

## Disabled Services

Jobing.com Arena recognizes the needs of persons with disabilities and exceeds the requirements for compliance with the Americans with Disabilities Act (ADA) and Arizona accessibility mandates. Jobing.com Arena also provides a full range of accommodations for guests with disabilities to ensure their safety, comfort and enjoyment of our events and facilities. The following is a highlight of the services that we provide:

### Accessible/Disabled Tickets

When ordering accessible/disabled tickets, it is important to indicate that you require such seating, so we can properly assist you. Accessible/disabled seating is available on all levels of the arena and may be purchased through Ticketmaster or by visiting the Jobing.com Arena Box Office. Wheelchair accessible ticket windows are located at the main Box Office at Gate 5. Adjacent companion seating may be purchased based on availability.

To purchase accessible/disabled tickets through Ticketmaster:

1. Call Ticketmaster at 800.745.3000. Press 9 after selecting the correct event.
2. To order tickets online, visit Ticketmaster.com and click the accessible seating symbol.
3. Visit a Ticketmaster retail outlet and request accessible tickets. Locations are listed at Ticketmaster.com.

### Assistive Listening Devices

Guests with hearing impairments may sign out an assistive listening device from the Gate 5 Guest Services Booth. A valid driver's license will be held until the device is returned. These devices are available for all hockey games and events where the house sound system is used.

### Disabled Parking

Disabled parking is located on the east side of Jobing.com Arena in Lot G, which is accessible via Maryland Avenue or 93rd Avenue. A state-issued disabled license plate or placard must be presented to enter this reserved section. Wheelchair seating is located on each level. All levels are accessible by the elevators located in the corners of Jobing.com Arena.

### Elevators/Escalators

Jobing.com Arena is equipped with elevators that access all public areas of the Arena. Should you require special assistance in reaching your seat, please contact Guest Services in advance or see any Guest Services staff member during the event.

### Emergency Evacuation Procedures

Jobing.com Arena personnel have been properly trained in emergency evacuation procedures to ensure the safe evacuation of all patrons, including those guests with disabilities, in the case of an emergency. Please pay careful attention to ushers and security personnel for instructions during an evacuation.

### Entrances

Convenient wheelchair access is available at all Jobing.com Arena main gates.

### First Aid

First Aid facilities are located on the Main Concourse level across from section 106 and on the Upper Concourse level across from section 226. Paramedics are also available throughout the Arena and will respond immediately when assistance is needed. Please ask the nearest Jobing.com Arena team member for help should you require assistance.

### Restrooms

All restroom facilities at Jobing.com Arena are accessible. In addition, family washrooms are located in the northeast and southwest corners of both the lower and upper concourse levels, as well as on both suite levels.

### Service Animals/Guide Dogs

Service animals are welcome in Jobing.com Arena and will rest in the seating area of the individual with a disability, rather than in the aisle.

#### Sign Language Interpreters

For most events, American Sign Language interpreters are available for Jobing.com Arena guests. Interpreters may be arranged by calling Guest Services at 623.772.3240 at least 72 hours prior to the event.

#### Wheelchair Escorts

Jobing.com Arena Guest Services provides complimentary wheelchair escorts for guests when requested. Wheelchair escorts may be requested at any point of entry by asking one of our Guest Services Representatives or Security Officers. Please be aware that our team members will not remain with you during the event, nor will you be permitted to remain in an Arena wheelchair for the duration of the event. Upon request, our Guest Services Representative will also provide you with an escort after the event is over.

#### Wheelchair Storage

For guests who wish to transfer to a seat from their wheelchair, we will store your wheelchair at our Guest Services Booth. Our team members will make arrangements to return the wheelchair to you at the end of the event, or any other time you would prefer. Electric wheelchair charging service is also available through Guest Services.