

## **KRESS CENTER ACCESSIBLE SEATS POLICY**

### **Drop-off Area**

A drop-off area for disabled guests is located along Leon Bond Drive at the south entrance to the Kress Events Center. Disabled guests can be dropped off at this location, prior to parking the vehicle, and picked up after the game.

### **Seating**

The Kress Center complies with ADA requirements with regard to disabled seating. Seating exists for use by disabled guests and their companions on the concourse level. All disabled seats are wheelchair accessible.

### **Service Animals**

Only service animals are allowed in Kress Center. Emotional support animals are not permitted.

### **Mobility Devices**

Wheelchairs, motorized wheelchairs and scooters are permitted inside the Kress Center.

## **ACCESSIBLE SEATING POLICIES**

### **Ticket Information**

**In order to provide accessible seats to as many individuals who need them as possible, the Athletics Department requests that accessible seats not be resold without adhering to following policies.**

- The purpose of this policy is to protect the rights of our disabled guests.
- If an individual is unable to attend a game in their accessible seats, they are encouraged to contact the Athletics Ticket Office, who will provide options.
- The Athletics Department reserves the right to cancel seats if it becomes apparent that the seats are not being used by the person(s) for whom they are intended under the ADA and this Policy.
- The Athletics Department reserves the right not to sell accessible seats to an individual based on repeated misuse or nonuse of the seats. A letter will be sent to the individual to this effect.

**The Athletics Department requests that all owners and purchasers of accessible seats complete a Disability Needs Form on an annual basis.**

- Completion of this form will enable the Athletics Ticket Office to provide a reasonable accommodation to eligible guests based on both an individual's request and the Athletics Department assessment of individual needs.
- Single game ticket buyers will be asked to complete this form upon their request to purchase tickets.

**As a standard operating procedure, the Kress Center and Athletics Department staff makes visual inspections of all accessible seating areas during every home game.**

- Seats are monitored closely during each game to ensure proper usage and comfortable accommodations for all guests at the Kress Center.
- The Athletics Department reserves the right to provide alternative seating, should it become apparent that the seats are not being used by the person(s) for whom they are intended under the ADA and this Policy.

**Season Ticket Holders may be entitled to exchange out an entire season of tickets, based on circumstance, need and available accommodations.**

- The requestor will be required to complete a Disability Needs Form. The individual will not be allowed to exchange their tickets until this form is completed and received by the Athletics Ticket Office.
- **Exchanging for the entire season can only occur on a 1:1 ratio:** If an individual needs to relocate, they can exchange their one ticket for one accessible seat for the season. If they have a companion, their companion must exchange their one ticket for one accessible seat for the season as well.
- All ticket exchanges are valid for the specified season only. Exchanges do not carry over to the following season, and the original seats will be returned to the season ticket holder account.

**In accordance with the Americans with Disabilities Act, the Athletics Department and the Athletics Ticket Office is not required to provide accessible seats in the event of a sellout.**

- Disabled guests have no greater right to obtain tickets to a sold out game than do non-disabled guests.
- If general seating is sold out and ADA seating remains, available equal access seating may be released for general public sale.

**If disabled seating is available the day of a game, tickets may be purchased by phone, but must be picked up by the purchaser at Will Call of the Kress Center.**

- Individuals must show proper photo identification to pick up tickets.
- The purchaser will be required to complete a Disability Needs Form. It is suggested that this form be completed in advance and placed on file.
- The Athletics Department encourages anyone interested in purchasing single game tickets in an accessible area to contact the Athletics Ticket Office as soon as possible - this will increase the chance of obtaining tickets, in addition to providing more seating options.

**Green Bay Athletics reserves the right to request medical documentation if needed.**

**Please contact Logan Hendricks at [hendriel@uwgb.edu](mailto:hendriel@uwgb.edu) or 920.465.5087 if you have any questions or concerns about the Kress Center Accessible Seat Policy.**

## **KRESS CENTER DISABILITY NEEDS FORM**

Ticket Holder Name:

Date:

Person with Disability Name:

Relationship to Ticket Holder:

Description of needs/disability (please be as detailed as possible):

Description of functional limitation:

Mobility  Vision  Other

Is a mobility device (wheelchair, cane, walker, etc.) needed?

Yes, please specify:

No

Is the condition permanent?

Permanent  Less than 60 days  60 days or longer;

Is the condition severe?

Mild  Moderate  Severe

Is an accommodation requested?

Accessible seat  Wheelchair seat  Companion Seat  Service Animal

Other

Please specify the preferred seating arrangement for this disability:

Space for a wheelchair, number of wheelchairs

Arena chair (white chair located on the west endzone), number of chairs

Is a companion chair needed with above request:  Yes  No

Additional comments:

Return this form to: Green Bay Phoenix Athletics Ticket Office  
Kress Events Center  
2420 Nicolet Drive  
Green Bay, WI 54311-7001