

## Frequently Asked Questions: Hosting a Music@Menlo Guest

**Who stays with home hosts?** Every summer, approximately 45 artists, 11 International Program students, and 10 staff members visit Music@Menlo are hosted by volunteer members of the community like you. Some guests travel alone and others bring family members with them. Guest stays vary from three days to four weeks, and everywhere in between.

**What are hosts asked to do?** Hosts are asked to provide a welcoming environment, clean semi-private quarters with a bedroom and bathroom, access to common areas (including kitchen and laundry), and Internet access. We recommend taking some time upon your guest's arrival to sit down with them, get to know each other a little bit, give them a tour, help them with Internet access, and tell them any house rules, security procedures, or general house quirks.

**Do I need to provide meals for my guest(s)?** No. Hosts are not expected to provide food or prepare meals for guests. (However, you are welcome to invite your guest to share a meal with you, but please do keep in mind that their schedule is very busy and they may or may not be able to join you.) All meals are either provided by Music@Menlo (morning snacks, lunch every day, and dinner many nights) or by the guests for themselves. It is helpful to provide a little space in your kitchen and refrigerator for your guest to keep breakfast foods, snacks, etc.

**Am I responsible for providing transportation for my guest(s)?** No, all transportation is provided by Music@Menlo. We will arrange airport pick-ups and arrival to your home, as well as daily transportation to rehearsals and events. In most cases, guests will have a rental car for the duration of their stay. For those artists who do not, we will arrange alternative transportation options or a carpool plan to suit their needs. If there are special issues with guest parking at your home (i.e., the need for a city overnight street parking permit), please let us know how we can assist with arrangements.

**Will my guest need a house key?** Yes. Artists' schedules vary during the festival, but often involve late nights so we ask that all guests be provided with a house key, as well as instructions on how to lock your house properly.

**Will I need to be home to greet my guest(s) when they arrive?** This is up to you. You may choose to be home, but artists' specific arrival times do sometimes change at the last-minute due to travel delays and their rehearsal schedule. Arranging a key exchange with Music@Menlo staff in advance, as well as passing along general house orientation information for your guest, can be very helpful as a backup plan in case of unexpected delays in their arrival. We strive to make hosting and guest arrival as easy and enjoyable for you as possible, so if there is any way that our staff can assist with your guest's arrival please do let us know.

**Exactly what time will my guest(s) arrive?** It varies. Artists often fly to Music@Menlo from other engagements, so flight arrival times vary widely. Also, the exact time a guest arrives at their host home after their plane lands differs. Some guests are able to go directly from the airport to their host home. But some

must go directly to rehearsal from the airport and are therefore unable to arrive at their host home until later in the day. Music@Menlo staff will work with you to create an arrival plan that fits both your and your guest's schedule.

**What information should I provide my guest upon their arrival?** We recommend meeting with your guest upon their arrival to get acquainted and orient them to your home. Please go over any house rules, security protocol, or house quirks that they should be aware of during their stay and give them a tour of the spaces they will have access to. Some guests may wish to practice at your home; if this is something your guest requests, let them know where they could practice and if there are 'quiet hours' they should observe. (Practice space on the Menlo School campus is also widely available for artists on request.) Additionally, many guests bring computers and greatly appreciate access to the Internet; if you do have guest Internet access available, this is also a good time to give them instructions on how to access your network.

**Once my guest is here, what will their schedule be like?** Each guest's schedule is different, but in general all visitors have quite busy teaching, rehearsal, and performance schedules that take most of their time in the day and often late into the evening. They likely will not have extensive free time, but please do feel free to check in with them directly about their schedule if you would like to invite them to have dinner or the like with you.

**What staff support does Music@Menlo provide hosts? Who should I ask if I need any help?** We strive to provide excellent support to both our hosts and visiting guests. Before guests arrive, Music@Menlo staff members will touch base with every host to provide them with information about their guest, staff contact information, and to make an arrival plan. Staff will meet all guests upon their arrival and introduce them to their home hosts. While all guests are in town, Music@Menlo staff is always on call to help you. Alan Phinney is the primary contact for hosts and is available 24/7 during the festival. A team of interns, also on call 24/7 during the festival, provides dedicated support to guests and can also assist hosts. If anything arises where you need assistance, please do not hesitate to contact us.

**Do I need to entertain my guest? Will there be opportunities to socialize with my guest?** Music@Menlo's visiting artists and guests are very busy most days and evenings with rehearsing, teaching, and performing. This leaves little free time and depends on the guest, but you are welcome to invite your guests to socialize with you in their off time, as their schedules allow. Additionally, we hope you will be invited to join us for a special invitation-only event with the artists during the festival.

**Will I get to hear my guest perform?** Yes! You will receive two complimentary tickets to attend a concert where your guest is performing (if your guest is a performer) as our guest, based on availability.

If you have other specific questions or need assistance of any kind, please contact: Alan Phinney, Development Manager at (650) 330-2141 or [alan@musicatmenlo.org](mailto:alan@musicatmenlo.org).