

FAQ Graduates & Graduation Attendees: COLDEN AUDITORIUM

Kupferberg Center for the Arts has worked very closely with the schools who are conducting their graduation ceremonies in Colden Auditorium to develop guidelines and policies that insure a safe, smooth, and enjoyable experience for all graduation families and friends and to provide a memorable and honorable graduation for every student, faculty member and school administration.

What is the address of the Colden Auditorium?

For GPS purposes, Colden Auditorium is located at 153-49 Reeves Avenue. For complete driving and public transportation details, please visit our website, www.kupferbergcenter.org and click on "Plan Your Visit".

Is there parking available at the Colden Auditorium?

Yes, there is limited free parking in QC Lots 15 North and South across from Colden Auditorium on 61st Road. There is street parking available, as well. Remember, most days KCA hosts multiple graduations and so finding a parking space may be a challenge. Complete parking information and map is available on our website.

Are graduation tickets for specific seat locations?

No, all seating for graduations is by general admission and on a first come first served basis. All tickets will be collected at the door.

Are additional tickets available at the Colden Box Office?

No. All ticket distribution is done by the individual school. KCA does not provide tickets to guests.

Does my 4 year old child need a ticket?

Yes. Everyone in your party needs a ticket EXCEPT babies in arms. However, if you are planning on placing a baby-carrier/car seat on a seat, you will need a ticket for that too.

Are strollers allowed in the auditorium?

No, baby carriages and strollers are not permitted inside the auditorium. However, our staff will be happy to assist you with storing these items during the ceremony and in picking them up when the ceremony has concluded.

May I bring snacks or sodas with me to consume during the ceremony?

Unfortunately, food items and beverages (other than bottled water) are not permitted inside the auditorium.

May I bring balloons into the auditorium?

Balloons are not permitted inside any building that KCA manages on the QC campus. If you bring balloons with you, you will be asked to tie them up outside the venue (at your own risk) and retrieve them at the conclusion of the ceremony. This policy is in effect rain or shine.

One of my family members is in a wheelchair. Are there special accessibility instructions for guests in chairs or who use walkers?

Yes. Colden is an accessible venue, but a detailed knowledge of our logistics is essential to finding the smoothest and easiest path to the auditorium. For example, as our venue is on a hill, there is both ramp access and elevator access (via an adjacent building) that allows guests to avoid the main stair case that leads to our front doors. For complete details, please visit our website, www.kupferbergcenter.org and click on "Accessibility".

PLEASE NOTE: *We are unable to permit cars to drive up to the front doors of Colden Auditorium as vehicular traffic in this area would be a safety concern.*

Can you accommodate wheelchairs in the auditorium?

There are a limited number of wheelchair spaces in the orchestra section of the auditorium as well as a small wheelchair platform. No wheelchairs are permitted to be positioned in any aisle of the auditorium. It is helpful to advise the school that one of your guests will require wheelchair accommodation. Colden does not have wheelchairs available to borrow.

My guest can transfer from their wheelchair to a regular seat. Does the auditorium have transfer seat locations?

There are a limited number of transfer seats (aisle seats with adjustable armrests to provide easy transfer to and from a wheelchair). Again, please inform the school that a transfer seat is needed. Once a transfer has been made, the wheelchair will be removed to the lobby and checked for pick-up at the conclusion of the ceremony. The same goes for walkers, which also may not remain in the auditorium.

PLEASE NOTE FOR ALL GUESTS USING WALKERS OR CANES: *The large orchestra seating area of the auditorium is designed with aisles that have a significant slope. Also, all Mezzanine seating requires use of stairs.*

There are elderly members in my family who have difficulty standing on line for any period of time. Are there any special accommodations for them on Graduation Day?

Yes. For guests who use canes or walkers or who are in wheelchairs, please plan on arriving at the Colden Auditorium front doors 15 minutes prior to the posted door-opening time for your graduation (that would be 45 minutes before the graduation start time). Staff will allow entry at that time and ask that you take a seat in the lobby until access to the auditorium is available. When the auditorium is ready, ushers will direct you into the auditorium (before the doors are open for all other guests) and assist you with seating.

What happens if guests arrive after the graduation ceremony has started?

All late seating is at the discretion of the individual schools. In general, entry to the building is suspended during the graduates' processional, the reciting of the Pledge of Allegiance and the signing of the National Anthem. This is out of respect for the graduates and the entire ceremony. Late-comers, will be asked to join a line outside the building and remain there until general seating resumes again.

If I am holding tickets for members of my party that are arriving after I am already in the auditorium, may I come out and bring them in during the suspension of guest seating?

The seating suspension policy applies to all guests, whether or not their tickets are being held by another guest inside.

Once I have entered the building, may I exit and then return?

Yes. If you need to temporarily leave, staff will give you another ticket that will allow you to re-enter. You may not re-enter during guest seating suspension and, once the ceremony has concluded, no re-entry is permitted.

Is there any special accommodation for guests if it rains?

Unfortunately, the Colden Auditorium building does not have space to allow for guests to wait inside in order to avoid inclement weather. The lines outside the venue are not covered and umbrellas would be necessary in case of rain.

Where do I meet up with my graduate after the ceremony?

For most graduations, schools stage a formal recessional of their graduates. The grads leave the auditorium via the side doors that lead directly to the outdoors. Families and friends may meet up with their grads outside. Unfortunately, this applies rain or shine. It is imperative that the auditorium be emptied as quickly as possible, as another graduation may be scheduled directly after the one you are attending and time is of the essence to re-set and give that school the same experience as the school whose graduation was just prior. We ask that all post-ceremony photographs be taken outside of the auditorium. A day at Colden during graduation season may find up to 3 graduations occurring back-to-back. The stage **is not** available for post-ceremony photographs.