



ACRISURE  
STADIUM

2022

# ACCESSIBILITY GUIDE



## Overview

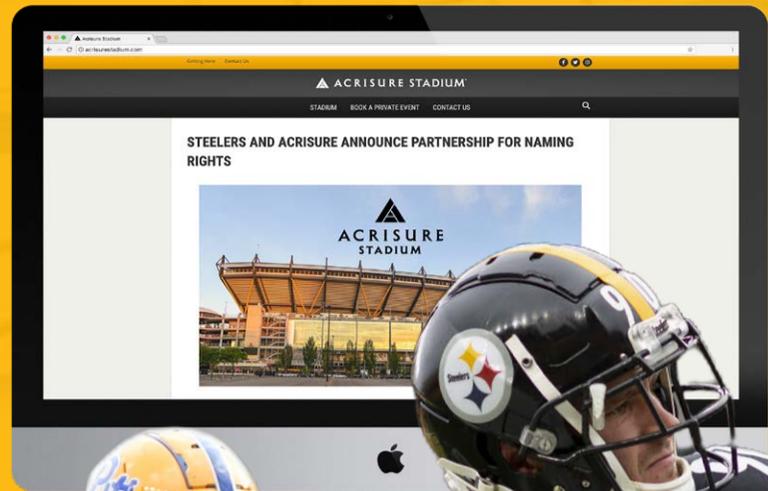
**Welcome to Acrisure Stadium, which has been designed and built to create a fan-friendly environment for all guests.**

Information concerning the amenities in and around Acrisure Stadium for guests with disabilities is set forth in this guide. **For additional information, please refer to the Acrisure Stadium A to Z Guide located at:**

[ACRISURESTADIUM.COM](http://ACRISURESTADIUM.COM)

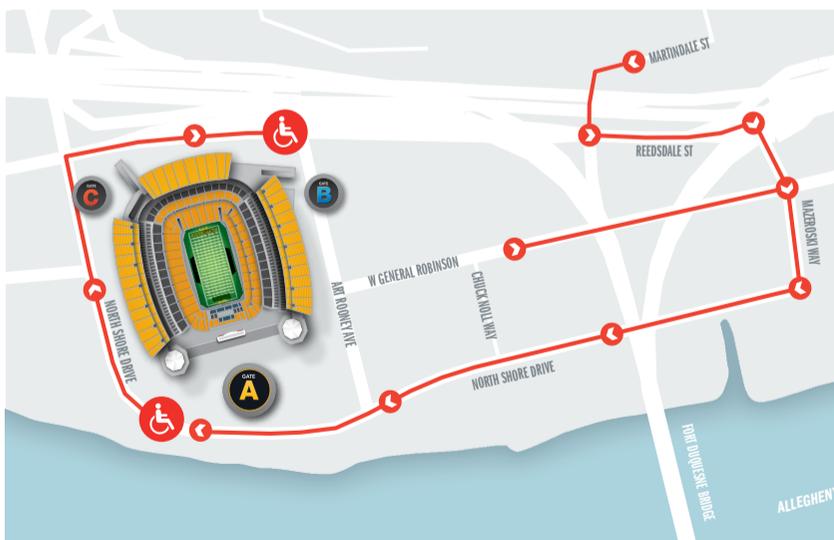
You can also contact Guest Services at:

**(412) 697-7150** PRESS 4



## Drop-Off Points

There are two drop-off points at Acrisure Stadium. One is located at the corner of Art Rooney Avenue and Reedsdale Street at Gate B. The other is located along Allegheny Avenue directly across from the Carnegie Science Center.



## Accessible Parking

Alco Parking Corporation operates a number of parking lots in close proximity to Acrisure Stadium that offer accessible parking. A valid placard or license plate is required for access to these spaces. All guests are encouraged to arrive early in an attempt to secure parking that best accommodates their needs.

More information concerning accessible parking for Acrisure Stadium events can be found at [www.alcoparking.com](http://www.alcoparking.com), or you can call Alco Parking Corporation at **(412) 323-4455**. Guests requiring accessible parking for Pitt football games may also contact the University of Pittsburgh Ticket Office at **(800) 643-PITT (7488)**.



## Ticketing and Seating

The Ticket Office for Pittsburgh Steelers games as well as Pitt Panthers games is located on the east side of the stadium on Art Rooney Ave and is accessible for all guests.

Accessible seating for guests with disabilities is available at all levels of Acrisure Stadium. Seating platforms located throughout Acrisure Stadium are designed to accommodate persons using wheelchairs and their gameday companions.

Please contact Guest Services at **(412) 697-7150, press 4**, the Steelers Ticket Office at **(412) 323-1200**, or the University of Pittsburgh Ticket Office at **(800) 643-PITT (7488)** to determine whether a given accessible seating location will meet your particular accessibility needs, or to request additional information regarding ticket and seat related issues.

## Concessions

All concession stands in Acrisure Stadium are accessible. Accessible public drinking fountains are also available on all levels throughout the stadium. Please refer to the Pittsburgh Steelers Mobile App for additional information, including the locations of all concession stands and public drinking fountains.

Additionally, Acrisure Stadium will only accept card or mobile payments for concessions, merchandise, and other purchases on event day. The initiative is designed to improve the fan experience through increased speed of service, safety, and security. For guests without a payment option other than cash, guests can visit a Reverse ATM that will exchange cash for a prepaid debit card with no transaction fees. Reverse ATMs are located near the FedEx Great Hall at Gate B and on the Main Concourse.

## Restrooms

Over 50 men's and women's restrooms are conveniently located throughout Acrisure Stadium. Each is equipped with baby changing stations. All restrooms are accessible and have accessible stalls. Please refer to the Pittsburgh Steelers Mobile App for further information, including the location of all restrooms throughout Acrisure Stadium.



## **Mobility/Transportation Assistance**

Entry gates include Gate A East and West (South), Gate B (Northeast), the FedEx Great Hall Center Gates, and Gate C (Northwest). Gates open for guest entry two (2) hours prior to kick-off. All gates are accessible. For guests needing additional assistance through the screening process, please use our dedicated accessibility lane. Guests are encouraged to arrive early.

Elevator access is available for a guest with a disability and one companion. For assistance and further information, please visit a Guest Services Kiosk or Team Member.

Acrisure Stadium has a limited number of wheelchairs available for use during events. Generally, these can be obtained at the Guest Services Locations located at Stadium Gates and Guest Services 104 located near the FedEx Great Hall. You will be required to deposit your driver's license in order to use a wheelchair.

Guests looking to store a walker or wheelchair may do so at the Guest Services Room closest to their ticketed seat.

## **Guest Services**

Guest Services assists guests with disabilities before, during, and after each event at Acrisure Stadium, including assistance related to closed captioning. Guest Services Rooms are located behind Section 104 in the FedEx Great Hall, behind Section 123 in the Lower Level North, behind Section 504 in the Upper Level East, and behind Section 528 in the Upper Level West.

## **Closed Captioning Service**

Please visit any Guest Services Room throughout Acrisure Stadium to inquire about closed captioning assistance.

## **UPMC First Aid/Emergency Contact Information**

UPMC First Aid rooms are located behind Section 103 in the FedEx Great Hall, behind Section 123 in the Lower Level North, the Northeast Club Level, behind Section 517 in the Upper Level East, and behind Section 541 in the Upper Level West. Medical services are provided before, during, and for a reasonable amount of time after each event. In the event of an emergency, please notify the nearest stadium personnel by calling (412) 697-7766 or texting PITT33 to 69050 with your location and issue.

## **Sensory Packs**

KultureCity Sensory Packs help fans with special sensory needs feel comfortable and remain engaged during games and events. Packs provide engaging sensory input on multiple levels to meet the unique needs of users. Packs may be checked out of any Guest Service Room and must be returned at the end of each event.

## **Service Animals**

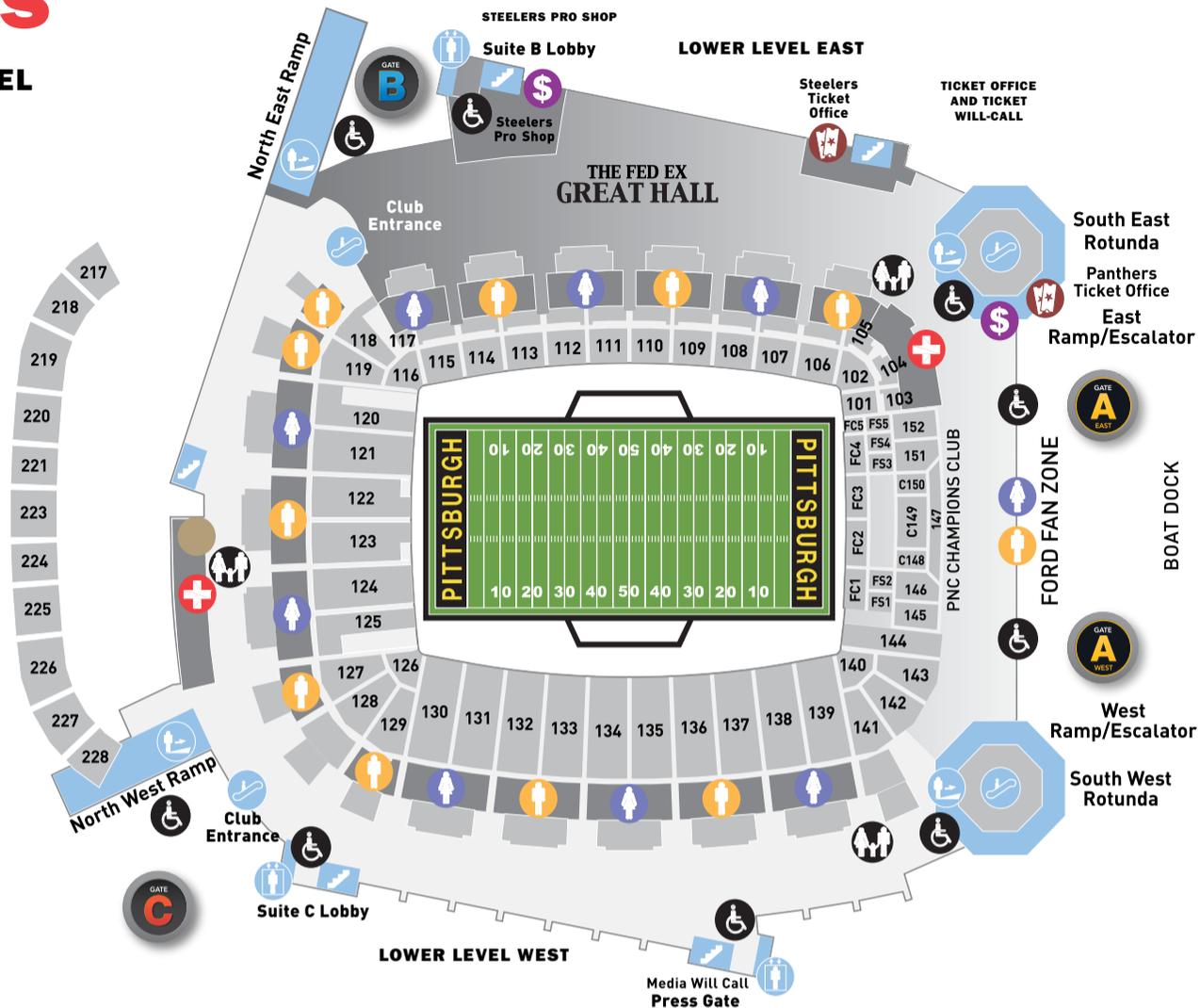
Acrisure Stadium welcomes guests with disabilities and their service animals. While it is not necessary, we encourage guests with assistive animals to contact Guest Services at (412) 697-7150, press 4 in advance of game-day in order to most appropriately accommodate the needs of the guest and his or her animal.

## **Contact Information**

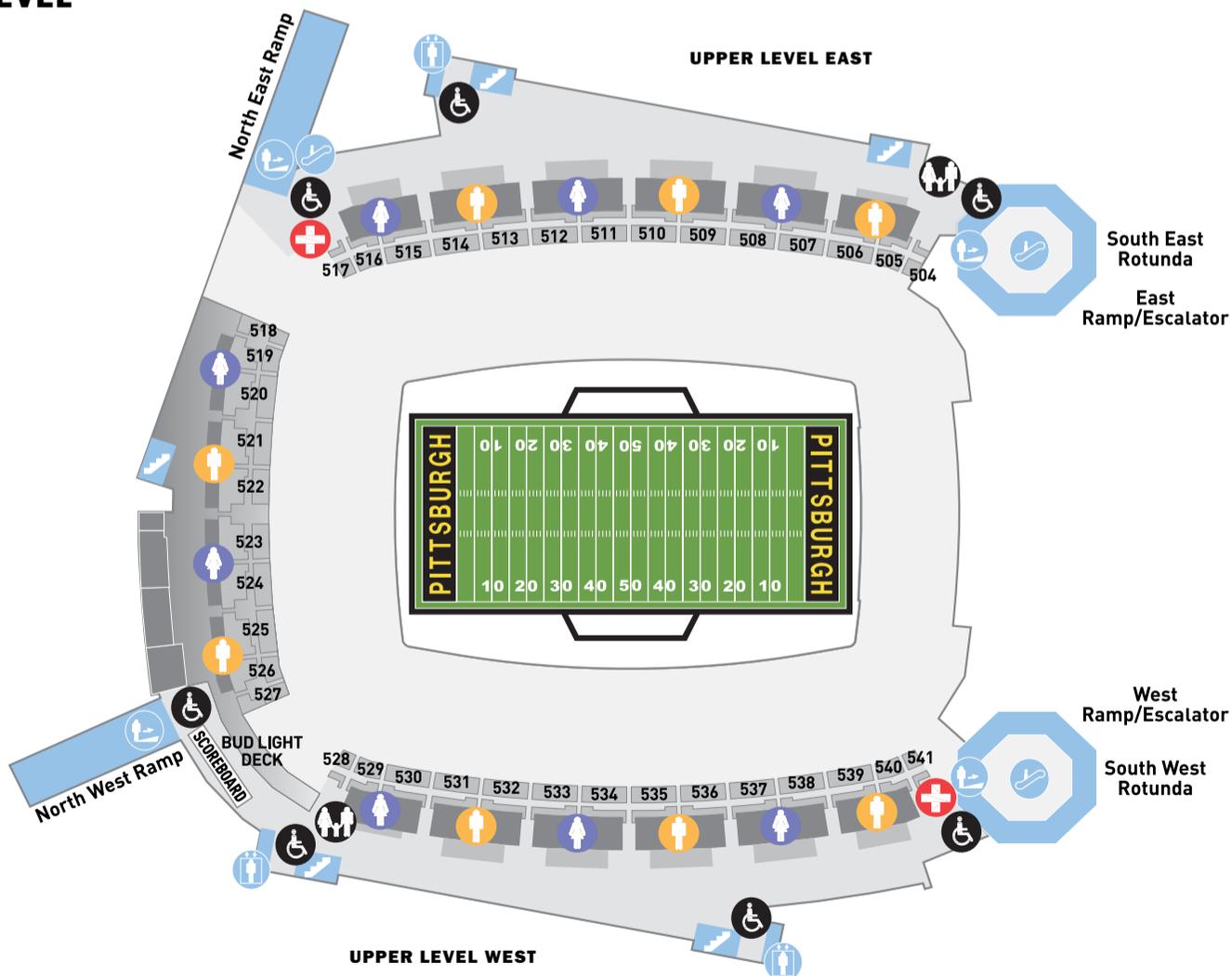
For any questions you have which are not covered by this Accessibility Guide, please contact Guest Services at (412) 697-7150, press 4, the Steelers Ticket Office at (412) 323-1200, or, for Pitt football games, the University of Pittsburgh Ticket Office at (800) 643-PITT (7488).

# Stadium Maps

## LOWER LEVEL

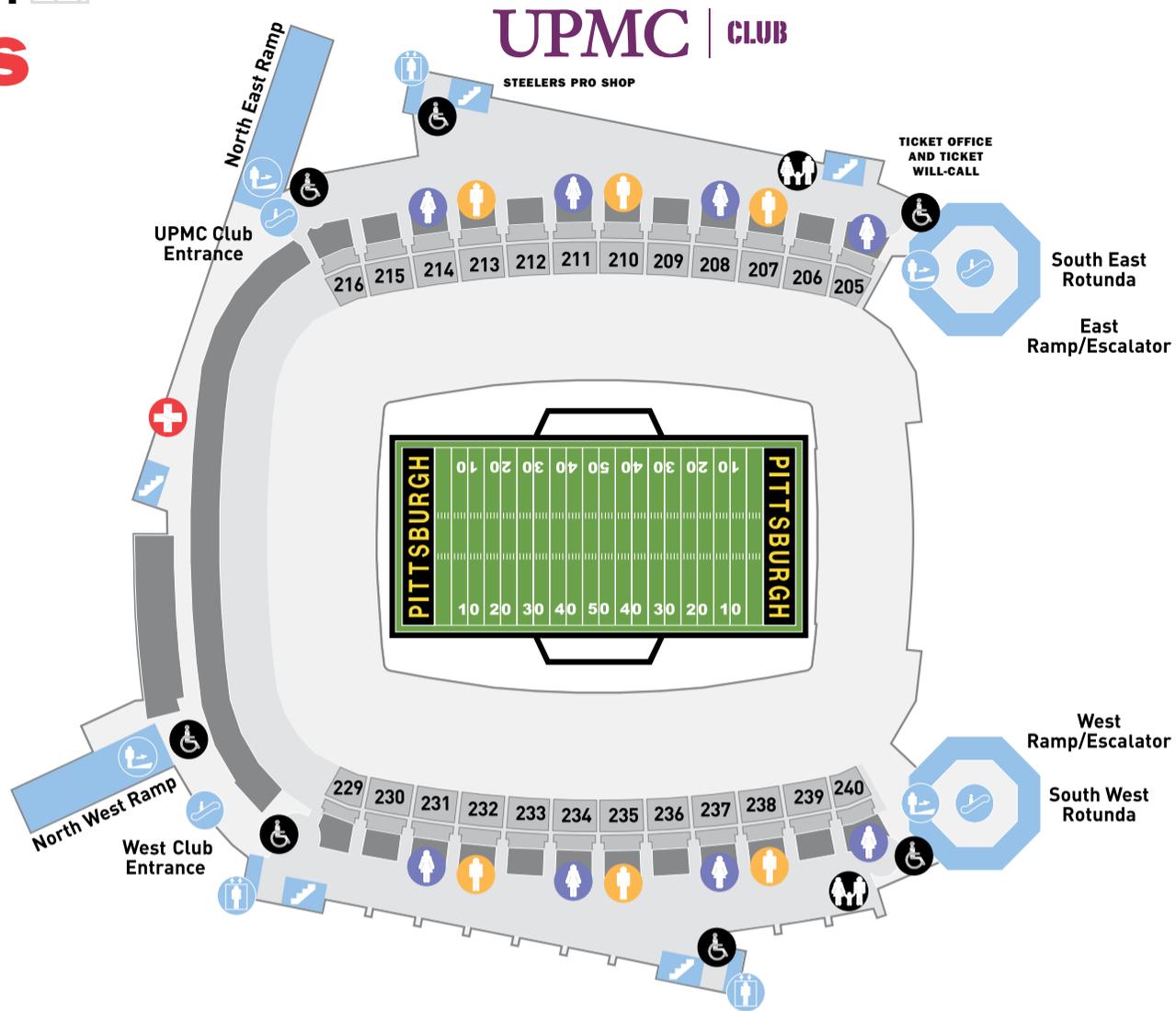


## UPPER LEVEL



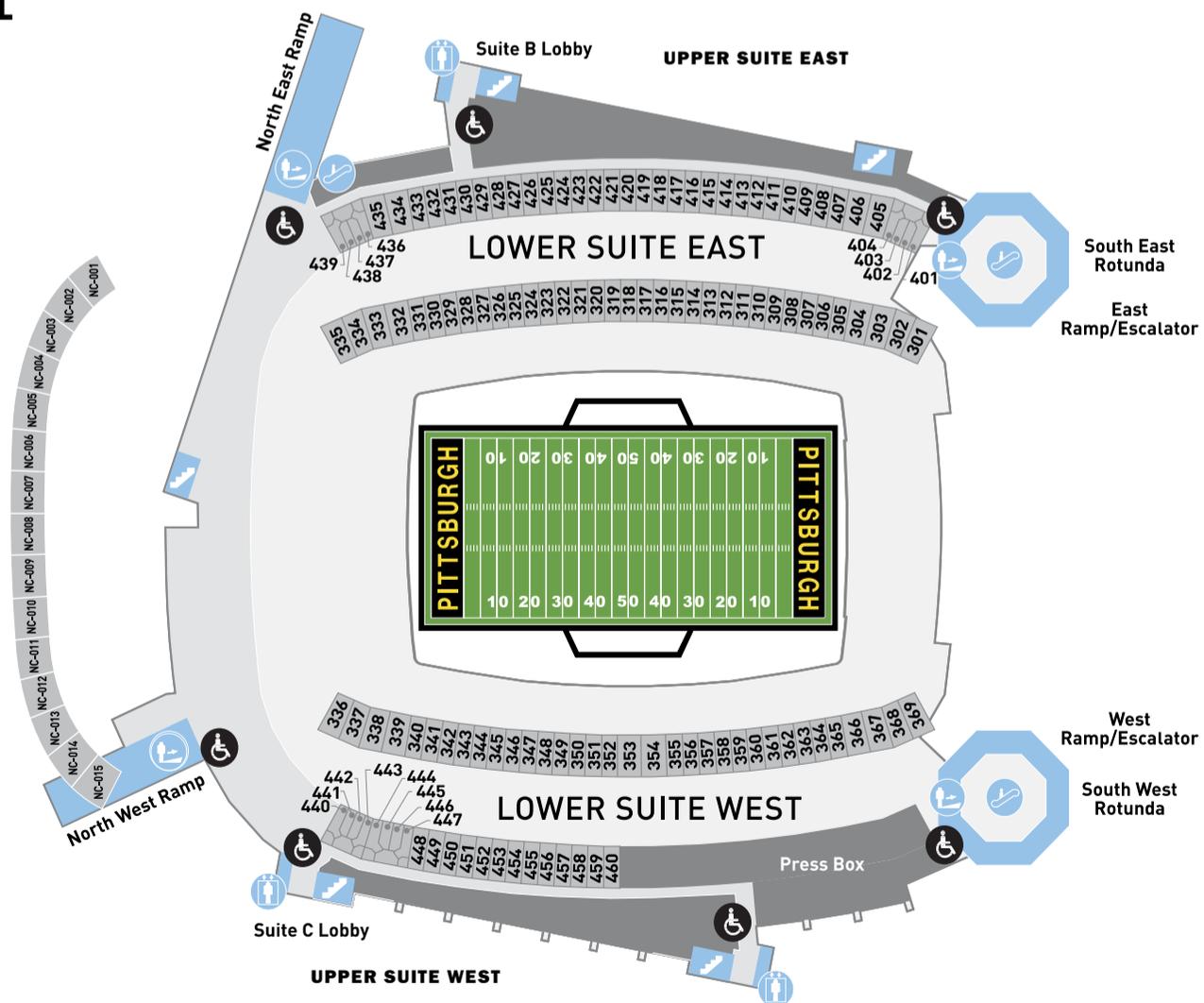
# Stadium Maps

## CLUB LEVEL

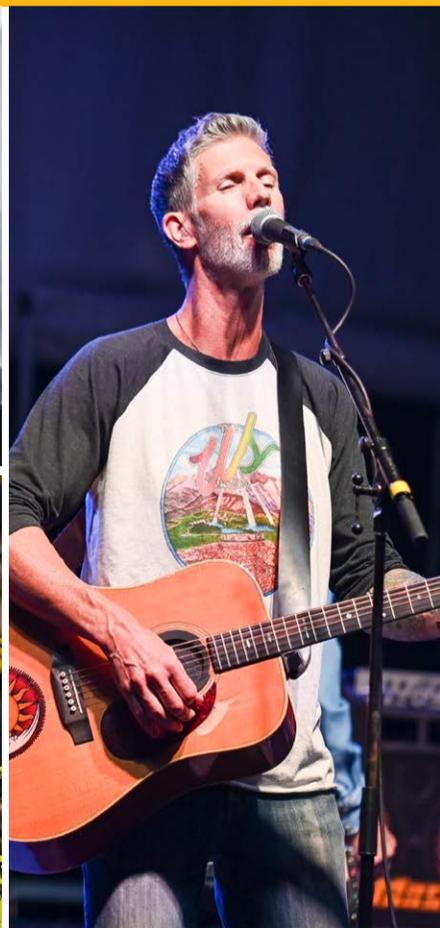


## West Club

## SUITE LEVEL



# North Shore Attractions





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