



**Rose Bowl Operating Company**

# **Access Guide To the Rose Bowl For Patrons with Disabilities**

The Rose Bowl is please to welcome patrons with disabilities. This guide provides information to help you to enjoy your visit to the historic Rose Bowl. The Rose Bowl has made many access improvements. We are eager to please you so that you will want to return to the Rose Bowl with your friends.

Upon request, reasonable accommodation will be provided at no cost to persons with protected disabilities. To request reasonable accommodation, please contact the Rose Bowl at least five working days before the event.

If, after reading this brochure, you have more questions or suggestions on how to improve our continuing efforts to make your visit comfortable, we invite you to call the Rose Bowl at:

Voice: (626) 577-3101 TDD: (626) 577-3187

The Rose Bowl, 1001 Rose Bowl Drive, Pasadena, CA 91103

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### **ARRIVAL AT THE ROSE BOWL**

**TRAFFIC PATTERNS:** Please note that the traffic patterns may change based on the type of event, as well as on the anticipated crowd. Most generally, the accessible parking lots can be reached by traveling north on Arroyo Blvd. from Seco St., or southwest on Arroyo Blvd. from Rosemont Ave.

**ACCESSIBLE PARKING:** The Rose Bowl has several lots specifically for handicapped parking. Entrance to accessible parking areas requires a valid disabled parking placard or "access" license plate. To assist patrons in reaching the handicapped lots, we suggest that the handicapped placards be hung from the rear view mirror or placed on the driver's side of the dash board. Our officers are trained to look for the placards and will assist the patrons to the handicapped lots. Upon request, patrons must also show the serial numbered registration card issued to the disabled individual with the parking placard or license plate. Please refer to the map for parking lot locations.

Parking Lot B contains 150 accessible parking spaces. Access Lot B from the south or east on Arroyo Blvd., or from the west off of Rosemont Ave.

Parking Lot D contains 76 accessible parking spaces. Access Lot D from the west off of Rosemont Ave.

Parking Lot F contains 100 accessible parking spaces. Access Lot F from the south on Arroyo Blvd. off of Seco St., or from the north on Arroyo Blvd. off of Rosemont Ave. (Lot F is unavailable for parking during the monthly Flea Market. )



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### **ROSE BOWL ACCESS FEATURES**

**ACCESSIBLE SEATING:** People who use wheelchairs, walkers, crutches, four-prong canes, or oxygen tanks, or are accompanied by service animals are eligible to buy tickets for accessible seating. One companion ticket may be purchased for a seat next to each accessible seating space. Additional members of a party cannot be seated in the accessible seating area. Ticket prices vary by seat location and sight lines.

At the east side of the Concourse Level there are 162 accessible seating pairs (one seating space plus one companion seat). These seats are reached through Tunnels 1, 2, 3, 4, 5, 6, 7, 8, and 28. At the west side of the Concourse Level there are 162 accessible seating pairs (one seating space plus one companion seat). These seats are reached through Tunnels 14, 15, 16, 17, 18, 19, 20, 21, and 22. At the Field Level, on the east side of the stadium, there are 44 accessible seating pairs (one seating space plus one companion seat). Field Level Seating is accessible to wheelchair users and other persons with mobility impairments through Tunnel 28. A walkway in the tunnel leads to the field access elevator.

**ACCOMMODATIVE USHERING:** Upon request, ushers will assist disabled patrons from entrance gates to their seats, to the door of the restroom, to telephones or 'IDDs, to the lost and found or first aid station, or to the drop-off/pick-up area near parking lot B. Ushers will also take a patron's valid driver's license, state identification card, or credit card to an assistive listening device dispensing location, and bring the patron an assistive listening receiver, and return an assistive listening receiver to the dispensing location, and bring the patron's driver's license, state identification card, or credit card to the patron. Upon request, ushers will also read signs, sections of the program or other event-related information to a disabled patron.

**ASSISTIVE LISTENING DEVICES:** FM assistive listening receivers are available at no cost for use by people who are hard of hearing. They are dispensed from the Rose Bowl Administrative Office, (near Tunnel 28), and from the Press Box (near Tunnels 18 and 19). A valid driver's license, state identification card, or credit card must be left as a security deposit. Assistive listening receivers must be returned to the same location from which they were checked out.



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### **ROSE BOWL ACCESS FEATURES, Continued**

**CAPTIONS:** Captions are displayed to provide important game information to deaf and hard of hearing patrons at sporting events.

**DRINKING FOUNTAINS:** Accessible drinking fountains are located outside each restroom.

**ENTRANCE GATES:** Gates A, B, C, D, F and G are all accessible. However, some events do not use all gates. (Gates A, B and G will always be available.)

**FIRST AID STATION:** The first aid station (Public Safety Building) located near Gate B, is accessible.

**FOOD SERVICE:** All concession stands are accessible. In addition, patrons in accessible seats may place their food orders with an employee assigned to their section that will fill food orders and deliver the food to the patrons' seats. There is no charge for this service.

**LOST AND FOUND:** Located between Gates B and C, is accessible. (Public Safety Building)

**POLICE STATION (Public Safety Building)**

This station, located between Gates B and C, is accessible.

**PRESS BOX:** All Press Box suites, the media area, restrooms, telephones, and drinking fountains are accessible. Most suites on level I have tiered seating and are accessible to wheelchair users by means of a platform lift which is in operation during events. The City's Security Command Post on Level 4 is restricted and is not accessible.

**RESTROOMS:** All restrooms are accessible. Five restrooms include a special section for a person with a disability accompanied by an attendant, or for a child accompanied by an opposite sex parent (please see map).

**SERVICE ANIMALS:** People with disabilities are allowed to bring their service animals into all areas where attendees are generally allowed. Service animals include guide dogs, signal dogs or another animal that has been individually trained to provide service to an individual with a disability. Any animal that poses a direct threat to the health or safety of others shall be required to leave.



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### **ROSE BOWL ACCESS FEATURES, Continued**

**SIGN LANGUAGE INTERPRETATION:** Sign language interpretation is provided at concerts and other non-sporting events at which speaking and/or singing comprise a significant aspect of the entertainment program.

**TELEPHONES:** Courtesy telephones are available at Gate A at the south end of the stadium, The Administrative office across from Gate B and at the Press Box across from Gate F. (Please see stadium diagram map.)

**TDD:** There is one TDD at the Administrative office located across from Gate B.