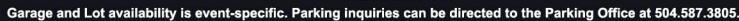


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MERCEDES-BENZ SUPERDOME



CHAMPIONS SQUARE



Accessibility & Services Guide for Guests with Disabilities



Mercedes-Benz Superdome
Smoothie King Center
Champions Square



Mercedes-Benz Superdome

Smoothie King Center

& Champions Square

Dear Guest,

Welcome to the SMG New Orleans complex, home to the Mercedes-Benz Superdome, Smoothie King Center, & Champions Square! At SMG New Orleans, we understand the need for accessibility and accommodations, as defined by the Americans with Disability Act (ADA), and makes every effort to comply with state and federal standards. We believe in working together to create a meaningful experience within our venues, and we strive to continually exceed the expectations of our guests. Serving guests with disabilities is a priority for our team, in training and in practice; therefore, if you have suggestions on how we can improve our facilities' services, please feel free to contact our ADA Facilitator by phone at (504) 587-3826 or by email at ada@smgneworleans.com. Thank you for joining us. We appreciate and value your patronage!



www.mbsuperdome.com
www.smoothiekingcenter.com
www.champions-square.com

Contact Information:

ADA Facilitator

For inquiries, comments, or concerns regarding accessibility, you may contact our ADA Facilitator at (504) 587-3826 or by emailing ada@smgneworleans.com.

Requests should be made at least 30 business days prior to the event. The ADA Facilitator may be unable to accommodate such requests made less than 30 days in advance, due to time and coordination constraints.

Accommodations and Services:

Auxiliary Aids and Assistive Listening Devices

At the Mercedes-Benz Superdome, assistive listening devices (ALDs) are available at the Guest Relations Center at Gate A Plaza. At the Smoothie King Center, ALDs are available at the Guest Services Desk across from Section 108. In Champions Square, ALDs are available at the Guest Services Tent, which is located on LaSalle Street, outside of Opening Act. In exchange for the issuance of an assistive listening device, you will be required to submit identification.

Elevators: Mercedes-Benz Superdome

The Mercedes-Benz Superdome has 13 elevators that provide access for patrons with disabilities: #1, 2, 2A, 3, 4, 6, 7, 7A, 8, 8A, 9, 11, & 12. Please refer to the map on the opposite side of this brochure for exact locations.

Notes:

- Elevators 3 & 4 do not service the Ground Level.
- Elevators 2A, 7A, and 8A do not service the Ground or 600 Levels.
- Elevators 7A & 8A are often held for periods of time during Saints games and are not accessible for patrons (times are posted on the exterior of the elevators).

Elevators: Smoothie King Center

The Smoothie King Center has 4 elevators that provide access for patrons with disabilities: 1, 2, 3, & 4. Please refer to the map on the opposite side of this brochure for the exact locations.

First Aid

If you need to reach a specific First Aid location, you may call (504) 587-3663. You will be prompted to enter a 4-digit extension that will connect you. Extensions are listed below:

Mercedes-Benz Superdome:

- Plaza Level: Section 133 (ext. 8919)
- Club Level: Section 277 (ext. 8929)
- Terrace Level: Section 505 (ext. 8958)
- Terrace Level: Section 535 (ext. 8959)

Smoothie King Center:

- 100 Level: Section 123 (ext. 3928)
- 300 Level: Section 313 (ext. 3929)

Champions Square:

- Club XLIV lobby (ext. 3650)

Guest Services on Event Day

For any questions or concerns during an event, please contact the nearest Guest Services Representative (i.e. Usher, Ticket Taker, or Public Safety personnel) for assistance. Our Guest Services staff will assist you with your needs and will help direct you to services throughout the facilities. Guests requiring services other than those described should contact the ADA Facilitator.

Restrooms

Restrooms are located on all levels throughout the Mercedes-Benz Superdome and Smoothie King Center. Champions Square has restrooms on LaSalle Street, in Opening Act, and in club XLIV. All restrooms are ADA accessible. Please refer to the maps on the opposite side of this brochure for the exact locations. Family restrooms are available to all genders. These restrooms also include diaper-changing stations and are located at:



Mercedes-Benz Superdome:

- Plaza Level: 106 & 124
- Loge Level: 207 & 249
- 300 Suite Level: across from suites 305, 365, & 373
- 400 Suite Level: across from suites 409, 424, 441, & 456
- Terrace Level: 504 & 534

Smoothie King Center:

- Ground Level: East Lobby
- 100 Level: by section 108
- 300 Level: by section 310

Sensory Inclusive Location

The Mercedes-Benz Superdome and Smoothie King Center are sensory inclusive locations. At the Mercedes-Benz Superdome, sensory bags are available at the Guest Relations Center located at Gate A Plaza. At the Smoothie King Center, sensory bags are available at the Guest Services Desk across from Section 108. In exchange for the issuance of a sensory bag, you will be required to submit a government issued photo identification card.

Service Animals

Trained service animals that are assisting guests with disabilities are permitted inside of the Mercedes-Benz Superdome, Smoothie King Center, and Champions Square. Please identify such animals to a Guest Services Team Member, upon entry.

Wheelchairs

Wheelchairs are available for guests and can be checked-out for the duration of events at the Mercedes-Benz Superdome Guest Relations Center, which is located at Gate A Plaza. At the Smoothie King Center, wheelchairs are available at the Guest Services Desk across from Section 108. In exchange for the issuance of a wheelchair, you will be required to submit identification. For temporary wheelchair transportation throughout the venues, please request assistance from the nearest ADA Greeter or Guest Services Representative.

Accessible Seating Location Tickets

Wheelchair accessible seating, semi-ambulatory seating, and removable armrest seating are located in various sections and levels throughout the Mercedes-Benz Superdome, Smoothie King Center, and Champions Square. When requesting tickets, please identify your mobility needs and/or if you need a seating location that is accessible for a standard-sized wheelchair, larger scooter, or other mobility device. Only one companion seat is provided for relocations, if available. Ticketing inquiries should be directed to the Box Office at (504) 587-3822. For relocation availability, please call the Box Office in advance of the event.

Transportation:

Accessible Parking

Parking for guests with disabilities is available on a first-come, first-served basis. To gain access to ADA parking, proper vehicle registration is required, as well as a current placard with a matching identification card. Parking inquiries should be directed to the Parking Office at (504) 587-3805.

Drop-off and Pick-up Locations

During events, our drop-off and pick-up areas for guests with disabilities are listed below.

Mercedes-Benz Superdome:

- Gate A Ground; Sugar Bowl Drive (Poydras Street side)

Smoothie King Center:

- Le Rouge Street & Dave Dixon Drive
- Magnolia Street & Dave Dixon Drive

Champions Square:

- LaSalle Street & Sugar Bowl Drive
- LaSalle Street & Girod Street