

Guests may also purchase wheelchair accessible seating in designated areas on the floor, for events with Arena level seating. Due to space limitations, floor seating is limited to one wheelchair and one companion ticket only. Any additional seats requested will be sold on a best available basis.

MOBILITY-IMPAIRED SEATING

Mobility-impaired seating is for able-bodied guests who may have difficulty using stairs or require some other accommodation. Seating is available in the last two rows of the Loge level, subject to availability. There is a limit of two tickets per party. Any additional seats requested will be sold on a best available basis.

ADA SEATING LOCATIONS

WHEELCHAIR SECTIONS (Rows 8-9)	MOBILITY-IMPAIRED SECTIONS (ROW 9)
L3WC	L4A
L4BWC	L6B
L6AWC	L8A
L7WC	L10B
L8BWC	L12
L10AWC	L15
L11WC	L16
L14WC	L17B
L17AWC	L18B
L18AWC	L20A
L19WC	L21A
L20BWC	L22
L21BWC	L23
L24WC	

VISUALLY-IMPAIRED SEATING

Seats are not held specifically for the visually-impaired. Guests concerned that they may have difficulty seeing the event should plan to buy tickets as far in advance as possible. A guest who requests seating for the visually-impaired may be accommodated in mobility-impaired seating.

SEMI-AMBULANT SEATING LOCATIONS

***SUBJECT TO AVAILABILITY**

TERRACE	ROW	SEATS
2	2	1 & 14
3	18	1
4A	2	1 & 10
5A	2	1 & 7
6A	2	1 & 7
7	2	1 & 12
9B	2	1 & 7
10C	2	1 & 10
12	2	1 & 14
14	2	1 & 14
16A	2	1 & 10
17B	2	1 & 7
19	2	1 & 7
20B	2	1 & 7
21B	2	1 & 7
22B	2	1 & 10
23	18	1 & 17
24	2	1 & 14

GUESTS WITH HEARING IMPAIRMENTS

Guests who need sign language interpreters for concerts should contact the Valley View Casino Center Box Office at (619) 224-4171, ext. 322, prior to the first day the event is put on sale to the public, or a minimum of 30 days prior to the event.

We will make every attempt to schedule a sign language interpreter if the request is made less than 30 days prior to an event. However, we can not guarantee the scheduling of a signer or the proper translation of a show if the request is made less than 30 days prior.

If there are several guests who request the use of signers for a particular event, all hearing-impaired guests may be seated in the same area.

CAPTIONING SERVICE

Valley View Casino Center has teamed up with Caption Colorado to provide convenient access to event content and in-arena Public Address announcements for **select events**. The technology takes the spoken word, along with sound effects, and displays them as text on your

browser-enabled iPhone or Droid. The service is intended for the hearing impaired but is available to everyone. There are a limited amount of Droids available for check-out at **select events** (sporting events; speaking engagements) at Guest Services. Guests will be required to leave a valid ID as collateral. This is a complementary service.

ASSISTIVE LISTENING DEVICES

Assistive listening devices are available, with a picture ID as a deposit, at the Guest Services Booth located on the outer concourse at Section 4. These must be reserved in advance by calling (619) 224-4171, ext. 322

SERVICE ANIMALS

Trained guide dogs or other service animals assisting guests are welcome inside the Arena. All service animals must remain on a leash or in a harness at all times. Guests with service animals may be seated in Row 9 of a wheelchair section to allow room for the animal to sit at their feet as necessary.

TICKET ON-SALES

During ticket on-sales, when randomly numbered wristbands are being distributed, guests who may require the assistance of a companion should notify a security supervisor or the manager on duty of the need to accompany the impaired guest to the Box Office window to assist with the purchase of the tickets. The companion will be allowed to accompany the guest up to the window to assist the impaired guest with the purchase of tickets, up to the ticket limit stated for the event. However, the companion will not be allowed to purchase tickets for the event on their own, unless they have the properly numbered wristband for that position in line.

*Guests with other impairments or questions should contact the Valley View Casino Center Box Office at (619) 224-4171, ext. 322. Any circumstance not described above will be handled on a case-by-case basis to best accommodate the guest.



GUESTS WITH DISABILITIES

INFORMATION PAMPHLET



WELCOME TO THE VALLEY VIEW CASINO CENTER!

The Valley View Casino Center is committed to providing safe, enjoyable, and entertaining events. For guests with disabilities, this includes providing accessible restrooms, concession stands, parking spaces, ATMs, and seating locations.

We've upgraded several aspects of the venue to better accommodate our guests with disabilities. This pamphlet describes those upgrades and their locations as well as provides you with a description of services offered to guests with disabilities.

Our ticket-takers, ushers, security personnel and guest services representatives are trained in assisting guests with disabilities. Please contact any of the above personnel and they will provide you with the necessary assistance you may require.

PARKING AND ACCESS INTO THE VENUE

For guests with disabilities, parking is located on the north side of the Center. There are 73 vehicle parking stalls, including 35 van-accessible parking stalls. Disabled parking placards or license plates must be displayed at all times to be able to park in those stalls. Upon request, parking attendants can direct you to the location of the disabled parking stalls.

Wheelchair access into the venue is via the North Entrance. There you will find an access ramp for wheelchairs and for those who may have trouble using steps.

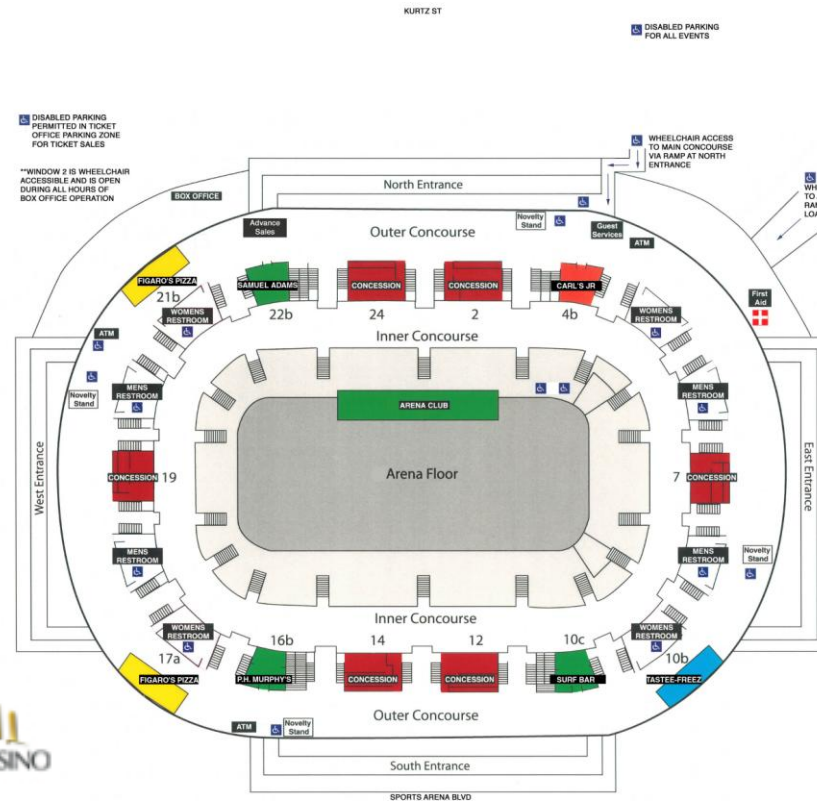
Guests using wheelchairs who have floor tickets for an event may enter the Center through the back ramp, located at the northeast corner of the venue. A Guest Services Representative will be available to provide assistance up and down the back ramp, if requested. Guests should check in at the North Entrance prior to proceeding down the back ramp.

AMENITIES AND FACILITIES FOR GUESTS WITH DISABILITIES

Every restroom on the upper concourse level and the restrooms on the floor level by the Club 3500 at Section 4 have been modified to allow for wheelchair access.

Concession and condiment stands on the upper concourse have been modified to accommodate guests using wheelchairs as well.

- Concessions (Section: 2, 7, 12, 14, 19, 24)
- Bars (Section: 22b, 10c, 16b)
- Pizza Booths (Section: 21b, 17a)
- The Grill (Section: 4b)
- Sweet Shop (Section: 10b)



All steps inside and outside of the Center have a stripe painted on the edge of the step to assist those with sight impairments.

A wheelchair accessible ATM is located on the upper concourse by Section 21.

The Valley View Casino Center Box Office also has a wheelchair accessible ticket window. This window is open during all Box Office operating hours. The Box Office is located on the north side of the Center.

All water fountains on the upper concourse are wheelchair accessible.

If requested by guests with disabilities, ushers and security personnel will provide assistance up and down interior ramps.

SEATING LOCATIONS AND PURCHASING TICKETS

Seating areas for guests with disabilities are located throughout the Center (as shown on the accompanying schematic). Guests requiring wheelchair or mobility-impaired seating should contact the Center Box Office at (619) 224-4171, ext. 322 to purchase tickets. The ADA phone line is staffed Monday through Friday, 11am to 4pm. Tickets are also available in person at the Box Office with no service charge.

Box Office windows are open Monday through Friday, 10am to 5pm, and Saturday 10am to 3pm. The Box Office remains open through show start time and will open at Noon for Sunday events. Window 2 is wheelchair accessible and is open during all hours of Box Office operation.

To help ensure equal access and the best possible service for our guests, disabled seating is not available through Ticketmaster at this time.

Please be aware that it is unlawful for anyone other than a person with disabilities or that person's companion to use tickets for disabled seating locations unless such seating areas have been released for general seating.

WHEELCHAIR SEATING

Wheelchair seating is provided in all price ranges, subject to availability.

Guests may purchase one wheelchair and one companion ticket in Row 9 of the specified Loge sections for the event and price level requested. Additional tickets (*no more than two*) may be purchased in Row 8, directly in front of the wheelchair and companion tickets in Row 9. Due to space limitations, any additional seats requested will be sold on a best available basis.