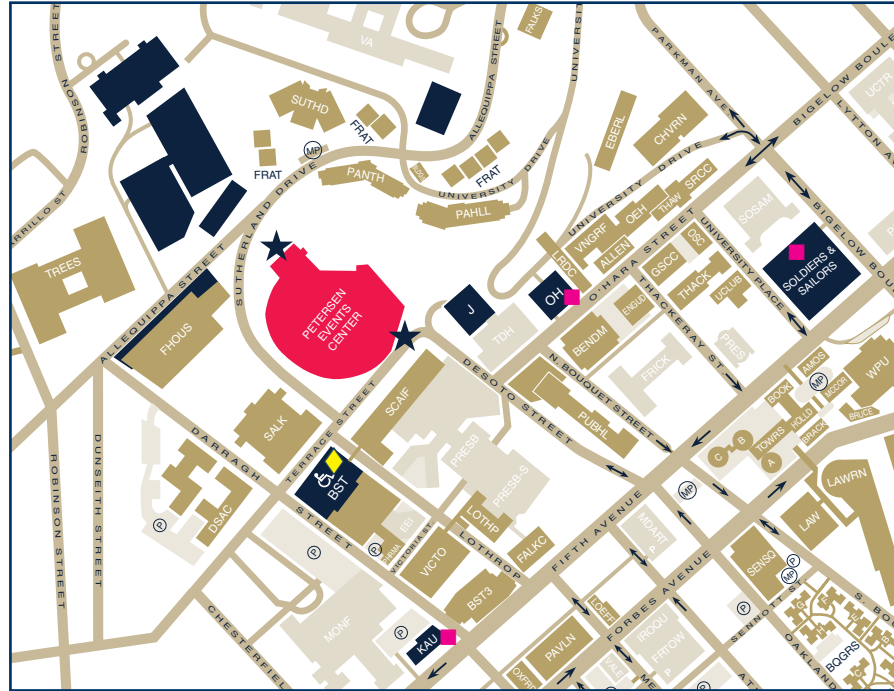


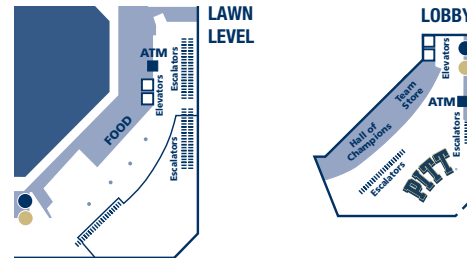
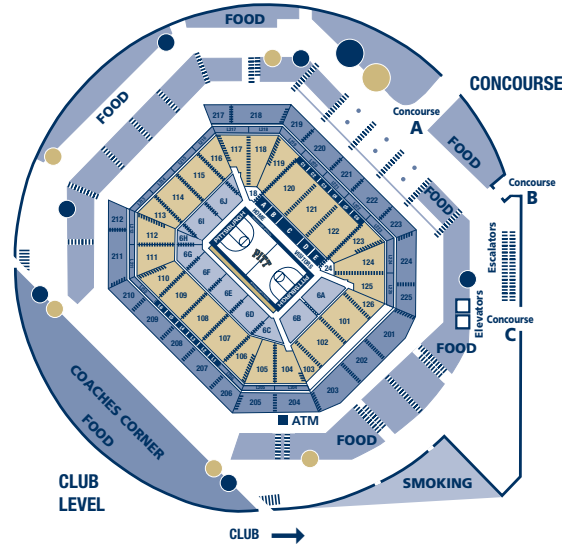
## Parking and Drop-Off Points



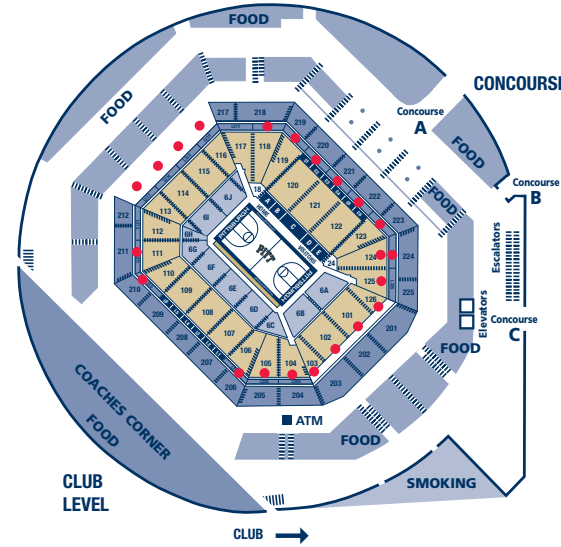
- Accessible Parking for Men's Basketball Games
- ◆ Accessible Parking for All Events
- ★ Drop-Off Points

## Restrooms

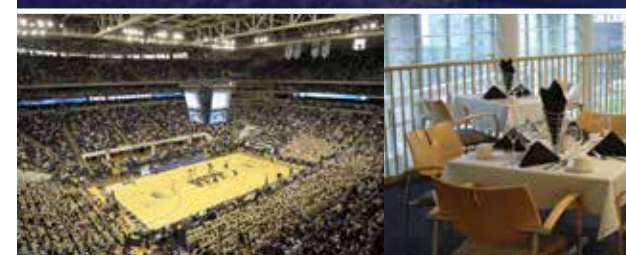
● Women ● Men



## ● Accessible Seating



## Accessibility Guide



# Welcome

Welcome to the Petersen Events Center, a state-of-the-art, multi-purpose sports and entertainment facility which has been built to create a fan-friendly environment for all guests.

The information contained in this guide highlights some of the features and services available at the Petersen Events Center for guests with disabilities. Should you have any additional questions or need further assistance during an event, please visit Guest Services behind Section 118/119 on the Main Concourse. You can also contact Petersen Events Center Guest Services at 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu)

## Accessible Parking (see map)

### Events Other than Men's Basketball Games

The Biomedical Science Tower (BST) garage is the closest accessible parking garage to the Petersen Events Center. The BST garage accessible entrance is diagonal to the front of the building on Terrace Street. A valid placard or license plate is required to park in the accessible spaces in this garage. All guests are encouraged to arrive early in an attempt to secure parking that best accommodates their needs.

### Pitt Men's Basketball games

Season Parking Passes—Advance sale of parking for home men's basketball games is available on a season basis only. Fans requesting accessible season parking must be men's basketball season ticket holders and are required to provide proof of need annually for accessible parking (for example, a copy of state-issued accessible placard). Timely requests for accessible parking permits will be considered and parking assigned based on applicable Panther Club priority point rank. Requests do not carry over from other sports or from year to year. Single-game accessible parking is available on a first-come, first-served basis at the following lots: O'Hara Garage, Kaufmann Garage, and Soldiers and Sailors Garage.

Additionally, there is a free accessible shuttle that operates on game days with stops at Kaufmann Garage, O'Hara Garage, Soldiers and Sailors Garage, and the Petersen Events Center. There are also accessible drop-off areas located at the intersection of Allequippa Street and Sutherland Drive and on Terrace Street in front of the Petersen Events Center.

For more information, please call 1-800-643-PITT or email [tickets@athletics.pitt.edu](mailto:tickets@athletics.pitt.edu)

## Assistive Listening Devices (ALD)

Guests may obtain an ALD, at no charge at Guest Services by leaving a photo ID. Guest Services is located behind Section 118/119 on the Main Concourse.

## Captioning

Guests may obtain a handheld captioning device, at no charge, at Guest Services by leaving a photo ID. Guest Services is located behind section 118/119 on the Main Concourse. Additionally, at least 50 percent of the televisions in the concourses are set for closed captioning.

## Communications Relay Service

All guests, including those with disabilities, are welcome and encouraged to contact SMG at 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu). Guests may also call Relay Pennsylvania at 711 or video relay services. The relay service will then place the call to us and we will be happy to communicate through the relay service.

## Concessions

All concession stands at the Petersen Events Center are accessible. Accessible public drinking fountains are also available throughout the arena.

## Drop-Off Points (see map)

Accessible drop-off and pick up for guests attending events at the Petersen Events Center should be made at either the front of the building on Terrace Street or at the intersection of Allequippa Street and Sutherland Drive on the back side of the building as shown on the map. Please contact Petersen Events Center Guest Services at 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu) for additional information regarding assistance at either one of these drop-off points.

## Elevators

Guests with disabilities may use elevators through the Petersen Events Center. Please see the map for the locations of these elevators.

## Entrance Gate

The Lobby entrance off Terrace Street is ADA accessible as shown on the map.

## First Aid/Emergency Contact Information

First Aid is located behind Section 118/119 on the Main Concourse right next to Guest Services. Medical services are provided before, during, and for a reasonable amount of time after each event.

## Guest Services

Guest Services assists all guests before, during, and after each event at the Petersen Events Center. Guest Services is located behind Section 118/119 on the Main Concourse.

## Mobility/Transportation Assistance

A limited number of wheelchairs are available for transporting guests who are disabled to their seating location. Guests can be transported from the gates to their seats. If a wheelchair is needed for the duration of the event, guests must supply their own

wheelchair. Wheelchairs cannot be reserved in advance. Upon arrival, guests can arrange for a wheelchair at any entrance of the Petersen Events Center. Guests needing assistance after the event should contact an usher or visit Guest Services behind Section 118/119 on the concourse.

## Restrooms (see map)

There are 38 restrooms located throughout the Petersen Events Center on all floors as shown on the map. All restrooms are ADA accessible and have accessible stalls. Additionally, family restrooms are located on the Concourse Level behind Section 117 and on the Club Level behind Section 110.

## Seating (see map)

Accessible seating is available on all levels at the Petersen Events Center as shown on the map. These specific locations are designed to accommodate persons using a wheelchair, and may be used by disabled guests (and a limited number of companions) who require the specific features of accessible seating due to a disability. Guests may be asked to verify that an accessible seat is required. Additionally, the Petersen Events Center has a number of designated aisle seats with retractable or removable armrests.

Guests who require accessible seating but who have tickets for non-accessible seats are encouraged to contact either the University of Pittsburgh Athletic Ticket Office at (800) 643-PITT (7488) or e-mail [tickets@athletics.pitt.edu](mailto:tickets@athletics.pitt.edu) for University of Pittsburgh Athletic Events or SMG at 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu) for non-Pitt athletic events as far in advance of the event as possible to arrange for an exchange for a comparable accessible seat, if one is available.

## Service Animals

Service animals are welcome at the Petersen Events Center. A service animal is any dog that is individually trained to do

work or perform tasks for the benefit of a guest with a disability. Disabled guests who use service animals are encouraged (but not required) to contact SMG at 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu) in advance so that we may plan on how to best accommodate the needs of the guest and his or her service animal, such as making appropriate seating arrangements.

## Sign Language

Guests with hearing disabilities must make advance arrangements with SMG to provide sign language interpreters for an event. To contact SMG please call 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu).

## Telephones

Accessible public pay phones are located in the lobby of the Petersen Events Center.

## Ticketing

Tickets for accessible seats (see Seating map) are sold in the same manner and under the same conditions as all other ticket sales. The Panthers Ticket Office windows are located in the Main Lobby on Terrace Street. Only tickets for University of Pittsburgh athletics events can be purchased at this location. For more information, you may visit [www.pittsburghpanthers.com/tickets](http://www.pittsburghpanthers.com/tickets), or you may contact the Panthers Ticket Office by calling 800-643-PITT(7488) or emailing [tickets@athletics.pitt.edu](mailto:tickets@athletics.pitt.edu). For non-athletic events, the Ticket Office windows are located on the Upper Plaza outside Concourse A. Non-Pitt athletic events are sold through Ticketmaster and you can receive more information by visiting [www.peterseneventscenter.com](http://www.peterseneventscenter.com) or by calling 412-648-3078 or e-mail [pechelp@pitt.edu](mailto:pechelp@pitt.edu). Both ticket offices are easily accessible for guests with disabilities.

For any questions you have which are not covered by this Accessibility Guide, please contact SMG at 412-648-3078 or email [pechelp@pitt.edu](mailto:pechelp@pitt.edu)