minutes before it ends. Announcements will also be made over the public address system.



Auditorium

What Else Should I Know?



Orchestra pit, located under the stage

- When you enter the auditorium, you may hear musicians warming up in the orchestra pit beneath the stage.
- If you need assistance finding your seat, an usher will gladly assist you.
- Photos (without flash) are allowed before the performance. Once the show starts, all electronic devices must be turned off and stored. If you need a device for accessibility reasons, please inform an usher.
- The auditorium will be dark once the performance begins, with stage lighting providing some illumination—similar to watching television in a dark room.
- All performances are in English, with supertitles displayed to the left and right of the stage.
- Applause is encouraged at appropriate times: when the conductor enters the pit, after major musical moments (such as choruses, duets, or arias), and at the end of the opera when performers take their bows. If you're unsure when to applaud, follow the lead of the audience around you.
- There is no formal dress code, but dressing as you would for a summertime wedding is a popular choice. Bring a sweater in case it's chilly in the auditorium.

We look forward to welcoming you to an unforgettable opera experience!