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## INTRODUCTION

Dear Guest:

This guide is intended to provide pertinent information to make your visit to the Alltel Arena as safe and enjoyable as possible. As management of the Alltel Arena, we are dedicated to enhancing the access to our events for all current and potential guests.

Alltel Arena's mission is to bring a large variety of events, attracting people from all ethnic groups and of all ages. By making our facility "User Friendly", our guests return time and time again with their families and peers, making the Alltel Arena their place of choice for sports, entertainment and public forum.

We not only take pride in the fact that we are complying with the American's With Disabilities Act, but we are also working closely with our colleagues in the industry to ensure equal access to all.

We thank you for your patronage and continued support.

Sincerely,

Joe DeGeorge  
Director of Event Services

# **PARKING**

## **Accessible Drop-Off**

Accessible drop-off area is located at the lower box office entrance on Washington St.

## **Accessible Parking**

Accessible parking is available at the parking lot across from the lower box office entrance. There is also parking available on Alltel Arena Way, located at the front of the arena.

## **Escorts**

Alltel Arena can provide escorts to parking areas for guests with special needs. This service is free and can be requested through Guest Services. To minimize your wait, we suggest that you make arrangements for this service before the end of the event you're attending.

## **TICKET POLICIES**

### **Accessible Seating**

Alltel Arena holds seats in various areas of our facility for patrons who need wheelchair access, as well as for those with visual impairment, hearing impairment, and for those who have limited mobility, but do not require the use of a wheelchair.

Our ticket purchase policy for guests who require accessible seating is as follows:

### **Sold-Out Events**

All disabled and companion seating will be held for a two week period after the event sells out.

After this period of time, the majority of our accessible seating will be released. We will continue to hold a very limited amount of accessible seating up through showtime. To ensure that you receive the best possible accessible seating for your personal needs, purchasing your tickets as early as possible is recommended.

### **Non-Sold Out Events**

Seating will be available until the start of the show. The amount of disabled seating available will be in proportion to the number of non-disabled seating available.

Alltel Arena maintains a list of patrons who need access to these areas. In order to get on this list, the patron must send Alltel Arena a physician's note to verify his or her eligibility. Since there is always concern with non-disabled people trying to purchase seating in disabled seating areas, we find that a physician's note is the best way to insure that the people who need seating in these areas are able to purchase them. Once a patron is on our list, he or she has the ability to call us at (501) 975-9000 to order tickets by



## **SERVICES**

Alltel Arena offers convenient services including wheelchair assistance,, lost and found, and stroller and wheelchair check-in. These services can be obtained by contacting a Guest Services representative.

### **Guest Services**

Guest Services is located in front of sections 113-114 on the Main Concourse. This area is designed to assist patrons who need assistance within the arena. Wheelchairs and hearing impaired devices are available at Guest Services for those who need them. A valid driver's license or credit card is needed when checking out either item for Arena use. Additionally, Arena Staff will be posted at all public entrances to assist patrons to make their arena experience extremely enjoyable.

### **Emergency Evacuation**

In the event of an emergency, the Alltel Arena facility staff have been instructed and trained to assist you in evacuating the premises.

### **Visitors with Service Animals**

Service animals are welcome inside the building and must remain on a leash or in a harness at all times. If you intend to bring a service animal to the building, please notify your ticket representative at the time of purchase so that an aisle seat may be reserved for you. Accommodations will be made for an animal relief area.

### **Assisted Listening Devices**

Receivers are available for all events and provided free of charge with a form of valid identification. Guests who are interested in this service should see a representative at Guest Services, located at the main entrance 113-114.

## **Sign Interpreters**

Alltel Arena can provide sign language interpreters for guests with hearing disabilities. Requests for this service should be submitted as soon as possible. Requests received less than 48 hours prior to the performance will be subject to the availability of an interpreter. For details, please call the Alltel Arena Box Office at 501-975-9000

## **Telephones**

Accessible telephones are located throughout the arena. TDD/TTY phones are located on the concourse by the elevators at section 108.

## **Restrooms**

All of Alltel Arena's restrooms are accessible to guests with disabilities. If you require more privacy Alltel Arena has four family restrooms located throughout the concourse. A Guest Service representative can help you find the closest restroom.