

# Robinson Center FAQ

---

*What you need to know before Return to Robinson: Pines of Rome*

## **How do I get to the Robinson Center?**

The Robinson Center is located at 426 W Markham St, Little Rock, AR 72203, at the intersection of W Markham St and Broadway St. **Please note: the Broadway Bridge across the Arkansas River is not in service;** please visit [ArkansasSymphony.org/directions](http://ArkansasSymphony.org/directions) for detailed routing information.

## **Where do I go once I get to the Robinson Center?**

The Robinson Center offers self-parking for a \$5 fee in the Robinson Parking Garage, attached to the Robinson Center. The entrance to the garage is located at Markham and Spring Streets and off of La Harpe Boulevard. The deck sits primarily beneath the Doubletree Hotel. Additional street parking and surface lots are located in various areas South and West of the facility.

*from the Doubletree Hotel circle drive (East side of the Robinson Center):*

Street level drop-off areas allow easy access to the Robinson Center on the East side of the building, off of the Doubletree Hotel's circle drive. Both street level entrances at this location are accessible.

*from the Robinson Parking Garage:*

All levels of the parking garage offer accessible entrance to the Robinson Center via lifts and elevators. Wheelchair accessible parking is available in Parking Garage Level 1 - Robinson Lobby Level (L), where a wheelchair lift is located in the vestibule.

*from Markham Street:*

A drop-off zone provides access to the Historic Lobby Level via the stairs on the South side of the building or the street level access off of the Doubletree's circle drive. All levels of the parking deck offer accessible entrance to the Center via lifts and elevators.

## **Where is the Box Office located?**

The Robinson Center Box Office is located in the center of the South (Markham Street) facing side of the building, and is easily accessible from all street level entrances. If you are using the elevators, go to Street Level (1).

## **How do I get to my seats?**

There will be many staff members and volunteers placed throughout the building to assist people in finding their seats. **Please note: there are elevators on each side of the building, but we ask that all able-bodied patrons use the Grand Staircase to move between levels as the elevators will be easily filled to capacity** before and after major concert events. Please consult the chart below to find the best routes to your seats in the Performance Hall.

*If your seats are in...*

...Front Orchestra A-L  
...Rear Orchestra M-Y  
...Front Grand Tier A-F  
...Rear Grand Tier G-L  
...Upper Tier A-F  
...Upper Tier G-L

*Go to...*

...Lobby Level (L)  
...Lobby Level (L)  
...Street Level (1)  
...Historic Lobby Level (2)  
...Historic Lobby Level (2)  
...Upper Tier Level (3)

- More information on reverse

# Robinson Center FAQ

---

*continued...*

## **Where are the restrooms?**

Restrooms are located on the Lobby (L), Street (1), and Upper Tier (3) levels. When you exit the performance hall from one of these levels, ladies' and men's facilities will be located on the East and West ends (respectively) of the Lobby (L), Street (1), and Upper Tier (3) Levels.

## **Will there be a pre-concert talk?**

ASO Concert Conversations will be an hour before each Masterworks concert on Saturdays and Sundays and will be 30 minutes long. Concert Conversations take place on stage with seating in the Orchestra section on the Lobby Level (L). The talks feature musical insights from the Maestro and guest artists, and admittance is granted to any ticket holder for the day's concert. The topic of the November 19 and 20 Concert Conversations will be the acoustic upgrades to the Robinson Performance Hall.

## **What do I do if I want to change seats?**

If, after experiencing the brand-new Robinson Center Performance Hall for the first time, you would like to change/upgrade your seats, please contact the Box Office at 501-666-1761, ext. 100. We are holding a limited number of seats for this purpose on a first come, first served basis.

## **What do I do if I have tickets but cannot attend the concert?**

The ASO offers free and flexible exchange. Please contact the Box Office *by 5 p.m. Friday before the concert* you will miss and we will be happy to exchange your tickets for any comparable seating at an upcoming concert this season. You may also donate your tickets back for us to resell, in which case we will issue you a tax-credit letter for the full face value of the donated tickets.

## **When is the Box Office Open?**

The Box Office is open Monday – Friday, 9 a.m. to 5 p.m. On Masterworks and Pops Live! Series concert weekends the Box Office opens at the Robinson Center 90 minutes before the concert. Please note: due to high volume on concert days we are not always able to answer the phone. If you have an urgent ticketing need on the day of the concert, please visit us at the Robinson Center beginning 90 minutes before the concert.

## **My question was not answered on this FAQ. Who can I talk to?**

Please contact our Box Office at 501-666-1761, ext. 100 and our friendly and expert staff will assist you to the best of their abilities.

### **Robinson Center Levels Quick Reference**

Lower Lobby (L): *Orchestra Seating, Concessions, Parking*

Street Level (1): *Box Office, Concessions, Grand Tier A-F Seating*

Historic Lobby Level (2): *Grand Tier A-F & Upper Tier G-L Seating, Barry L. Travis Lounge (Patron's Lounge)*

Upper Lobby Level (3): *Upper Tier G-L Seating*

*Elevators and signage throughout the building will refer to these levels and numbers for your convenience.*



ARKANSAS SYMPHONY ORCHESTRA  
PHILIP MANN | MUSIC DIRECTOR