

# FORD FIELD ACCESSIBILITY SERVICES

Ford Field takes pride in ensuring our events are enjoyable for all fans. Please review our accessibility services below. Please note for certain events, reasonable advance notice of certain accessibility services may be recommended and/or required. Please email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net) to let us know about any accommodations that may be needed during your visit to Ford Field or if you have any additional questions.

## **Accessible Drop-off/Pick-up Area**

Located near the intersection of Brush St. & Montcalm St. just northwest of Ford Field, outside Gates B & C. Please follow the directions of traffic directors & police officers. Street closures may impact this area.

## **Accessible Parking**

Accessible parking is available on game and event days in Lot 4 (on Montcalm St. located just north of Ford Field and east of Brush Street) and the Ford Field Parking Deck (on St. Antoine St. off Madison). Spots are available on a first-come, first-serve basis to our guests with the appropriate ADA permit and a state-issued license plate or placard. Parking facilities are ADA compliant. Guests needing assistance can enter through most Ford Field gates and may utilize any passenger elevator.

## **Accessible Seating**

Ford Field provides wheelchair accessible and companion seating for guests needing assistance. The accessible seating areas are located at the top of certain sections on the lower and upper concourses. On a ticket, row "ADA" stands for the wheelchair row at the top of the section. Please contact the usher if a folding chair is needed for the accessible space if a guest does not use a wheelchair or scooter.

## **Accessible Seat Relocation**

On game or event day, if a guest needing mobility assistance does not have accessible or wheelchair seating, their tickets may be exchanged inside of Ford Field at the Advance Ticket Windows at Gate A located on the side of the escalators by Section 100 or Gate G located next to the escalators by Section 112. Guests should first visit the nearest Guest Services location to fill out a seat relocation form. Ticket exchange is based upon availability and may be limited to the guest(s) that require ADA seating plus one (1) companion. Pending availability, larger parties may be accommodated with other non-accessible seats near the accessible row. Please contact the nearest Guest Services or Box Office representative for questions.

Accessible seat relocation may be available in advance, depending on ticket purchase source, event and availability. Please email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net) at least one week in advance of game or event day.

## **Assisted Listening Devices**

Guests can obtain Assisted Listening Devices at Gates A, B, C, E & G Guest Services.

## **Closed Captioning on the Detroit Lions Mobile App**

Closed captioning services are available during Lions home games on the Detroit Lions Mobile App. Guests can use their personal smartphones or stop by the Guest Service Desk locations to loan out a tablet on game day. Follow these steps to access the system:

- On your smartphone, download the official mobile app of the Detroit Lions. Look for the Closed Caption button under "More".
- Or visit [www.detroitlions.com/closedcaption](http://www.detroitlions.com/closedcaption)

The program will start running automatically. Guests can change the font, font size, color and background, if needed.

Caption services may be available for other events upon request. Once you have purchased tickets to an event at Ford Field, please email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net) at least three weeks in advance of event day if you need caption services.

## **Concessions & Merchandise**

Most concession and merchandise stands at Ford Field are accessible to guests needing assistance.

## **Elevators**

There are five areas of passenger elevators inside Ford Field. Elevators to access various stadium levels are located near:

Section 104 & Level 2 near Blitz: South Side Levels 1 – 6, Bodman Suites, South Club, Loge Boxes, Suites C1 – C8

Section 111 & Level 2 near Gate G Bridge: South Side Levels 1 – 6, Bodman Suites, South Club, Loge Boxes, Suites C1 – C8

Section 128 & 230: Levels 1 – 2

Section 129 by Gate D & 232 inside Comerica Gridiron Club Level 2: North Side Levels 1 – 5, Comerica Gridiron Club Levels 2 – 3, Comerica Gridiron Suites (GS), Plante Moran Terrace Suites (TS), Miller Lite Taproom (MLTR)

Section 133 & 235: Levels 1 – 2

## **Entry Gates**

Gates A, B, C, D, and G are equipped with accessible security lanes designated by a blue ADA sign. Please note that lines at the gates may extend past the accessible lane. Should you need accessible assistance entering the stadium, you may approach the accessible lane regardless of other lines. Please note that there will be a security inspection, and depending on accessibility needs may include walk through weapons or metal detectors, metal detecting hand wand, or physical pat down. In order to assist you in the most comfortable and efficient way possible, staff may ask certain questions before or during the inspection process. Should you have any questions, please feel free to ask staff or request to speak to a supervisor.

## **Guest Service Desk Locations**

Guest Service Desks are available at Gate A (Section 100/141), Gate B (Section 133), Gate C (Section 235), Gate E (Section 224), Gate G (Section 112), Level 2 of the Comerica Gridiron Club (Section 232) and near the elevators on Level 3 of the South Club. Please note that available Guest Service Desks are subject to change based on the event.

## **Interpreter Services**

American Sign Language interpreting services may be available for stadium events upon request. Once you have purchased tickets to an event at Ford Field, please email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net) at least three weeks in advance of event day if you need interpreting services.

## **Medical Items Approved for Entry**

Guests who need to bring in certain medical items and/or food for medical reasons should have a medical pass provided by the Ford Field Operations Department. The pass should be obtained at least one week in advance of the event or game. If approved, the pass will be emailed which must be presented at the gates for entry. Please note that certain medically necessary items do not require a medical pass and are allowed after passing inspection. Items that do not require a medical pass include insulin, medication, portable oxygen, small soft pack coolers, breast pumps. For approval of other items or questions about bringing medically necessary items into Ford Field, please email [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net) at least one week in advance of game or event day.

## **Restroom Facilities**

Most restrooms and all family restrooms are accommodated with wheelchair accessible facilities.

## **Sensory Room**

Ford Field's Sensory Room is designed to provide a calming, safe environment for those who may feel overstimulated by their surrounding environment. We ask that this room and the items in it are used for their intended purpose in a safe and respectful manner to provide our guests with the tools they need to manage their sensory needs adequately.

In an effort to provide this safe space to all guests when they may be experiencing difficulty managing overstimulation/sensory overload, we ask that guests exit the sensory room once they have reached a level of stimulation that will allow them to safely return to the outside environment.

To gain access to the Sensory Room, please visit the nearest Guest Services desk for assistance or text us at 313-513-8398 (available on game and large event days only).

Thank you to Fredi the Pizzaman Foundation for providing all of the furnishing and supplies for the room and to The Hope Network for providing volunteers.

### **Service Animals**

Service animals that are individually trained to do work or perform tasks for guests needing assistance are permitted. The work or tasks performed by the service animal must be directly related to the guest's accessibility need. As such, animals that solely provide emotional support or companionship to a guest will not be permitted inside the stadium.

### **Wheelchairs**

Wheelchairs are available for transporting guests from the Guest Services locations to their stadium seats but will not be available for use during the event.

Guests can be picked up at the conclusion of the event and brought back to the gate. Please contact the nearest Guest Services representative or usher for coordination.

### **Wheelchair/Mobility Device Storage**

Should you require assistance to your seating area, but do not need accessible seating and would like to store your mobility device, please visit the nearest Guest Service desk for assistance. Please do not leave mobility devices unattended on the concourse as Ford Field and stadium staff cannot be held responsible for these items.

### **Questions**

For any questions, comments, or suggestions regarding accessibility services during a past or future visit to Ford Field, please email us at [guest.services@lions.nfl.net](mailto:guest.services@lions.nfl.net).

For questions on game or event day, please visit the nearest Guest Service Desk for assistance or text us at 313-513-8398 (available on game and large event days only).