



*Get Up and Go!*

## **ACCESSIBLE SEATING AND TICKETING POLICY**

### **Overview**

Providing equal opportunity to people with disabilities is the fundamental principle of the Americans with Disabilities Act (ADA) and ErieEvents will meet or exceed all the requirements that apply to selling tickets for assigned seats at events such as concerts, plays, sporting events in all ErieEvents facilities.

### **General**

Tickets for accessible seats are available for purchase in person during box-office hours. No convenience charges or handling fees apply to tickets purchased in person. Tickets are also available by phone or online at [www.erieevents.com](http://www.erieevents.com). Standard fees apply to phone and internet purchases. Tickets for accessible seating are also available during any promotions or presales with appropriate password or access authorization, if applicable. People with disabilities should mention the need for a ticket to be located in an accessible space. The venue will not ask for proof of a disability or ask about the nature or type of disability, but may inquire if the individual is purchasing for a patron with a mobility device. In an effort to ensure that tickets for a person with a disability are being used appropriately, the venue may investigate if it has specific reason to believe fraud has been committed.

### **Companion Spaces**

All companion spaces are to be next to accessible seats. All companion seats sold will be next to, or shoulder to shoulder, with people with disabilities locations. Patrons with a disability may purchase up to 3 additional seats adjacent to the accessible seat. If the event limits tickets to fewer than 4 tickets, then those limits also apply to tickets for accessible seats. In the event that additional companion seats are not available to the accessible seat, every effort will be made to locate seats as close as possible to the accessible seat.

## **Group Sales**

If a group sales rate for is offered groups of a pre-determined size, and the group includes one or more individuals who need accessible seating, the entire group should be seated together in an area that includes accessible seating. If it is not possible to seat the entire group together, and the group must be split, the tickets should be allocated so that the individuals with disabilities are not isolated from others in their group.

## **Ticket Price Availability**

Tickets in all price ranges are available for people with disabilities. The Box Office will insure this happens for every event regardless of how the promoter prices the venue. The number of accessible seats will be no less than 1% of the number of tickets available in each price range. Companion seat prices will be the same as accessible seats. Accessible seats will only be released to the general public when all non-accessible seats in a particular price category have been sold, then unsold accessible seats in that price category will be released. In every instance, the last ticket sold will be accessible to a person with a disability or the general public.

## **Prevention of Fraud in Purchase of Tickets for Accessible Seating**

ErieEvents will not ask for proof of a disability or ask about the nature or type of disability as a condition for purchasing accessible seats. ErieEvents may ask purchasers to state that they require, or are purchasing tickets for someone who requires the features of an accessible seat. For series of events tickets, purchasers may be asked to attest in writing that they require, or are purchasing tickets for someone who requires, the features of an accessible seat. The venue may investigate the potential misuse of accessible seats where there is good cause to believe that such seating has been purchased fraudulently