

Accessibility Information

- Accessible Seating

- Air Canada Centre is committed to providing an exceptional experience for all fans and is pleased to offer accessible seating throughout the venue. Air Canada Centre offers barrier-free sections throughout our venue. These sections are designated with an “A” after the section number (eg. 117A). Fans with tickets in section 309A, 314A, 316A, 319A, 601A, 613A should access their section via the elevators located inside the Gate 2 lobby.
- When available, accessible seats may be purchased through Ticketmaster by phone at 1-855-682-6736. Accessible seats for Toronto Maple Leafs or Raptors games only may also be available online at Ticketmaster at www.ticketmaster.ca. Up to four seats may be purchased to accommodate the fan, a support person and guests. 48 hours prior to each game date, any accessible seats that have not been sold will be released for purchase by the general public. It is recommended that fans that require an accessible seat purchase this type of ticket in advance. Fans in possession of a standard seating ticket but that require an accessible seat will need to exchange their ticket prior to the event based on availability.
 - Season Seat Holder – Season Seat Holders looking to exchange their standard seat for an accessible seat should contact the Toronto Maple Leafs or Raptors Service Teams at 416-703-LEAF (5323) or 416-366-DUNK (3865). Exchanges will be processed based on ticket availability.
 - Gifted directly from a Season Seat Holder – If a fan is given a ticket for a standard seat from a Season Seat Holder and requires an accessible seat, they should contact the Toronto Maple Leafs or Raptors Service Teams at 416-703-LEAF (5323) or 416-366-DUNK (3865) to confirm availability. If an accessible seat is available, the fan will be asked to contact the Season Seat Holder and have them contact their Account Representative to request and confirm the exchange. This permission/confirmation will be required in writing from the Season Seat Holder.
 - Ticketmaster Purchase – If a fan purchases a ticket for a standard seat through Ticketmaster and requires an accessible seat, they should contact Ticketmaster at 1-855-985-3727 (Leafs) and 1-855-757-8677 (Raptors) to confirm availability. If an accessible seat is available, the exchange will be processed.
 - Third Party/Unknown – If a fan purchases a ticket for a standard seat from a third party, or any other method that cannot be traced, and they require an accessible seat, an exchange or refund cannot be offered. These fans should contact the Toronto Maple Leafs or Raptors Service Teams at 416-703-LEAF (5323) or 416-366-DUNK (3865) to inquire on the availability of an accessible seat to purchase.

At the event, fans who show up and require, but do not hold, a ticket for an accessible seat, should visit our Fan Services team located just inside Gate 1. Our Fan Services team will work with our Ticket Office to try to find a solution for the fan. Accommodations will be based on availability and cannot be guaranteed.

- Assistive Devices

- Air Canada Centre welcomes our fans with disabilities and allows them to use their own personal assistive devices. Air Canada Centre also offers Assistive Listening Devices and wheelchair escorts. We will keep these items in good working order and will inform our fans of their availability or any disruption of service. Please note that we do not have wheelchairs that fans may keep for the duration of the event.

- Elevators

- Air Canada Centre has elevators available for use by fans that may be unable to use the stairs. The elevators located in our Gate 5 Atrium will take fans from the ground level up to the 400 level. The elevators located near section 117 will assist fans in getting from the parking garage up to the 400 level. The elevators located inside the Gate 2 lobby will assist fans in getting to all levels.

- Escalators
 - Air Canada Centre has escalators available to assist fans in getting from our main concourse to our 200 level and up to the 300 level. These escalators are located to the left and right of our Gate 1 entrance as well as inside our Gate 5 Atrium.
- Fan Feedback
 - Air Canada Centre is committed to providing exceptional fan service. We appreciate feedback from our fans on all issues, especially related to the way we provide goods and services to people with disabilities. All feedback should be directed to our Fan Services team in the method most preferred by the fan. In person during an event, fans may visit Fan Services at our locations near Gate 1 outside section 120, inside Gate 2 or on the 300 level outside section 320. For all other methods, please use the contact information below.

Air Canada Centre Fan Services
 50 Bay Street, Suite 500, Toronto, ON, M5J 2L2
 Phone: 416-815-5982, Fax: 416-815-6050

To send an email, fans should go to www.mlse.com/contactus. Feedback should include the date of their visit and seating location. If they wish to be contacted about their feedback, fans should provide their name and contact information. We strive to respond to all feedback within two business days.

- Oxygen Tanks
 - Fans requiring the use of oxygen may bring it with them into the building. For your safety, please contact Fan Services at 416-815-5982 to confirm that your seating location is suitable for your tank.
- Parking/Pick-Up/Drop-Off
 - Accessible parking at Air Canada Centre may be available in our underground garage for hockey or basketball games, concerts or other events. There are four (4) on-site accessible parking spaces available for fans with disabilities. We also have additional wide spots within close proximity to the elevators that can be reserved. To reserve one of these spots for an upcoming event, please make your reservation in advance by calling (416) 815-5982 during regular business hours. Reservations can be made up to four weeks in advance of an event day. Fans being picked up or dropped off by Wheel-Trans or private vehicles should use the west side Gate 5/6 area, in the Bremner Boulevard traffic loop. Please note that this area can be congested before and after events or there may be times when this area is closed to traffic, with the exception of Wheel-Trans. Fans coming by private vehicle may wish to consider an alternate location nearby in which to meet.
 - When booking Accessible parking please note the following:
 - Fan(s) must have their ticket(s) in hand when entering the ACC parking garage
 - Underground parking at ACC is \$30 cash for an event night
 - Parking garage will open one hour prior to the event (or when gates open)
 - The height of the parking garage is 6'6" (approximately 2 meters)
 - Fans must display accessible permit to obtain access to their reserved space
 - As the parking garage is a part of the facility, alcohol is not permitted in vehicles
- Service Animals
 - Air Canada Centre welcomes our fans with disabilities and their service animals. Service animals may accompany the fan in any areas open to the general public. To ensure the safety of our fans and their service animals, we require that they be seated in an accessible seating section. Please contact Fan Services at 416-815-5982 to confirm that your seating location is suitable.
- Service Disruptions
 - Air Canada Centre will provide notice to the public when there is a temporary disruption of facilities or services usually used by our fans with disabilities to access our goods or services. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative services that may be available. We will post this notice in reasonable places including the Ticket Office, Fan Services booth and, where possible, at the point of disruption. When possible, disruptions that are known in advance will be posted online. These facilities or services include our passenger elevators, escalators, family washrooms, accessible stalls in mens and womens washrooms, wheelchairs and Assistive Listening Devices.
- Support Persons
 - Air Canada Centre welcomes our fans with disabilities and their support person. All fans entering our venue, including those acting as a support person, are required to hold a valid ticket. Tickets for a support person are subject to standard event pricing. If a fan and their support person come to an event and have tickets in different sections, our Fan Services team will do their best to relocate them to a location where they can be seated together. The ability to do this will be based on availability and cannot be guaranteed. If they cannot

be seated together, we will ensure that our fan can access their support person while in our venue. If a support person does not have a ticket to the event, our Ticket Office will work with the fan to allow them to purchase a ticket, when available.

- Washrooms
 - All public washrooms at Air Canada Centre are accessible to all of our fans. For fans in a wheelchair, or those that may require assistance, family washrooms are located behind sections 103/104 and 114/115. For our fans seated on the 300 level, family washrooms are located at sections 310/311 and 317/318. There is also an accessible washroom on the P1 level of our underground parking garage.
- Wheelchair Escort
 - Fan Services is happy to provide a wheelchair escort from the gates to your seat. To inquire on the availability of this service, please contact Fan Services at 416-815-5982 prior to the event day.