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## INTRODUCTION

Dear Guest:

This guide is intended to provide pertinent information to make your visit to the Simmons Bank Arena as safe and enjoyable as possible. As management of the Simmons Bank Arena, we are dedicated to enhancing the access to our events for all current and potential guests.

Simmons Bank Arena's mission is to bring a large variety of events, attracting people from all ethnic groups and of all ages. By making our facility "User Friendly", our guests return time and time again with their families and peers, making the Simmons Bank Arena their place of choice for sports, entertainment and public forum.

We not only take pride in the fact that we are complying with the American's With Disabilities Act, but we are also working closely with our colleagues in the industry to ensure equal access to all.

We thank you for your patronage and continued support.

Sincerely,

Joe DeGeorge  
Director of Event Services

## **PARKING**

### **Accessible Drop-Off**

Accessible drop-off area is located at the lower box office entrance on Washington St.

### **Accessible Parking**

Accessible parking is available at the parking lot across from the lower box office entrance. There is also parking available on Simmons Bank Arena Drive, located at the front of the arena.

### **Escorts**

Simmons Bank Arena can provide escorts to parking areas for guests with special needs. This service is free and can be requested through Guest Services. To minimize your wait, we suggest that you make arrangements for this service before the end of the event you're attending.

# TICKET POLICIES

## **Accessible Seating**

Simmons Bank Arena holds seats in various areas of our facility for patrons who need wheelchair access, as well as for those with visual impairment, hearing impairment, and for those who have limited mobility, but do not require the use of a wheelchair.

Our ticket purchase policy for guests who require accessible seating is as follows:

## **Sold-Out Events**

All disabled and companion seating will be held for a two week period after the event sells out.

After this period of time, the majority of our accessible seating will be released. We will continue to hold a very limited amount of accessible seating up through show time. To ensure that you receive the best possible accessible seating for your personal needs, purchasing your tickets as early as possible is recommended.

## **Non-Sold Out Events**

Seating will be available until the start of the show. The amount of disabled seating available will be in proportion to the number of non-disabled seating available.

Simmons Bank Arena maintains a list of patrons who need access to these areas. In order to get on this list, the patron must send Simmons Bank Arena a physician's note to verify his or her eligibility. Since there is always concern with non-disabled people trying to purchase seating in disabled seating areas, we find that a physician's note is the best way to insure that the people who need seating in these areas are able to purchase them. Once a patron is on our list, he or she has the ability to call us at (501) 975-9000 to

order tickets by phone using his or her credit card. If a patron chooses not to be on the list, he or she may still come in person to the Arena Box Office and purchase tickets in the disabled seating area.

**Box Office Hours:**

Monday - Friday

9:30 am - 5:30 pm

**Important Telephone Numbers:**

Simmons Bank Arena Information (501) 340-5660

Arena Box Office (501) 975-9000

# **SERVICES**

Simmons Bank Arena offers convenient services including wheelchair assistance, lost and found, and stroller and wheelchair check-in. These services can be obtained by contacting a Guest Services representative.

## **Guest Services**

Guest Services is located in front of sections 113-114 on the Main Concourse. This area is designed to assist patrons who need assistance within the arena. Wheelchairs and hearing impaired devices are available at Guest Services for those who need them. A valid driver's license or credit card is needed when checking out either item for Arena use. Additionally, Arena Staff will be posted at all public entrances to assist patrons to make their arena experience extremely enjoyable.

## **Emergency Evacuation**

In the event of an emergency, the Simmons Bank Arena facility staff have been instructed and trained to assist you in evacuating the premises.

## **Visitors with Service Animals**

Service animals are welcome inside the building and must remain on a leash or in a harness at all times. If you intend to bring a service animal to the building, please notify your ticket representative at the time of purchase so that an aisle seat may be reserved for you. Accommodations will be made for an animal relief area.

## **Assisted Listening Devices**

Receivers are available for all events and provided free of charge with a form of valid identification. Guests who are interested in this service should see a representative at Guest Services, located at the main entrance 113-114.

## **Sign Interpreters**

Simmons Bank Arena can provide sign language interpreters for guests with hearing disabilities. Requests for this service should be submitted as soon as possible. Requests received less than 48 hours prior to the performance will be subject to the availability of an interpreter. For details, please call the Simmons Bank Arena Box Office at 501-975-9000.

## **Restrooms**

All of Simmons Bank Arena's restrooms are accessible to guests with disabilities. If you require more privacy Simmons Bank Arena has four family restrooms located throughout the concourse. A Guest Service representative can help you find the closest restroom.