Parking and Drop-Off Points

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

Restrooms

- Women
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- Accessible Seating
Welcome

Welcome to the Petersen Events Center, a state-of-the-art, multi-purpose sports and entertainment facility which has been created to tap a fan-friendly environment for all guests. The information contained in this guide highlights the facilities 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.

Accessible Parking (see map)

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. A designated accessible space is set aside for the use of persons who desire 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 basketball games is available on a season basis only. Fans are encouraged to contact SMG at 412-648-3078 or e-mail pechelp@pitt.edu. Guests may also contact Petersen Events Center Guest Services at 412-648-3078 or e-mail pechelp@pitt.edu.

Accessible Parking (see map)

Events Other than Men’s Basketball Games

Accessible parking includes the parking 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 e-mail 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. Guests with disabilities may use these devices to enhance their enjoyment of the event. Please see the map for the locations of these ALD devices.

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.

Communication 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. Guests may also call Relay Pennsylvania (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. Additionally, there is a free accessible shuttle that operates on game days with stops at Kaufmann Garage, O’Hara Garage, and the Biomedical Science Tower. 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.

Drop-Off Points (see map)

Accessible drop-off and pick 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 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 Lobby on Terrace Street. For more information, please call 1-800-643-PITT or email tickets@athletics.pitt.edu for University of Pittsburgh Athletic Events or SMG at 412-648-3078 or e-mail pechelp@pitt.edu for non-Pitt athletic events as far as advance of the event as possible to arrange for an exchange for a comparable accessible seating 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 to contact SMG at 412-648-3078 or e-mail pechelp@pitt.edu in advance so that we may plan in 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 events. To contact SMG please call 412-648-3078 or e-mail pechelp@pitt.edu.

Telephones

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

Ticketing

Tickets for accessible seats (see map) are sold in the same manner and under the same conditions as all other ticket sales. The Pittsburgh Panthers are committed to providing accessible seating in front of the Main Lobby on Terrace Street. Only tickets for University of Pittsburgh athletic events can be purchased at this location. For more information, you may visit www.pittsburghpanthers.com/tickets, or you may contact the Panthers Ticket Office by calling 800-643-RTT (7488) or emailing tickets@athletics.pitt.edu. For non-athletic events, the Ticket Office window is located on the Upper Plaza outside Concourse A. Non-Pitt athletic events are sold through Ticketmaster and you can receive more information by visiting their website at www.ticketmaster.com or by calling 800-643-RTT (7488) or 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.