

ADA PARKING MAP



The Alamodome generally operates four parking lots for events: **A, B, C & D**. Parking locations vary by date. For most shows, public parking is available in Lots B & C.

Alamodome ADA accessible parking for guests with disabilities is located in Lot A. Event specific information available at: www.alamodome.com

DIRECTIONS

- Lot A can be accessed via the northbound I-37 access road, between César E. Chávez Blvd. and Montana Street.
- For concert events ADA will enter through 667 Emilio Navaira St. San Antonio, TX 78206.
- Lots B & C can be accessed from the southbound lane of Cherry Street between Montana St. and César E. Chávez Blvd.
- Lot D is located on the west side of I-37 behind the Convention Center and can be accessed via Tower of the Americas Way (southbound I-37 access road) between Montana and César E. Chávez Blvd.

PLEASE NOTE: The ride share drop-off and pick-up zone is available for quick access in Lot D located at Tower of the Americas Way (southbound I-37 access road) between Montana and César E. Chávez Blvd. Map to 500 Tower of Americas Way, San Antonio, TX 78205. Please also note that during peak traffic times, northbound Cherry Street may be closed at César E. Chávez Blvd., requiring southbound access from Commerce or Houston St.

VISIT OUR SITE FOR MORE INFO



@alamodome @alamodomesa @alamodome

ALAMODOME ADA GUEST ASSIST PROGRAM



ACCESSIBILITY & ADA SERVICES



At the AlamoDome we strive to create a positive customer experience for all patrons. The ADA Guest Assist Program at the AlamoDome provides a variety of enhanced services to accommodate our guests with disabilities. As part of this mission we value compliance with the Americans with Disabilities Act and are proud to provide these services. If there are ways in which we can improve your experience or our service we invite you to contact us at: domeinfo@sanantonio.gov

FACILITY WHEELCHAIR SERVICE

The AlamoDome provides (TRANSPORTATION ONLY) wheelchair assistance from inside our facility doors to the patron's ticketed seat and back to our exit doors after the event concludes. The patron is not able to keep the wheelchair throughout the event and AlamoDome wheelchairs cannot exit the building. Wheelchair rentals are not available at the AlamoDome. Ask a nearby usher for wheelchair transportation service assistance.

ACCESSIBILITY/ADA PARKING SERVICES

For directions to Accessibility/ADA parking in Lot A, view the map or visit the parking information page by scanning the QR code.

ACCESSIBLE PARKING IN LOT A

The ADA accessible parking spaces are located in Lot A, off of the northbound IH-37 Access Road, between César E. Chávez Blvd. Accessible Parking is subject to the event parking rates. Please reference the show's description on the AlamoDome website for parking availability.

ACCESSIBLE DROP-OFF/PICK-UP IN LOT A

The accessible ramp and drop-off location are in Lot A. There is no charge to access the parking lot for this purpose. Even when the parking lots have filled up, the Drop-Off area in Lot A will be available for accessible drop-off. AlamoDome staff is not allowed to assist unloading/loading of passengers. All transfers from the vehicle will be the responsibility of the persons in the vehicle.

COMPLIMENTARY POW & PURPLE HEART PARKING

Currently, the City is extending free parking to veterans who provide identification with license plates with the following designations: Disabled Veteran, Congressional Medal of Honor, Former POW, Pearl Harbor Survivor, Purple Heart, Legion of Merit, Air Force Cross, Distinguished Service Cross, or Navy Cross.

Complimentary parking is not available on days when the Event Promoter has purchased the selling rights to the AlamoDome Parking Lot(s). These events are considered "Private Parking by Pre-sale Permit Only" or "Sold Out" and AlamoDome lots will not be available to the public. Please reference the event description on the AlamoDome website for parking availability.

ACCESSIBLE RESTROOM

- Accessible facilities are located on all levels of the AlamoDome.
- Family/Gender neutral restrooms are available on the North and South ends of the AlamoDome.

ELEVATORS

Accessible elevators are available throughout the venue at the following locations: Gate 1 (North), Gate 4 (East), Gate 7 (South), Gate 10 (West), ADA guests receive priority access at all elevators.

ASSISTIVE LISTENING DEVICES

Assisted Listening Devices are available at the North and South Information Desks, on the Plaza Level.

INTERPRETATION AND TRANSCRIPTION SERVICES

- Requests for interpretation and transcription services should be made by calling the Box Office.
- Requests for ASL interpreters must be received two weeks prior to event date.

For these services contact: (210) 704-6306 or email domeinfo@sanantonio.gov

ACCESSIBLE SEATING & TICKETING

Wheelchair accessible seating areas vary by event. Tickets sold are limited to a spot for the wheelchair/disabled patron and one (1) companion seat. Please contact Ticketmaster for information and availability of accessible seating. Visit www.ticketmaster.com or call **1-800-653-8000**.

- Wheelchair accessible seating and semi-ambulatory areas are located on the Plaza Level, Club Level and Upper Deck.
- Accessible seating areas available for purchase vary by event.
- Tickets sold are limited to one accessible space and one companion seat.
- The AlamoDome Box Office does not sell tickets by phone.
- Please contact Ticketmaster for information and availability of accessible seating at ticketmaster.com
- Tickets for certain shows are available only at the AlamoDome Box Office on the day of event. A standard facility fee is added to all ticket prices. The Box Office is a in-person service only. For general ticketing inquiries or issues related to tickets purchased in-person at the Box Office, call **(210) 704-6306**
- If you have purchased a ticket that is not designated as an accessible seating location, but you are in need of such accommodations please visit the box office on that day. Inventory availability will vary by event.

EMERGENCY / ASSEMBLY AREAS

Upon general announcement of an emergency evacuation, usher staffing directs patrons to nearest exits. Patrons nearest North are directed to North Plaza to exit North Doors and AlamoDome walkway facing Convention Center. Patrons nearest South are directed to exit South Doors to South Plaza to Lot A.

- Red phones are located on all Levels to contact AlamoDome Security in case of an emergency.

SERVICE ANIMALS

In accordance with the Americans with Disabilities Act (ADA) trained service animals assisting guests are permitted inside the AlamoDome. Animals must meet ADA specifications. Emotional support animals currently do not qualify as service animals under the ADA.

SENSORY ROOM

The Sensory room promotes inclusivity by providing a space where individuals with sensory sensitivities can enjoy sporting events, and concerts without feeling overwhelmed by the noise, lights, and crowds commonly found in large venues. The Sensory Room is located on the 3rd Level (ML) on the North End of the facility.