

SARATOGA  
PERFORMING  
ARTS  
CENTER

2025  
SEASON

# Seasonal Staff Orientation

2025



# SPAC Overview

# Values

- **Welcoming**

- A friendly, warm and inviting environment where all feel comfortable, accepted, and valued through gestures, words and actions that encourage participation, connection and a sense of belonging.

- **Devoted**

- An unwavering and wholehearted dedication to and belief in SPAC's mission

- **Inspire**

- To instill belief and excitement in SPAC's mission and values to create meaningful impact

- **Curiosity**

- A genuine and unwavering interest in the courageous exploration of new ideas and perspectives

- **Extraordinary**

- Surpassing ordinary expectations in all that we do

# Zero Tolerance

SPAC enforces a zero-tolerance policy around discrimination and hate of any kind.

SPAC prohibits **ANY** form of harassment, including harassment that is related to an individual's race, religion, color, sex, sexual orientation, identification with the gender different from his or her biological gender, national origin, ancestry, citizenship status, marital status, pregnancy, age, medical condition, or disability.



# Accessibility

When interacting with a fellow team member or guest, remember to always use “people first language”.

A person IS NOT a disability, diagnosis or condition; a person HAS a disability, diagnosis or condition.

Example of “People First language” means referring to the GUEST before the disability:

Guests with Mobility disabilities = “Sam uses a wheelchair.”

Example of “NON- People First language”, which should not be used: “THE disabled man that just entered.”



**SAY**  
**“ACCESSIBLE”**  
**PARKING/RESTROOM**  
**NOT**  
**“HANDICAPPED/DISABLED”**  
**PARKING/RESTROOM**

# Support SPAC

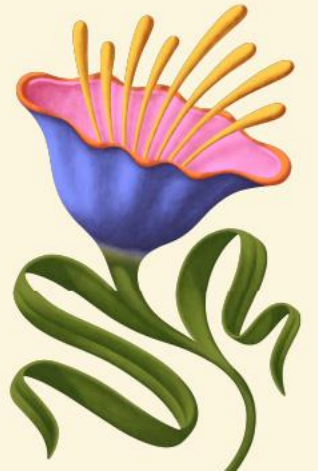
SPAC is a 501c3 charitable organization. Donations and proceeds from fundraising and membership make the magic of SPAC possible.

*You'll see QR Codes around the grounds with a call for support:*

**Did you know SPAC is a nonprofit organization?**



Help make our work on stage, in our community,  
and in arts education possible. Please donate today!  
Scan the QR code or text "SPAC" to 53-555



# VIP Spaces & Membership Overview

- There are 12 membership levels that fall into three categories: Friends of SPAC, Patron Program, and President's Circle. Memberships start at \$125.

## Charlie Gate & Patrons' Patio

President's Circle and Patron Program

members can enter via Charlie Gate and have unlimited access to the Patio for refreshments preshow and at intermission with up to 4 people in their party.

- For Live Nation shows, Patio food and drink are not included.

## The Pines Terrace

President's Circle members have unlimited access to the Pines Terrace for refreshments preshow and at intermission with up to 4 people in their party. Names of invited guests will be on a nightly VIP list.

- For Live Nation shows, limited access is extended by invitation only to President's Circle members, who will be on a nightly VIP list.



# Guest Services

- Located in The Pinecone, next to the Merchandise Booth.
- Here, guests can:
  - Reserve assisted listening devices
  - Speak with a SPAC representative about:
    - Upcoming performances & ticketing
    - SPAC Membership
    - Other questions
  - Make a donation to SPAC via Text to Give

# Operations & Grounds

# Live Nation & SPAC Policies

Broadview Stage at SPAC

= Live Nation Concert

- No Outside Lawn Chairs



SPAC Performances still allow lawn chairs

- Saratoga Jazz Festival
- New York City Ballet
- The Philadelphia Orchestra



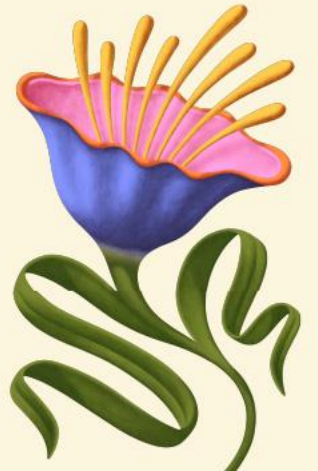
# SPAC Events - Permitted / Prohibited Items

## PERMITTED

- Food, beverages, and disposable utensils (compostable, plastic, reusable, etc.)
- Blankets and breathable ground coverings
- Umbrellas
  - **Please note:** Only personal-sized umbrellas will be permitted on the amphitheater lawn
- Lawn Chairs
  - **Please note:** Lawn chairs must not exceed 43" in height when opened. Lawn chairs on the center amphitheater lawn must not exceed 26" in height when opened
- Tents
  - **Please note:** Tents of any size will NOT be permitted on the Amphitheater lawn or are immediately in front of the Charles R. Wood Discovery Stage
  - **\*Items listed are subject to change or vary on show day\***

## PROHIBITED

- Metal utensils
- Plastic tarps
- Lawn chairs over 43" in height when opened
- Tents are prohibited from the Amphitheater lawn as well as the area immediately in front of the Charles R. Wood Discovery Stage
- Grills, cooking equipment, or any flame that uses a liquid, gas, or gel accelerant
- Laser pointers
- Drones
- Professional audio or video recording equipment
- Cameras with detachable lenses
- Bikes, rollerblades, skateboards, scooters, etc.
- Pets (except ADA approved service animals)
- Illegal drugs or substances
- Weapons of any kind
- **\*Items listed are subject to change or vary on show day\***



# Live Nation Events - Permitted / Prohibited Items

## PERMITTED

- ONLY small clutches, wristlets, or fanny packs no bigger than 6"x 9" OR clear plastic bags NO BIGGER than 12"x6"x12" will be allowed inside.
- Cameras – nonprofessional only, no detachable lenses
- Binoculars
- Umbrellas (personal-sized, no pointed ends)
- Food – in a clear, 1-gallon zip-lock bag
- Water – an empty water bottle OR up to 1 gallon of water in a factory sealed bottle is permitted.
- Small blankets
- Strollers (if used to transport a child). Due to the size of the crowds, we advise against bringing strollers and it will be difficult to navigate.
- Medicine / Prescriptions
- Breast pumps / milk coolers
- *\*Items listed are subject to change or vary on show day\**

## PROHIBITED

- Weapons of any kind
- Alcohol
- Illegal drugs/substances
- Glass containers
- Cans
- Hard/soft coolers
- Average sized bags/backpacks
- Large or oversized bags/backpacks, such as luggage, duffel bags, or industrial/camping-sized backpacks
- Personal lawn chairs
- Laser pointers
- Animals (except ADA approved service animals)
- Fireworks
- iPads/tablets
- Selfie sticks

***\*Items listed are subject to change or vary on show day\****





# SPAC

SARATOGA  
PERFORMING  
ARTS  
CENTER



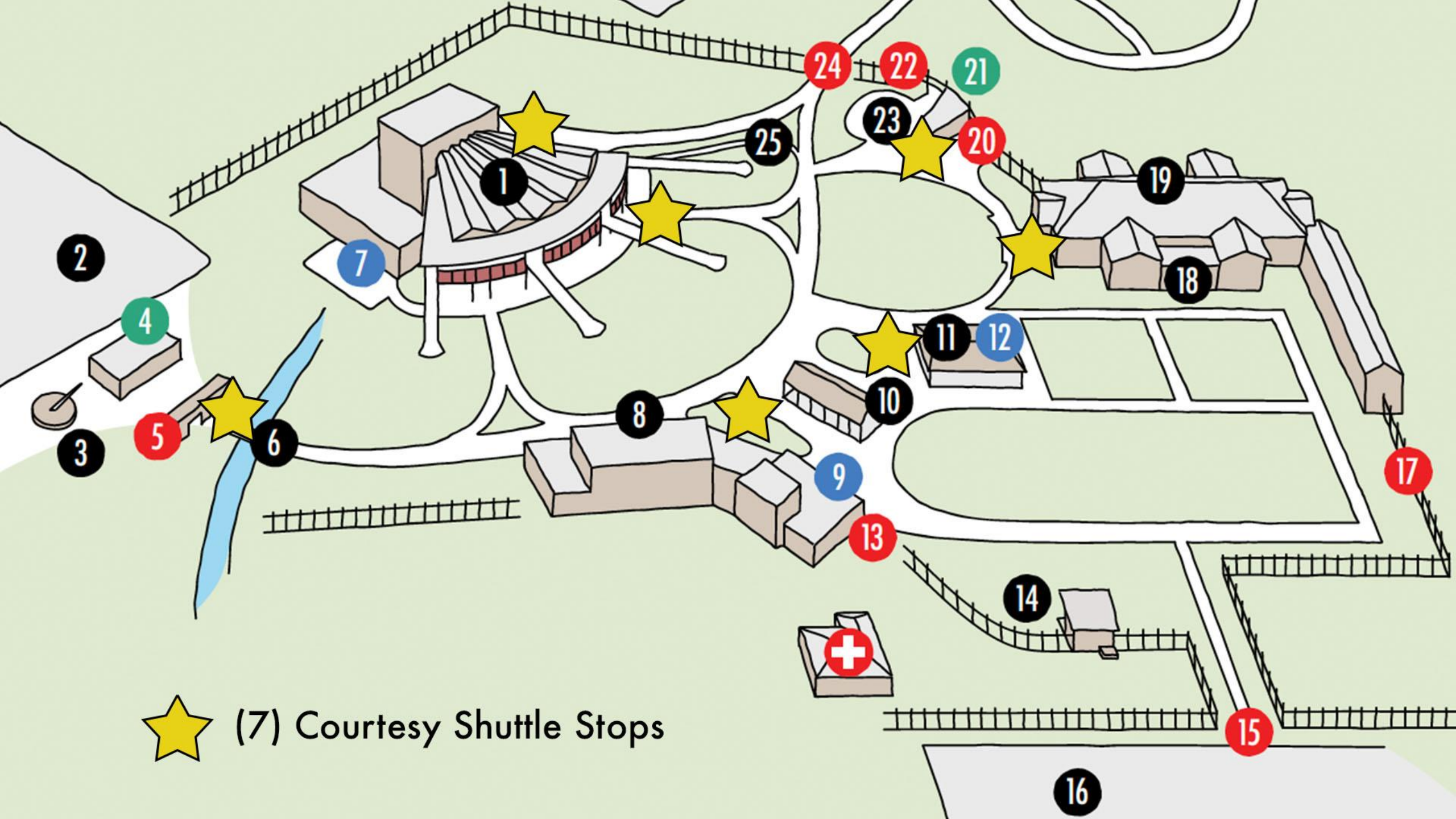
- 1 Amphitheater
- 2 Rte 50 Parking Lots
- 3 Sundial
- 4 Rte 50 Box Office
- 5 Rte 50 Gate
- 6 Rte 50 Foot Bridge
- 7 Amphitheater Restroom
- 8 The Pines
  - Nancy DiCresce Room
  - The Pines Terrace
  - Live Nation VIP Club
  - Concessions
- 9 The Pines Restrooms / Family Restrooms
- 10 Julie Bonacio Family Pavilion
- 11 Pinecone Concessions / Merchandise
- 12 Pinecone Restrooms
- 13 Access to SPAC Medical
- 14 Charles R. Wood Stage
- 15 Roosevelt VIP Gate
- 16 Roosevelt VIP Parking Lot
- 17 Emergency Exit
- 18 Jazz Bar
- 19 Hall of Springs
  - Charlie Gate
  - Patrons' Patio
  - Live Nation Terrace Club
- 20 Hall of Springs Gate
- 21 Hall of Springs Box Office
- 22 Charlie Gate
- 23 Patrons' Patio
- 24 Performers' Gate
- 25 Accessible Ramp
- 26 Patrons' Parking Lot
- 27 Saratoga Automobile Museum
- 28 Hall of Springs Parking Lot
- + SPAC Medical

BOX OFFICES

GATES

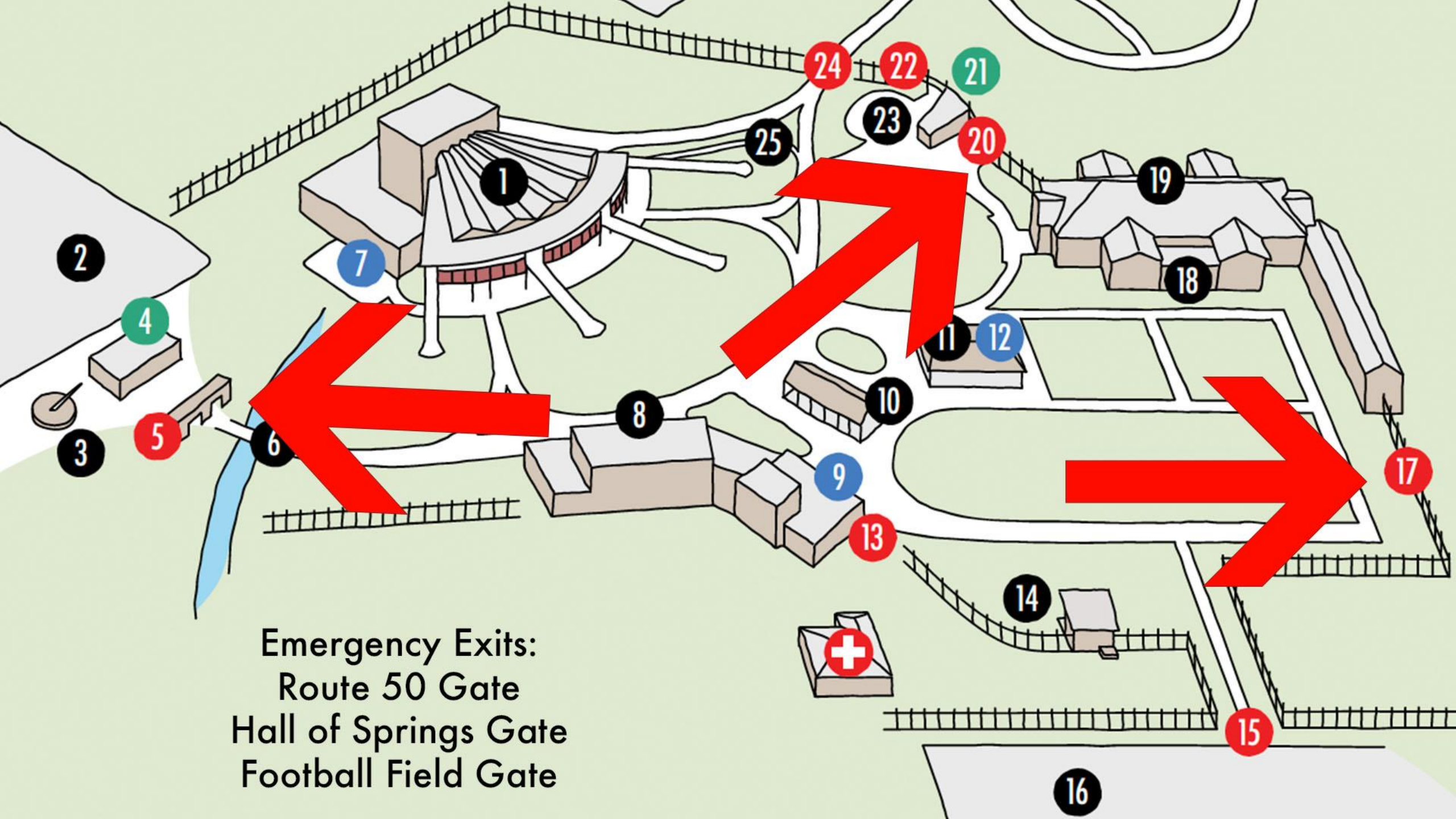
RESTROOMS





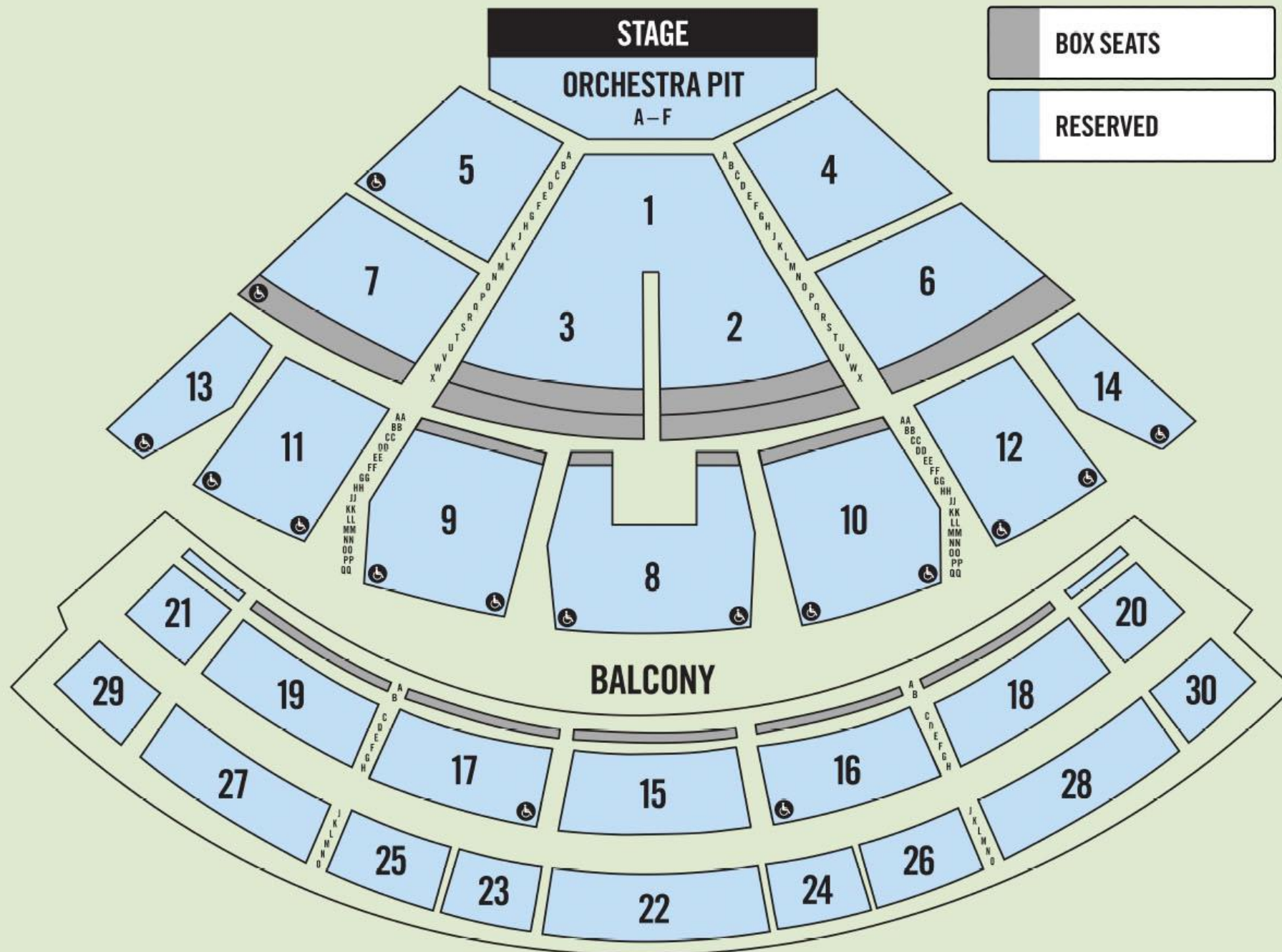
(7) Courtesy Shuttle Stops

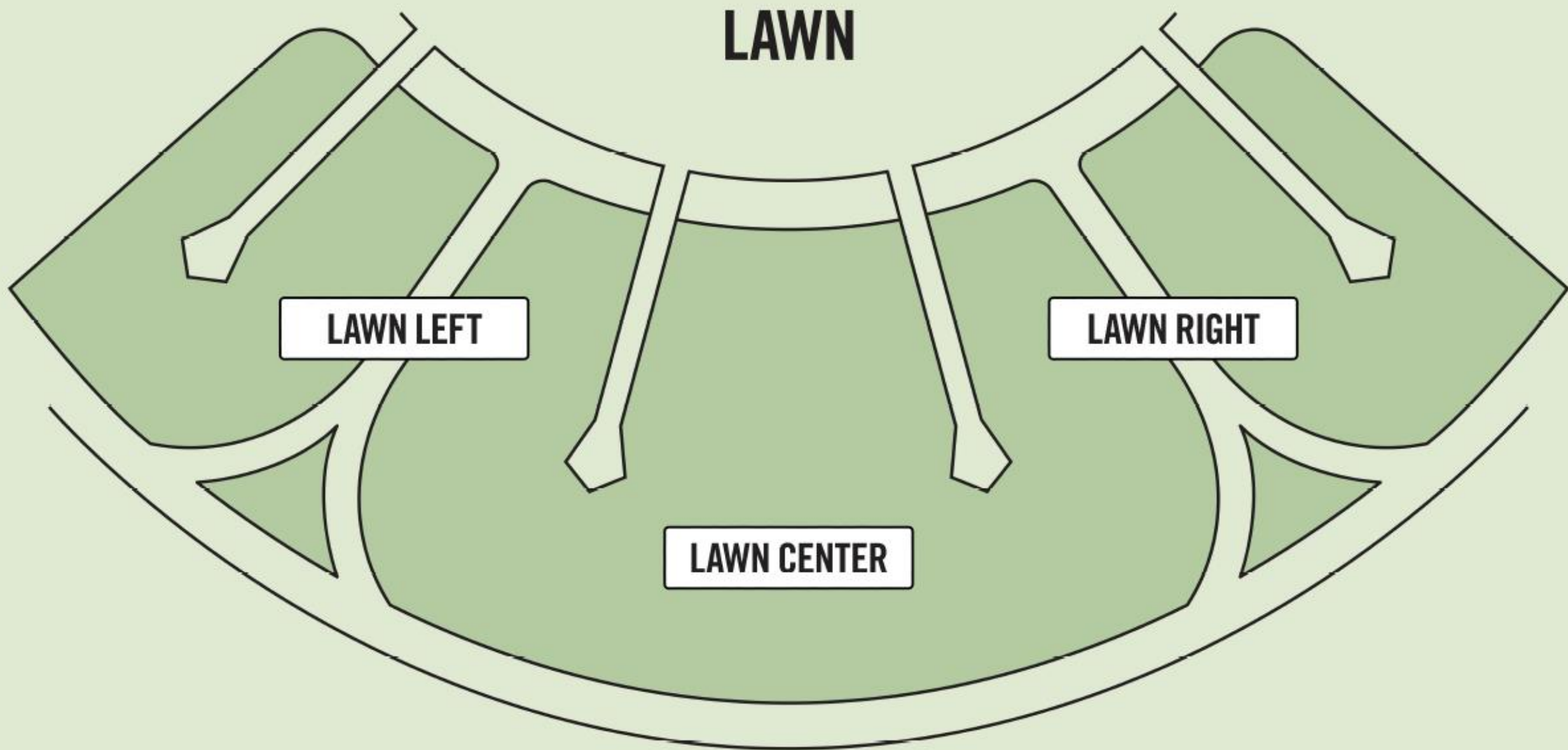




Emergency Exits:  
Route 50 Gate  
Hall of Springs Gate  
Football Field Gate







# Severe Weather Advisory



Questions?

Thank You!

# Additional Resources



# Seasonal Staff Benefits & Perks

## **Ticket Access**

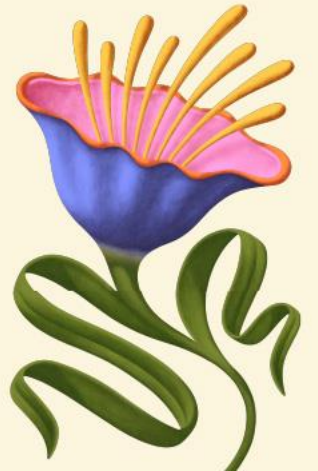
Different opportunities are available for complimentary SPAC tickets – more info will be provided, talk to supervisor

## **SPAC Merchandise Discount**

- Seasonal Staff & Volunteers can enjoy a 25% Discount on SPAC-produced merchandise. Must show SPAC ID at Merchandise Booth to receive.

## **SPAC School of the Arts Discount**

- Seasonal Staff & Volunteers can enjoy a 25% discount on (1) class this fall at SPAC School of the Arts
- Use the code SOTAFALL25 at [spacschool.org](https://spacschool.org)
  - *Registration begins July 15*



# Admin Info

## ADP

- Payroll and Timecards (Clock In/Out) are handled via ADP.

## Parking & Scheduling

- Unique for each performance (Live Nation, SPAC). Check with your manager prior to your shift for any needed clarification.

## Cell Phone Usage

- Cell phone usage policy varies by department, please check with your direct supervisor for guidelines.

## HR Trainings




- Mandatory Anti-Harassment training is required to be completed by every team member. Further information and instructions will be provided. See additional resources for more info in the meantime.
- Supervisors have undergone a 'SPAC Patron Experience' training. All seasonal employees, including volunteer ushers, will be expected to escalate challenging situations and atypical requests to their supervisors to handle properly as trained.

## Employee Handbook

- SPAC's employee handbook will be distributed to all seasonal employees and will require a confirmation of receipt and review of policies.



# Website & Social Media

- Website: [spac.org](http://spac.org)
- Team Resources: [spac.org/team-resources](http://spac.org/team-resources)
- Social Handles:
  -  @SaratogaPerformingArtsCenter
  -  @spacsaratoga
  -  @spacsaratoga



# Helpful Info

## **General Inquiries**

General inquiry business cards will be made available at both gates to provide to guests in case of any questions, inquiries, complaints that need further attention: [general@spac.org](mailto:general@spac.org)

## **House Programs**

*Reduce, Reuse, Recycle*

- In an effort to be more environmentally conscious, SPAC has decreased the amount of house programs to be given out at each performance.
- Please advise guests to only take 1-2 program(s) per party.
- Digital programs will be available via QR code.
- Recycling bins will be available for guests to recycle their programs following the performance.

## **Gates/Curtain Times**

- |                         |                         |
|-------------------------|-------------------------|
| • Matinee Performances: | • Evening Performances: |
| • 12:00pm Gates         |                         |
| • 2:00pm Curtain        | • 5:30pm Gates          |
|                         | • 7:30pm Curtain        |

# Summer Education Events



- FREE Workshops
  - Thu, July 20: New York City Ballet
    - Ballet Essentials Workshop for teens and adults
    - Access Workshop for teens and adults
  - Sat, July 12: New York City Ballet
    - Children's Access Workshop
    - Children's Workshops
- Family Nights at SPAC
  - Fri, July 11: New York City Ballet: Coppelia
  - Wed, August 6: The Philadelphia Orchestra: Tchaikovsky Spectacular
  - Sat, August 23: The Philadelphia Orchestra: Back to the Future in Concert
- The Philadelphia Orchestra Sound All Around
  - Sun, August 17
  - Hosted by principal tuba, Carol Jantsch, Sound All Around introduces youngsters to musicians from The Philadelphia Orchestra through singing, movement, storytelling, and listening
- PlayIN For Strings with The Philadelphia Orchestra
  - Thu, August 21
  - Violin, viola, cello, and bass players of all ages are invited to play on the SPAC stage alongside members of The Philadelphia Orchestra
- Pop Up Choir at SPAC School of the Arts
  - Tue, August 12
  - Join us for an unforgettable evening of joyful singing for all ages, all skill levels, all voices

# SPAC School of the Arts

SPAC SCHOOL  
OF THE ARTS

## **Theatre, Music, and Dance Classes for Children, Teens, and Adults**

- Join our welcoming, joyful classes for all ages & abilities and discover the transformative power of the arts
- Fall classes start September 15 – Register @ [spacschool.org](https://spacschool.org)
- Scholarships for free or reduced tuition are available – apply online

# Development= Fundraising

**SPAC is a registered 501c3 nonprofit organization.**

- While SPAC sells tickets, these sales do not fully cover our mission-based activities, including artistic performances and educational & community programming across the Capital Region.
- Our Development team raises money through memberships, corporate sponsorships, and philanthropic gifts.

**You can help with an important step in raising money by thanking all guests and SPAC members for their support.**

- Why is it important to support the SPAC as an arts organization?
  - Arts unify communities
  - Arts improve individual well-being, health, and even academic performance
  - Arts strengthen the economy, driving tourism and revenue to local businesses
  - And more!



# Box Office Hours of Operation

- **Route 50 Box Office**

- Monday-Friday, 12PM-5PM
- Saturday, 10AM-2PM
- Sunday Closed (open at 2PM for amphitheater events)
- Open longer for concerts

- **Hall of Springs Box Office**

- Opens 1 hour prior to gates at amphitheater events only

- **Spa Little Theater Box Office**

- Opens 1 hour prior to event start time for SLT events

# Dynamic Pricing

- Demand-based ticketing system used for Saratoga Jazz Festival, New York City Ballet, and The Philadelphia Orchestra.
- Prices adjust automatically based on demand—rising for high-demand seats, lowering when sales slow.
- Helps SPAC to manage rising operating costs while maintaining accessible ticket options.
- Reduces ticket scalping and inflated resale prices on third-party sites.
- Because dynamic pricing supports accessibility, we can offer more ways to save and continue to expand affordable ticketing options.

# Ticket Policy for Weather & Extenuating Circumstances

- All SPAC events are rain or shine
- If there is severe weather, a decision will be made on the day of the event if there will be a postponement or cancellation
- If an event is canceled, rescheduled, or postponed, we will offer exchanges for a gift certificate for a future event, the opportunity to support SPAC through a donation of the value of the guest's tickets, or a full refund.





# 2025 Summer Season Overview

- Hundreds of artists
- 27 performances
- 24 artist debuts
- 7 premieres







Season Kickoff  
May 30

A magical evening under the  
stars and on the SPAC stage

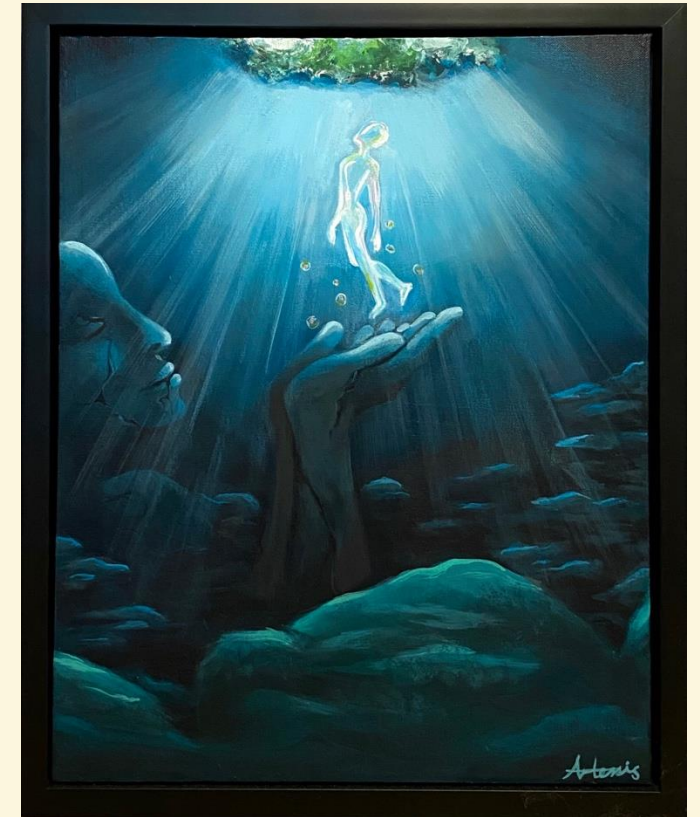


# Festival of Young Artists | June

- 1
- A free community event celebrating young talent in the Capital Region
- Showcasing visual, literary, and performing arts
- Over 2,000+ visitors
- 2025 Festival Theme is **WONDER**

“we are both the artist and the canvas  
both the thread and the unraveling. we  
trace, we smear, we undo  
not to find an answer but to remember  
the wonder that was always there”

-Gianna Zhang, Grade 9







- 12<sup>th</sup> season at the Spa Little Theater
- 6 matinee performances
- 25 musicians
- 24 unique works







# SARATOGA JAZZ FESTIVAL

PRESENTED BY  GE VERNOVA

Saturday, June 28 &  
Sunday, June 29

- 48<sup>th</sup> Annual Saratoga Jazz Festival
- 2 days
- 22 groups
- 10 festival debuts



# NEW YORK CITY BALLET

2025 Summer Residency  
Wed, July 9 – Sat, July 12

- 2 unique programs
- The return of *Coppélia* in full
- 6 performances
- 4 ballets
- 1 premiere
- NEW Accessible ticket promotions:
  - “Kids in Free” extended to 16 years old
  - \$40 under 40 amphitheater tickets
  - \$99 Family Four Packs





# Coppélia



Wednesday, July 9 |  
7:30pm

Thursday, July 10 | 7:30pm

Friday, July 11 | 7:30pm

Saturday, July 12 | 2:00pm

# Robbins, Balanchine & Peck

Jerome Robbins' *In G Major*

George Balanchine's *Stravinsky Violin Concerto*

Justin Peck's new work *Mystic Familiar*  
Friday, July 11 | 2:00pm

Saturday, July 12 | 7:30pm

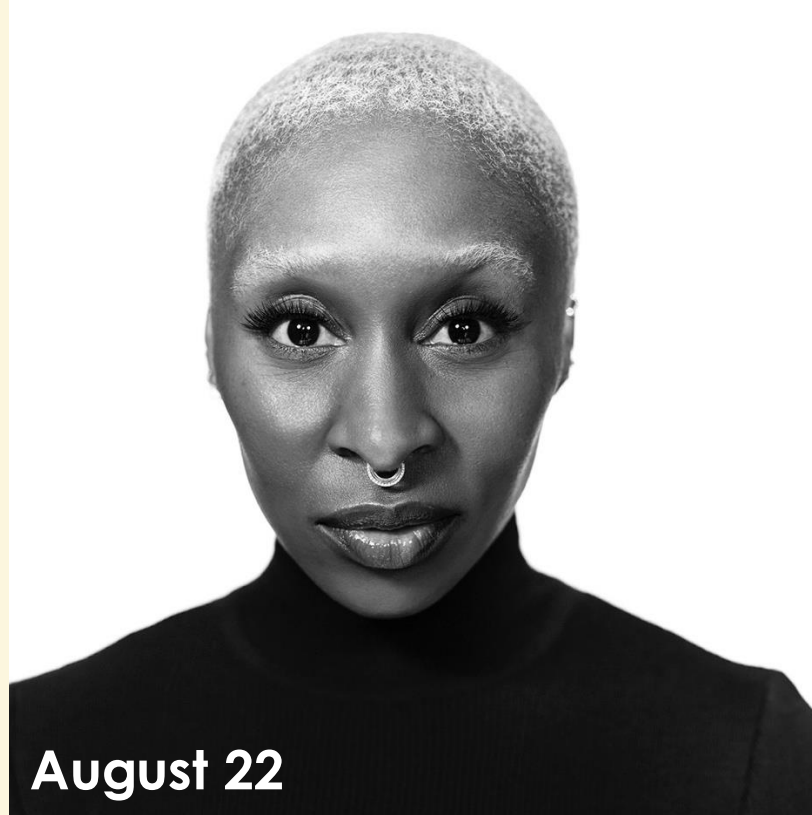


# PHILADELPHIA/ORCHESTRA

Yannick Nézet-Séguin · Music & Artistic Director

2025 Summer Residency  
Wed, Aug 6– Sat, Aug 23

- 12 unique programs
- 6 premieres
- 11 artist debuts
- Powerhouse women!







World class international soloists including:

- Randall Goosby, violin (Aug 7)
- Clayton Stephenson, piano (Aug 8)
- Beatrice Rana, piano (Aug 13)
- Sheku Kanneh-Mason, cello (Aug 20)
- Time for Three (Aug 21)



# Film Nights Return!



*Harry Potter and the Half-Blood  
Prince In Concert  
August 16*



*Back to the Future In Concert  
August 23*