



## EVENT TICKETING

### **I am a person with a disability—what are my rights surrounding purchasing tickets and attending events?**

#### **How do I know if I am entitled to an accessible seat?**

If you have a mobility disability and need an accessible seat because of your disability, you are permitted to purchase a ticket for an accessible seat.

#### **What are some reasons for requesting accessible seating?**

- if you use a wheelchair or other mobility device
- if you cannot climb steps or walk long distances due to severe arthritis, respiratory, circulatory, or cardiac conditions
- if you cannot use a straight back chair
- if you use a service dog and it cannot fit under a non-accessible seat or safely in the aisle

#### **How do I buy a ticket for an accessible seat?**

Public accommodations hosting an event must allow you to buy tickets for accessible seats in the same manner as public tickets.

This includes:

- same numbers and types of purchase methods (e.g. phone, box office, online)
- same ticket purchase hours
- same stages of sales (e.g. pre-sale, promotions, waitlists, etc.)
- same terms and conditions

### **How do I know if the seat I am purchasing will work for me?**

You have the right to ask any public accommodation about the locations of all unsold or otherwise available accessible seating for any ticketed event at their facility.

The representative must be able to give you enough information about the features of these available accessible seats for you to assess whether they meet your accessibility needs.

If the venue provides any informational seating materials to the general public (e.g. seating maps, pricing charts, or plans), it also must provide these types of materials to people inquiring about accessible seating.

### **Do I have to pay more for an accessible seat?**

No. Venues cannot charge more for accessible seats than for non-accessible seats within the same section, including fees or service charges. ADA ticketing guide.

Generally, venues must offer accessible seats in the same price categories as non-accessible seats. For example, the venue may have a tiered price structure or several pricing levels—tier A is 50 dollars, tier B is 35 dollars, and tier C is 20 dollars. Accessible seats must be offered in all three of these tiers. If the venue cannot provide accessible seating at a certain price level due to existing barriers whose removal is not readily achievable, the venue must offer accessible seats in a nearby or similar accessible location at that price level. The required number of these types of seats depends on the ratio of accessible to non-accessible seats in the original price level.

### **How do I sit next to my friends or family members if I need an accessible seat?**

When you purchase a ticket for an accessible seat, you are entitled to purchase up to 3 additional tickets in the same row next to the accessible seat (“contiguous seats”) if they are available. You may purchase more than 3 contiguous seats if the venue allows and more contiguous seats are available. If there only 1 or 2 seats available next to the accessible seat, the venue must locate the next closest seat for the remaining ticket(s).

### **Contact Information**

If you need more information or need help, please contact Disability Rights Pennsylvania (DRP) at 800-692-7443 (voice) or 877-375-7139 (TDD). The email address is: [intake@disabilityrightspa.org](mailto:intake@disabilityrightspa.org).

The mission of Disability Rights Pennsylvania is to advance, protect, and advocate for the human, civil, and legal rights of Pennsylvanians with disabilities. Due to our limited resources, Disability Rights Pennsylvania

cannot provide individual services to every person with advocacy and legal issues. Disability Rights Pennsylvania prioritizes cases that have the potential to result in widespread, systemic changes to benefit persons with disabilities. While we cannot provide assistance to everyone, we do seek to provide every individual with information and referral options.

**IMPORTANT: This publication is for general informational purposes only. This publication is not intended, nor should be construed, to create an attorney-client relationship between Disability Rights Pennsylvania and any person. Nothing in this publication should be considered to be legal advice.**

**PLEASE NOTE: For information in alternative formats or a language other than English, contact Disability Rights Pennsylvania at 800-692-7443, Ext. 400, TDD: 877-375-7139, or [intake@disabilityrightspa.org](mailto:intake@disabilityrightspa.org)**

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