

# ADA GUIDE

## SUN BOWL STADIUM

ADA seating options are available on a first come first serve basis. We recommend buying them as soon as possible before the event to secure your seat.

## ADA SEATING TYPES

### **Wheelchair Accessible Seats:**

Designed to accommodate individuals who use wheelchairs.

### **Companion Seats:**

Intended to be occupied by someone accompanying a patron who uses a wheelchair or has other accessibility needs. These tickets must be purchased simultaneously with the wheelchair-accessible seat to ensure availability and proximity.

- **Permanent Accessible Seating:**

39 wheelchair and companion seats are permanently available in Sections 3, 5 and 7 (one wheelchair space and one permanent companion seat in each section).

- **Additional Accessible Seating:**

21 wheelchair and companion seating pairs are available in Sections 13, 15, and 19 with one wheelchair space and one companion seat. (Foldable chair may be requested at Guest Services for companion seat.)

- **Event-Based Availability:**

Additional accessible seating may be offered depending on the event setup and stage configuration. Guests who need accessible seating are encouraged to contact the UTEP Office of Special Events at (915) 747-5481.

# ADA SEATING TYPES

## Limited Mobility Seats:

Designated seating option for individuals with limited mobility who may require navigating a few steps (up or down) to reach their seat, often located on or near an aisleway. These seats are suitable for guests who can transfer out of a wheelchair into a regular seat but may not be able to navigate extensive stairs or require step-free access.

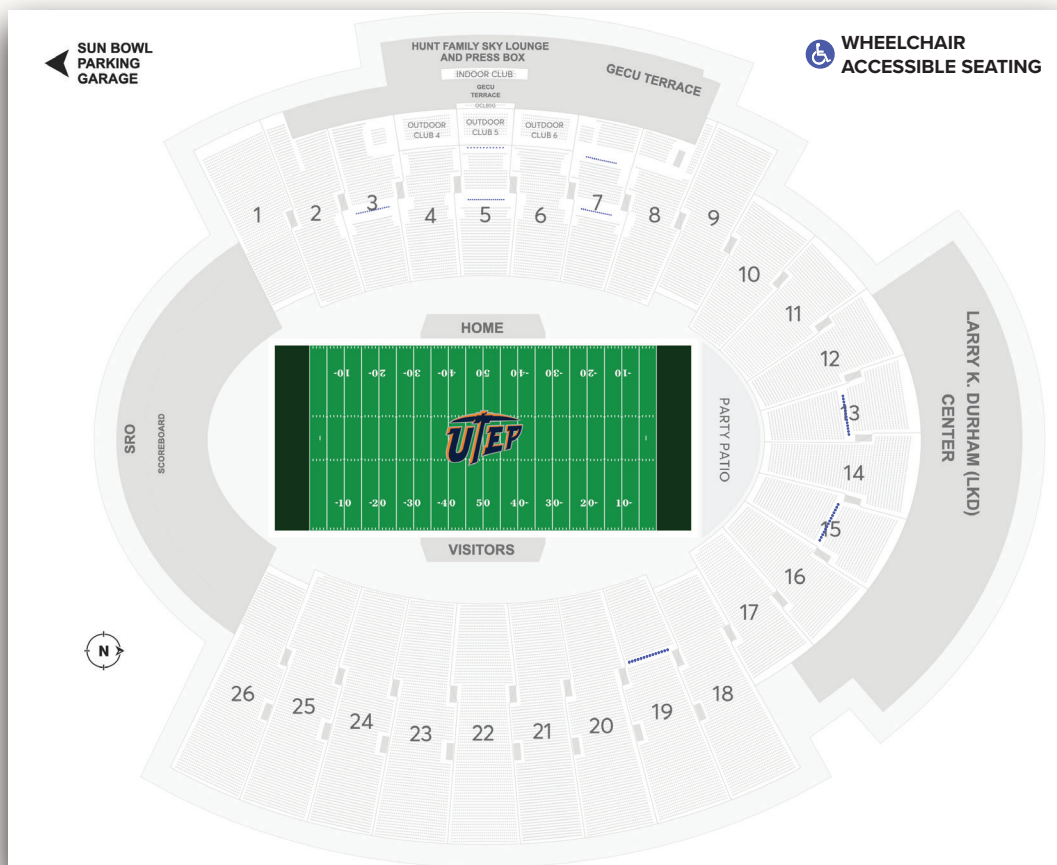
## Sight and Hearing Impairment Seats:

Designated seating areas for individuals with visual or hearing impairments and their companions. These seats are often located in areas with a clear and unobstructed view of the stage, and may include features like audio description services or ASL interpreters (subject to availability and under request).

## ADA Floor Seats:

Subject to event setting and availability.

Please Call (915) 747-5481 for more information.

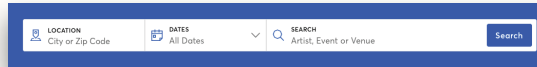


# HOW TO PURCHASE ADA TICKETS ON TICKETMASTER

# 1

## Find your event

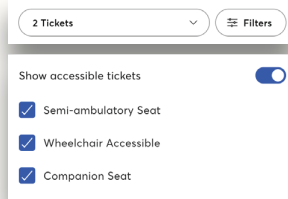
Search for your desired event on Ticketmaster.

A screenshot of the Ticketmaster search bar. It features three input fields: 'LOCATION' with a sub-label 'City or Zip Code', 'DATES' with a sub-label 'All Dates', and 'SEARCH' with a sub-label 'Artist, Event or Venue'. A blue 'Search' button is located to the right of the search field.

# 2

## Toggle the Filter

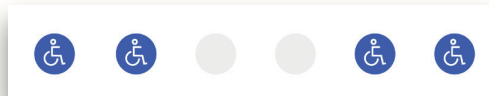
On the event page, find the "Filter" button and select "Show accessible tickets."

A screenshot of the Ticketmaster filter menu. At the top, it shows '2 Tickets' and a 'Filters' button. Below this, there is a section titled 'Show accessible tickets' with a toggle switch that is turned on. Underneath, three options are listed with checked checkboxes: 'Semi-ambulatory Seat', 'Wheelchair Accessible', and 'Companion Seat'.

# 3

## Choose Your Seats

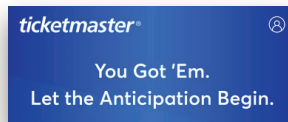
Use the interactive map to select the accessible seats that meet your needs.



# 4

## Buy Tickets

Complete your purchase.



- Accessible tickets are available for purchase through **TICKETMASTER.COM**, identified by the ADA logo and description of accessible seating. Tickets may also be purchased at the UTEP Ticket Center (subject to change).
- **For non-ticketed events, accessible seating is provided on a first-come, first-served basis. Call ahead for instruction.**

The UTEP Ticket Center's Main Office is located by the East Entrance of the Don Haskins Center, open Monday through Friday, 8 AM – 5 PM, and Saturday 10 AM – 2 PM. Hours are extended to accommodate specific events.

# **SPECIAL ACCOMODATIONS**

## **Guest Services**

- To speak with someone regarding accommodations, assistance or questions prior to your visit, please call the UTEP Office of Special Events at (915) 747-5481 Monday-Friday 8:00AM-5:00PM.

## **Service Animals**

- Trained service animals as defined by the Americans with Disabilities Act (ADA) are welcomed at the Sun Bowl Stadium. Service animals must remain on a leash or in a harness at all times, unless special circumstances exist, and are required to rest in the seating area of the guest with the disability, rather than the aisle. Guests may take their service animal outside of the venue to relieve itself, but must speak with a Guest Services Supervisor prior to leaving the venue. A guest whose service animal poses a threat to the safety of other Arena guests and employees may be asked to escort the animal off the premises.

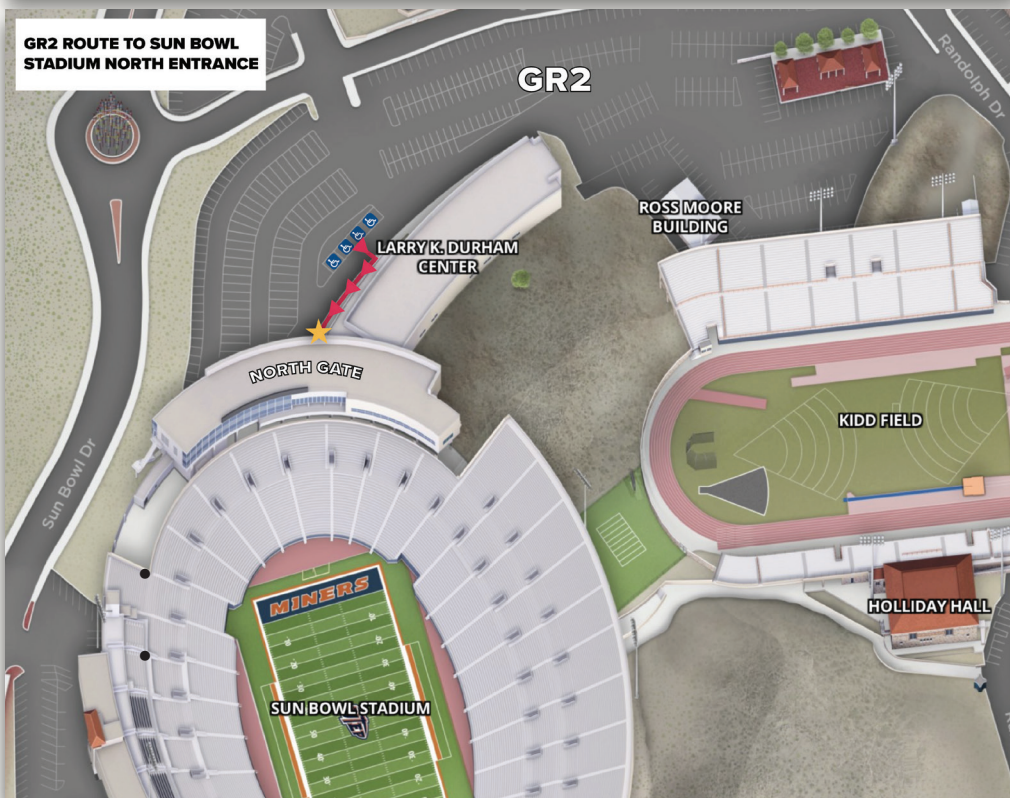
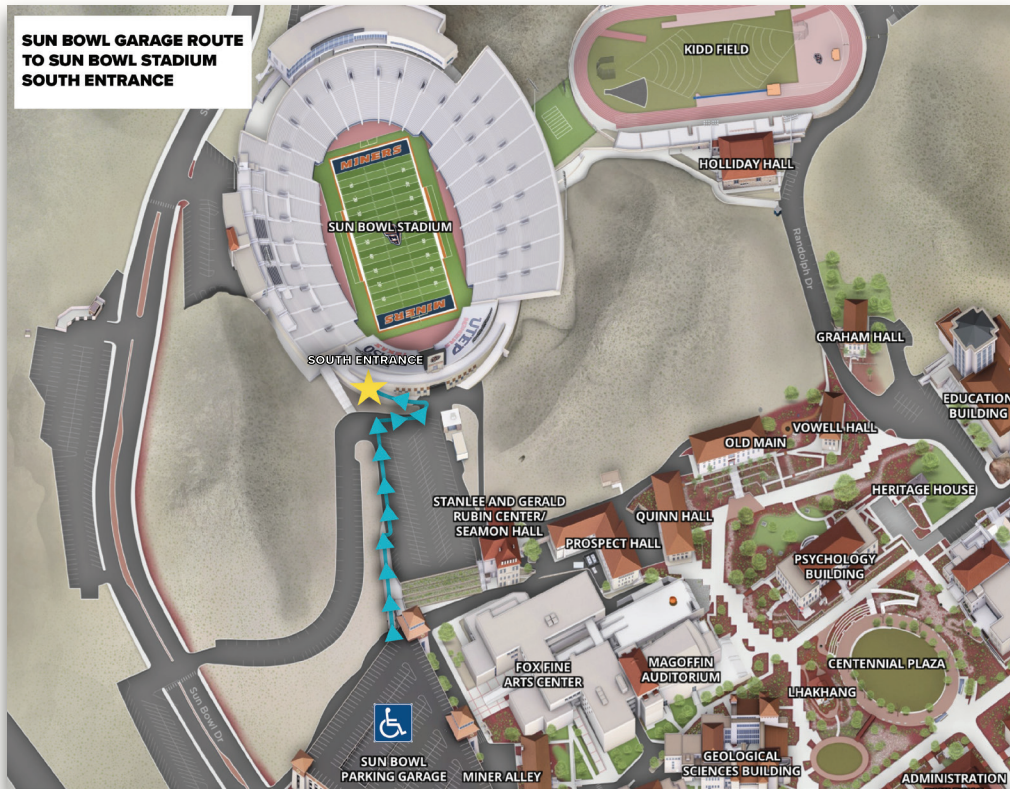
## **ASL Interpreters**

- To request an ASL interpreter, please contact the UTEP Office of Special Events at (915) 747-5481 at least two weeks in advance of the event. Proof of ticket purchase is required to confirm interpreter services.

# **SUN BOWL STADIUM PARKING**

- Designated ADA parking is available in lot GR2, and at the Sun Bowl Garage located at 2301 Sun Bowl Dr, El Paso, TX 79902. While other lots may have accessible spots, we cannot guarantee their availability.
- These spaces are designated for guests with valid ADA placards or license plates and are available on a first-come, first-served basis.

# ADA ACCESSIBLE ROUTES TO THE SUN BOWL STADIUM



# WHEELCHAIR SEAT ACCESS

## Upper West Wheelchair Seat Access for Sections 5 & 7

- To access upper west wheelchair seats, take elevator located outside of sections 8 & 9, from concourse level to level three (3).

## Concourse Wheelchair Seat Access for Sections 3, 5, 7, 13, 15 & 19

- To access wheelchair seating on the concourse level, enter through the section vomitorium and proceed directly to your seats.

## Floor Wheelchair Seat Access

- Floor seating availability is determined on an event-by-event basis. When offered, access to floor seating is provided through the South Tunnel Entrance.

# SUN BOWL STADIUM ADA RESTROOMS

Accessible restrooms are located in the following locations:

### Concourse Level

- Lower East:
  - 6 ADA Family Restrooms in Lower East by Section 22 and Gate 6
- North Gate:
  - Men's
    - 1 ADA Stall
  - Women's -
    - 1 ADA Stall
- Southwest Concourse:
  - Women's -
    - 1 ADA Stall
  - Men's -
    - 1 ADA Stall

### Premium Seating:

- West Outdoor club restrooms:
  - Men's restrooms- 2 ADA stalls
  - Women's restrooms- 2 ADA stalls

# **FOR ANY QUESTIONS, PLEASE CONTACT US:**

- **Call:**
  - **Office of Special Events: 915 - 747 - 5481**
  - **UTEP Ticket Center: 915 - 747 - 5234**
- **Email:**
  - **[bgmartinez4@utep.edu](mailto:bgmartinez4@utep.edu)**