

Accessibility Information

- Accessible Seating
 - Ricoh Coliseum 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 103A, 113A, 117A and 118A should access their section via the elevators located inside the VIP entrance lobby to the right of our main gates.
- Accessible Tickets
 - Ricoh Coliseum is committed to providing an exceptional experience for all fans and is pleased to offer accessible seating throughout the venue. Accessible seating sections are barrier-free and feature removable seating that can accommodate wheelchairs. An accessible section is indicated by an “A” following the section number (Ex: 117A). When available, accessible seats may be purchased through Ticketmaster by phone at 1-855-985-4625. Accessible seats for Toronto Marlies games only may also be available online at Ticketmaster at www.ticketmaster.ca. Seats may be purchased as a single or in pairs to accommodate the fan and a support person. Two weeks 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 Marlies PUCK Line at 416-597-PUCK (7825). 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 Marlies PUCK Line at 416-597-PUCK (7825) 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 or the PUCK Line 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 1-855-985-4625 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 Marlies PUCK Line at 416-597-PUCK (7825) 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 our main entrance, behind section 117. 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
 - Ricoh Coliseum welcomes our fans with disabilities and allows them to use their own personal assistive devices. Ricoh Coliseum offers a wheelchair escort service to assist fans in getting to their seat. We will keep our assistive devices 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
 - Ricoh Coliseum has two elevators available for use by fans that may be unable to use the stairs. Elevators are located inside the VIP entrance lobby to the right of our main gates. These will assist fans moving to and from the upper 300 Level concourse, media box and our suite level.

- Fan Feedback

- Ricoh Coliseum 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 Fan Services in the method most preferred by the fan. In person during an event, fans may visit our Fan Services team at our booth location near our main entrance behind section 117. For all other methods, please use the contact information below.

Ricoh Coliseum Fan Services
100 Princes' Blvd., Toronto, ON, M6K 3C3
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 near Ricoh Coliseum is available on a first-come, first-served basis in Exhibition Place Lot 3, located just southwest of the building, between the Direct Energy Centre and BMO Field. Fans that are being picked up and dropped off by Wheel-Trans or private vehicles may do so directly outside of the Ricoh Coliseum main doors, near the Heritage Court entrance to the Direct Energy Centre. **Fans attending events at Ricoh Coliseum are advised not to use the accessible parking underground at the Direct Energy Centre. There is no direct access for fans needing an elevator from this area.** For accessible parking info, please contact Exhibition Place Parking at 416-263-3646 or online at www.explace.on.ca.

- Service Animals

- Ricoh Coliseum 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

- Ricoh Coliseum 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 facilities or 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, family washrooms, accessible stalls in all mens and womens washrooms, and wheelchairs.

- Support Persons

- Ricoh Coliseum 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 washrooms on the main concourse at Ricoh Coliseum are accessible to all of our fans. For fans in a wheelchair, or those that may require the assistance of an attendant, family washrooms are located behind section 102. For our fans seated on the 300 Level, family washrooms are located at the top of sections 103 and 117.

- 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.