



Tanglewood 2020 Fall Grounds

Frequently Asked Questions

*Updated September 30

When will Tanglewood be open to visit this fall?

Tanglewood will be open for visitors to walk the grounds on the following days.
Online registration is required prior to visiting.

Saturdays 10am-4pm

Sundays 10am-4pm

How do I register to visit the grounds?

We are asking all our guests to register in advance at www.tanglewood.org/groundsvisit. This process is required by CDC guidelines and allows us to have a touch-free entry experience to keep all our guests safe. Having reservations will help us in efforts to maintain a safe and manageable capacity of guests on the campus at any one time.

How far in advance can I register to visit?

Registrations are available for the month of October now.

How many days can I reserve at once?

There is currently no limit to the number of days you can register to visit the grounds. We do ask that if you are unable to keep your reservation that you let us know at customerservice@bso.org so we can allow others to utilize your spot as we do have a limited capacity for each day.

Why do I need to sign a waiver of liability during the registration process before coming onto the grounds?

The purpose of this waiver is to ensure that people entering the grounds understand the possible consequences and risks of doing so. We have put precautions in place to reduce the spread of COVID-19; however, we cannot guarantee that you will not become exposed to or infected with COVID-19. This waiver is accepted online as part of the registration process, you do not need to print this waiver and bring it with you.

Do I have to wear a face covering? If I am with my family do I still need to wear a face covering even if we can stay six feet away from others? Will you have face coverings available for purchase?

Yes, in accordance with the Governor's order, all visitors over the age of two (with exceptions for medical reasons) are required to bring and wear a face covering at Tanglewood. Face coverings will not be available for purchase at Tanglewood, we ask that you please bring your own. All visitors must have a face covering before entering the Tanglewood grounds.

What measures are being implemented to ensure my safety while visiting the Tanglewood grounds?

- Our safety protocols begin as soon as you enter the Tanglewood property.
- Queuing lines along pedestrian pathways from the parking lot to the main gate will be marked with physical distancing signs installed 6' apart.
- Plexiglass shields will insulate visitors from staff at the registration and ticket scanning stations.
- Landscape features, attractions and amenities will be cordoned off or removed to avoid congregation in confined areas.
- Restrooms will be inaccessible and water fountains disabled for infection control purposes.
- Face coverings will be required as a condition of grounds access.
- Grounds capacity will be limited.

- Public safety officers and first responders will be on site to provide emergency support as needed.

Will you have hand sanitizer available?

There will be automated hand sanitizing stations and signage with public health reminders strategically located inside and outside the main grounds.

How long should I plan to stay?

We encourage visitors to enjoy their trip to Tanglewood. Please note that none of our buildings or performance structures will be open during your visit. ***To ensure the health and safety of all our visitors, there also will not be any public restrooms open on the Tanglewood campus.*

Where do I park when I arrive?

Please come to the West Gate Entrance for parking in the West Lot on Campus. This is located on West St. in Lenox just past the Main Gate entrance. (297 West Street, Lenox for your GPS). This is the only entrance/exit that will be open on the campus.

Where do I go after I park?

Please follow the marked pathway to the Main Gate entrance. Tanglewood staff will be present to scan your barcode on your print at home registration confirmation. You can use your mobile device to inform the staff of your registration credentials.

I have a handicap placard for my car, will you have Access parking available?

There are reserved Accessible parking spaces located closest to the Main Gate entrance.

Are the grounds handicap accessible?

Yes, our Tanglewood campus has accessible pathways.

Can I bring a picnic with me to enjoy on the lawn?

No coolers or food may be brought into the grounds and there is no tailgating allowed in the parking lots before or after your visit with us. Even though having a picnic on the Tanglewood lawn is iconic to the Tanglewood experience, we are not allowing picnics. For health and safety reasons, we are only allowing water to be brought in.

Will the Tanglewood foodservice Cafes be open for business?

No, all our Tanglewood foodservice facilities are closed.

Can I bring a chair or a blanket for use to sit on the lawn?

Yes, we encourage you to relax and enjoy our beautifully landscaped lawns. We ask that you always maintain a safe social distance of at least six feet from other guests.

Will there be any performances taking place or other activities going on when I visit?

No performances will be taking place in person this summer for health and safety reasons, though we are very excited to offer the Encore BSO Recitals. These are a series of newly created video performances with the BSO Orchestra members in recital. These were originally announced this summer as our BSO Musicians in Recital program from our Summer 2020 Online Festival. You can purchase these events at www.bso.org.

Can I go into the Shed or other performance venues and walk around while I am visiting?

For safety reasons, all of our performance venues on the Tanglewood campus will be closed. The exterior of the Shed walls are decorated with an art installation created in partnership with community groups and including a celebration of more than 1,000 of this year's high school graduates from Berkshire County.

May I take photographs or videos?

There are many beautiful views on the Tanglewood campus during this time of year, so we invite you to capture the memorable vistas and landscapes you will encounter on your visit. We also encourage photo taking at the Shed where we will have large scale artworks installed. To help share your experience we are also happy to have you share your photographs on social media and by tagging us in your posts (@TanglewoodMusicFestival on Facebook and Instagram and @TanglewoodMA on Twitter).

Will there be any tours of Tanglewood available this summer or will you have any printed materials available relative to the Tanglewood campus to view while walking?

In keeping with the recommended state guidelines, we will not be offering any tours this summer, nor will we have any printed maps or brochures available. We do have these audio enhancements for your trip to Tanglewood:

Tanglewood Grounds Narrated Walking Tour: [Listen on SoundCloud](#)

Enjoy a guided audio tour of the grounds of Tanglewood narrated by BSO staff and musicians.

Kripalu Walking Meditation: [Listen on SoundCloud](#)

Relax with a mindful walking meditation in the trees from Kripalu, the leader in yoga and mindfulness based education. Led by Micah Mortali, this thoughtful meditation will help you walk mindfully and deepen your connection to Tanglewood.

Audio stream: [Listen on SoundCloud](#)

How should I dress?

Dress casually and wear comfortable shoes. This time of year can be cool, so a light jacket or sweatshirt would be helpful if you are visiting during this timeframe.

What if it rains or there is inclement weather?

We ask that you plan your visit according to the weather forecast for the Lenox/Stockbridge area. There will be no storm shelters open for accommodations at Tanglewood. If there are unsafe conditions expected with lightening, Tanglewood may shut the grounds down to ensure the safety of our guests prior to your arrival time. All registered guests will be notified in advance if this is to happen.

Will there be public restrooms available?

Due to current health and safety recommendations, we will not have public restrooms available for use. We kindly ask that you plan accordingly and do not use nature as a bathroom option while on the Tanglewood campus.

Will the Tanglewood Gift Shops be open during my visit?

In efforts to keep our staff safe, the gift shops at Tanglewood will not be open for shopping this summer.

Can I park my RV at Tanglewood?

Yes, we do offer temporary parking to accommodate RV's. There is a maximum of 4 spaces and they are first come, first served. There is no overnight parking allowed on the Tanglewood campus. For more information about lodging and local accommodations please contact www.berkshires.org.

Is there electric car charging available?

No, we do not have electric car charging available at Tanglewood. There is a charging station in Lee at the Big Y supermarket approximately 15 minutes away from Tanglewood.

Is smoking permitted on the grounds?

No smoking or vaping of any kind is permitted at Tanglewood.

Can I bring my pet with me when I visit the Tanglewood campus?

No, the only animals allowed on the Tanglewood grounds are registered service animals that have been trained to provide assistance due to a disability. In the Commonwealth of Massachusetts, service dogs or miniature horses are permissible.

Can I just drive in and register when I arrive at Tanglewood?

Visitors must register in advance for their own safety and for the safety of our staff. We have limited capacity and regulated protocols for the number of visitors we can have at any one time on the Tanglewood campus.

I'm not planning on driving. Do I still need to register?

Yes, we are requiring ALL visitors to register in advance at www.tanglewood.org/groundsvisit

I registered but am no longer able to attend my allotted day and time. What can I do?

We ask that you please send an email to customerservice@bso.org if you need to cancel a reservation. Letting us know if you are unable to keep your scheduled timeframe will allow us to open that spot for another visitor.

Are there any age restrictions for visitors at Tanglewood?

No, there are no age restrictions for visitors.