



DISABILITY ACCESS GUIDE

TABLE OF CONTENTS

Click To Go To Section

[MEMORIAL COLISEUM AND MEMORIAL STADIUM TICKET OFFICE](#)

[SEASON TICKETS](#)

[MULTI-GAME PACKAGES](#)

[INDIVIDUAL GAME TICKETS](#)

[PLAYOFF GAME TICKETS](#)

[TICKET EXCHANGES](#)

[LOST OR STOLEN TICKETS](#)

[WHEELCHAIR SPACE LOCATIONS](#)

[INFILLING OF WHEELCHAIR SPACE LOCATIONS](#)

[COMPANION SEATING](#)

[GROUP TICKETS](#)

[TICKET FRAUD](#)

[RESTROOMS/FAMILY RESTROOMS](#)

[PARKING](#)

[AUTOMOBILE PROBLEMS](#)

[TAILGATING](#)

[ASSISTED LISTENING DEVICES](#)

[EMERGENCY TELEPHONE CALLS](#)

[ATM MACHINES](#)

[CAMERAS/VIDEOS](#)



[COOLERS](#)

[BRAILLE, LARGE PRINT AND DRY ERASE BOARD INFORMATION](#)

[DROP-OFF AREAS](#)

[ELEVATORS](#)

[MEDICAL ASSISTANCE/FIRST AID](#)

[FOOD, BEVERAGE AND CONCESSIONS](#)

[NO SMOKING POLICY](#)

[SOLICITING/TRESPASSING](#)

[GUEST INFORMATION SERVICES](#)

[LOST AND FOUND](#)

[DIAPER CHANGING STATIONS](#)

[SECURITY DEPARTMENT](#)

[INSPECTION POLICY](#)

[SIGN LANGUAGE INTERPRETERS](#)

[TELEPHONES – TDD/TTY MACHINES](#)

[WILL CALL](#)

[RESTAURANTS](#)

[COMMENTS, QUESTIONS OR SUGGESTIONS](#)

[IMPORTANT CONTACT INFORMATION](#)

[FLOOR PLANS](#)

[Exhibition / Main Level](#)

[Event Level / 100 Level](#)

[200 Level Arena](#)

[Premium Seating Level / 300 / 400 / 500](#)

[600 Level Arena](#)

[Parking Overview](#)

[First Level Memorial Stadium](#)

[Second and Third Levels Memorial Stadium](#)



MEMORIAL COLISEUM AND MEMORIAL STADIUM TICKET OFFICE

The Memorial Coliseum Ticket Office is located at the Rotunda entrance of the Coliseum just off of Coliseum Boulevard. The Memorial Coliseum Ticket Office hours are 10 a.m.- 6 p.m. Monday through Friday and 10 a.m.- 4p.m. on Saturday. The Coliseum Ticket Office telephone number is 260-483-1111. To purchase tickets by telephone, you must call the Ticketmaster telephone order line at 260-424-1811. The Ticketmaster TDD Charge-By-Phone number is 1-800-359-2525.

The Memorial Stadium Ticket Office is located to the left of the Stadium main entrance and is open only on event days. It is open two (2) hours prior to the start of the event. The telephone numbers for the Memorial Stadium Ticket Office are the same as stated above.

At the time of purchasing tickets, you must state that you need accessible seating and the type of accommodation that best meets your needs.



SEASON TICKETS

If you are interested in purchasing a season ticket(s), please contact the following:

Fort Wayne Komets	Hockey	(260) 483-0011
Fort Wayne Freedom	Indoor Football	(260) 422-2293
Fort Wayne Wizards	Baseball	(260) 482-6400
Indiana-Purdue Fort Wayne	Men's Basketball	(260) 481-6653

Each of the franchises will provide accessible seating prior to selling these tickets to the general public. Season tickets are available to guests with disabilities and their companions in different price ranges and numerous sections of the Coliseum and/or Stadium. At least one companion seat will be made available to each season ticket guest with disabilities. When available, more than one companion seat ticket will be offered in the nearest companion seat or seats. Season tickets for disability seat locations and modified aisle seats (Arena only) are sold to non-disabled guests only on a single session basis. Season tickets may be renewed through one of the above named franchises. Season tickets sold to guests with disabilities will have the same renewal privileges as non-disabled guests purchasing conventional seats. Season tickets in wheelchair locations will be offered first to the guest with disabilities and their companions. Season tickets for modified aisle seats will be offered first to the guest with disabilities and their companions. If wheelchair users and other guests with disabilities do not purchase all of the accessible seating locations and modified aisle tickets, the remaining unsold locations and seats may be offered to the general public, if the need arises.



MULTI-GAME PACKAGES

Multi-game tickets, if applicable, can be purchased from the above named franchises. Please note that disability seat, multi-game tickets may be sold to non-disabled guests for a single session, if the need arises.



INDIVIDUAL GAME TICKETS

After Season Ticket and Multi-Game Package sales, individual game tickets for all remaining disability seat locations, companion seats and modified aisle seats will be made available to guests with disabilities.



PLAYOFF GAME TICKETS

Playoff game tickets for disability seat locations and modified aisle seats will be marketed first to season ticket holders with disabilities, and then to, if any, non-disabled season ticket holders. The person that holds the season ticket to the seat or location will be the first person that is offered the playoff ticket(s).



TICKET EXCHANGES

The Allen County War Memorial Coliseum will exchange tickets in order to accommodate guests with disabilities. Non-disabled guests holding tickets to wheelchair locations or modified aisle seats will be relocated when necessary in order to accommodate guests with disabilities. If you need a wheelchair or modified aisle seat location to be accommodated, please check your ticket and make sure it is marked accordingly. If this language is not on the ticket, you have purchased a conventional seat and the ticket must be exchanged for the proper ticket. If a wheelchair user exchanges a conventional seat ticket for a wheelchair location ticket, the Coliseum will make an effort to place the wheelchair user in the closest or comparable wheelchair location to the ticket that was returned to the Coliseum. Please be aware that wheelchair locations are specifically reserved for guests in wheelchairs until the Coliseum decides to infill these locations with non-disabled guests, if the need arises.



LOST OR STOLEN TICKETS

If a ticket is stolen, the Coliseum and/or the Memorial Stadium Ticket Office may issue a duplicate ticket "Lost Slip." In order to have a stolen ticket replaced, you must bring a copy of an official police report with a control number and information regarding the issuing law enforcement agency to the Coliseum Ticket Office prior to event day. Lost tickets will not be replaced. There is no refund of lost tickets.



WHEELCHAIR SPACE LOCATIONS

Guests with disabilities and their companions may enjoy wheelchair space locations that are dispersed both vertically and horizontally throughout the facilities in numerous price ranges. The wheelchair locations within the Memorial Coliseum have enhanced views so that even when ambulatory guests stand, our disabled guests may see the events. Please refer to the level maps for the exact locations of wheelchair space both at the Memorial Coliseum and/or Memorial Stadium.



INFILLING OF WHEELCHAIR SPACE LOCATIONS

The Memorial Coliseum will provide wheelchair users a reasonable opportunity to purchase tickets in each ticket category. When wheelchair space locations and modified aisle seats are not purchased by guests with disabilities, the Coliseum may infill these seat locations with non-disabled guests, if the need arises. The best way to assure yourself the best ticket and companion seat(s) is to purchase your tickets as early as possible in the desired category. Please remember that the tickets are sold on a first-purchase basis and there is no guarantee that any tickets will remain unsold and available for any category of tickets or for any specific event.



COMPANION SEATING

A minimum of one accessible companion seat will be reserved for the companion of a guest with a disability. Companion seats may be purchased by wheelchair space ticket purchasers for all events at the Memorial Coliseum and/or Memorial Stadium.

Additional companion seats may be available, depending upon the number of accessible seats sold. In addition, conventional seats, closest to the desired accessible section, may be available if companion seating in the accessible seating sections are sold out.



GROUP TICKETS

Group tickets are available for many events at the Memorial Coliseum. For specific group information, contact the Group Sales Coordinator at 260-482-9502. If guests within your group include a guest with disabilities, please let the group sales coordinator know when placing your group order so that your accessibility needs can be met.



TICKET FRAUD

Ticket fraud includes, but is not limited to, misrepresentation of a disability and/or the production and use of counterfeit or stolen tickets to the Memorial Coliseum and/or Memorial Stadium events not properly purchased through Ticketmaster or its authorized ticket distributors.

The Memorial Coliseum considers ticket fraud to be extremely serious and will take appropriate action to prevent any such incidents. Guests holding fraudulent tickets are subject to ejection from the Memorial Coliseum and/or Memorial Stadium without reimbursement or restitution and may be subject to criminal prosecution as allowed by law.



RESTROOMS/FAMILY RESTROOMS

Accessible restrooms are located on all levels at the Memorial Coliseum. Accessible restrooms are located on the first and third levels at Memorial Stadium, the same as non-disabled guests restrooms. Family restrooms are located on the 100 and 600 Levels of the Arena. Please consult the maps for exact locations of the restrooms.



PARKING

Disabled parking spaces are available at both the Memorial Coliseum and Memorial Stadium. These spaces are located directly in front of the ticket office at each facility. For further information on parking, please call the Memorial Coliseum Administrative Office.



AUTOMOBILE PROBLEMS

Should you have a problem such as keys locked in the car, dead battery, etc., please contact Security or Memorial Coliseum and/or Memorial Stadium personnel.



TAILGATING

Tailgating is allowed in the parking lot of the Memorial Coliseum and/or Memorial Stadium. Tailgaters may only occupy the number of spaces they have purchased. Consumption of alcoholic beverages is prohibited. Disorderly guests are subject to ejection and criminal prosecution. Cooking is only allowed on charcoal grills; no other fires of any kind will be permitted.



ASSISTED LISTENING DEVICES

Assisted listening devices are available from the Memorial Coliseum and/or Memorial Stadium Guest Services Office. The Memorial Coliseum Guest Services Office is located on the second level once you come in the Rotunda entrance of the Memorial Coliseum. The Memorial Stadium Guest Services Office is located to the right directly inside the main gate entrance of the Stadium. To ensure that the devices are promptly returned, a major credit card or a driver's license is required to use the devices. The telephone number at the Memorial Coliseum Guest Services Office is 260-482-9502.



EMERGENCY TELEPHONE CALLS

Paging is not possible during most events. If you are expecting an emergency telephone call, please register your seat location with the Guest Services Office at the Memorial Coliseum and/or Memorial Stadium. If a call is received, Memorial Coliseum and/or Memorial Stadium personnel will be sent to your seat location with a message.



ATM MACHINES

An Automatic Teller Machine is located in the main lobby of the Memorial Coliseum and on the main concourse at Memorial Stadium (to the right of the Wizard's Ware Shop).



CAMERAS/VIDEOS

For most events at the Memorial Coliseum and/or Memorial Stadium, still cameras (no flash) are allowed, while video cameras and recorders are prohibited. Please check with the Coliseum Ticket Office prior to bringing your camera/video recorder to the event.



COOLERS

Coolers are not permitted in the Memorial Coliseum and/or Memorial Stadium. No food or beverage is allowed to be carried into the Memorial Coliseum unless brought in by a caterer on the Coliseum's approved catering list. No food or beverage is allowed to be carried into the Memorial Stadium by anyone. Fanfare, Inc. is the exclusive caterer for Memorial Stadium.



BRAILLE, LARGE PRINT AND DRY ERASE BOARD INFORMATION

Braille information signage is located throughout the Memorial Coliseum and Memorial Stadium. Braille and large print menus are also available at all concession and lounge locations. There are also dry erase boards at all concession stands at both facilities.



DROP-OFF AREAS

The drop-off area for the Memorial Coliseum is located on the circle drive in front of the Coliseum Ticket Office located off Coliseum Boulevard. The drop-off area for Memorial Stadium is at the main entrance at the front of the Stadium.



ELEVATORS

Public elevators are located on the main level of the Memorial Coliseum inside the Rotunda entrance and will give you access to all levels.

The public elevator at Memorial Stadium is located to the right inside the main gate of the Stadium. It will give you access to all levels of the Stadium.



MEDICAL ASSISTANCE/FIRST AID

The Memorial Coliseum has medical assistance available at the First Aid Office located on the 100 Level concourse, west side. The First Aid Office of the Exposition Center of the Memorial Coliseum is located on the first floor hallway just south of the entrance/exit of Expo II (across from Appleseed Room A). The First Aid Office at Memorial Stadium is located to the left inside the main gate entrance of the Stadium.

Please consult the [maps](#) for the exact locations of the First Aid Rooms.



FOOD, BEVERAGE AND CONCESSIONS

Food, beverages and concessions are located throughout all levels of the Memorial Coliseum and/or Memorial Stadium.



NO SMOKING POLICY

The Memorial Coliseum and/or Memorial Stadium are smoke-free facilities. There is no smoking in any public area including all seating areas, Suites, concourses, restrooms, press box,

elevators or concession stand areas. Any guest wishing to smoke must go to the designated smoking areas. These areas are located at the former Parnell Avenue and Coliseum Boulevard entrances at the Memorial Coliseum and on the third base side behind the bleachers at Memorial Stadium.



SOLICITING/TRESPASSING

No loitering; trespassing; soliciting or peddling; resale or unauthorized distribution of tickets, merchandise or apparel; or placing of handbills is allowed on the Memorial Coliseum property.



GUEST INFORMATION SERVICES

Information is available at the Memorial Coliseum Administrative Office and the Guest Services Office of the Memorial Coliseum. Information is available at Memorial Stadium at the Guest Services Office. Please refer to the maps for locations of these areas.



LOST AND FOUND

The lost and found for the Memorial Coliseum is located in the Administrative Office. The lost and found for Memorial Stadium is located in the Guest Services Office.



DIAPER CHANGING STATIONS

Diaper changing stations are located in most restrooms throughout the Memorial Coliseum and/or Memorial Stadium.



SECURITY DEPARTMENT

For security needs, please contact the nearest security officer or usher. The on-premise security at the Memorial Coliseum is provided by ESG Security Group, Inc. and their office is located in the loading dock area by Dock Doors 1 and 2. For security needs at Memorial Stadium contact the nearest officer or usher. If none are visible, please go to the Guest Services Office located adjacent to the main gates.



INSPECTION POLICY

All guests entering the Memorial Coliseum and/or Memorial Stadium are subject to an inspection of person, parcels, bags and containers capable of carrying prohibited items. Prohibited items include, but are not limited to: bottles (glass or plastic), cans, hard case containers, alcoholic beverages, laser pointers, missile-like objects and weapons. Noise-makers, flags/banners/signs that are mounted on a stick or pole are not allowed. Recording devices, such as video recorders, tripods and audio tape recorders also are not allowed. All unattended packages are subject to search and seizure.

Guests may refuse inspection; if so, the Memorial Coliseum Management may refuse entry into the facility.



SIGN LANGUAGE INTERPRETERS

Guests who require interpreting services for any applicable Memorial Coliseum and/or Memorial Stadium event should contact Garnett G. Mills, Assistant General Manager of the Memorial Coliseum at 260-482-9502 two weeks prior to the event.



TELEPHONES – TDD/TTY MACHINES

TTD telephones are located on the lower level of the Rotunda by the ATM machine.



WILL CALL

The will call windows at the Memorial Coliseum and/or Memorial Stadium are clearly designated “Will Call”. In addition, both ticket offices have windows that are accessible to our disabled guests.



RESTAURANTS

The Roof Top Lounge is located on the Rotunda 3rd Level and is open before most sporting events and concerts. The Lounge is accessible by an elevator in the main Rotunda in the Memorial Coliseum. The Lounge usually opens 2 hours prior to the events. To ensure opening time, contact the Memorial Coliseum at 260-482-9502.



COMMENTS, QUESTIONS OR SUGGESTIONS

Access for our guests with disabilities at the Memorial Coliseum and/or Memorial Stadium is an ongoing commitment. In our desire to continually improve, we request that you direct your comments, questions or suggestions to:



Garnett G. Mills **Memorial Coliseum Assistant General Manager**

Allen County War Memorial Coliseum
4000 Parnell Avenue
Fort Wayne, IN 46805
Voice: 260-482-9502
TDD/TYY: 260-449-7708
Fax: 260-484-1637
Email: gmills@memorialcoliseum.com

IMPORTANT CONTACT INFORMATION



Memorial Coliseum/Memorial Stadium Administrative Office
(260) 482-9502
Web: www.memorialcoliseum.com

Memorial Coliseum/Memorial Stadium Ticket Office
(260) 483-1111
Email: cto@memorialcoliseum.com

Fanfare, Inc. (Catering & Concessions)
(260) 484-6486

Director of Premium Seating
(260) 482-9502
Email: ksteigmeyer@memorialcoliseum.com

Ticketmaster Charge-By-Phone
(260) 424-1811
Web: www.ticketmaster.com

Fort Wayne Komets
(260) 483-0011
Web: www.komets.com

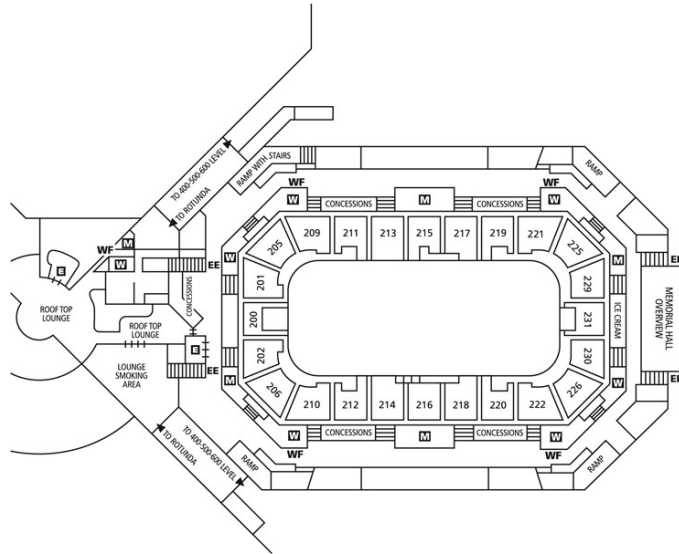
Fort Wayne Freedom
(260) 422-2293
Web: www.fwfreedom.com

Fort Wayne Wizards
(260) 482-6400
Web: www.fortwaynewizards.com

Indiana-Purdue Fort Wayne Athletics
(260) 481-6643
Web: www.ipfw.edu/athletics

Revised 11/01/02

200 Level Arena

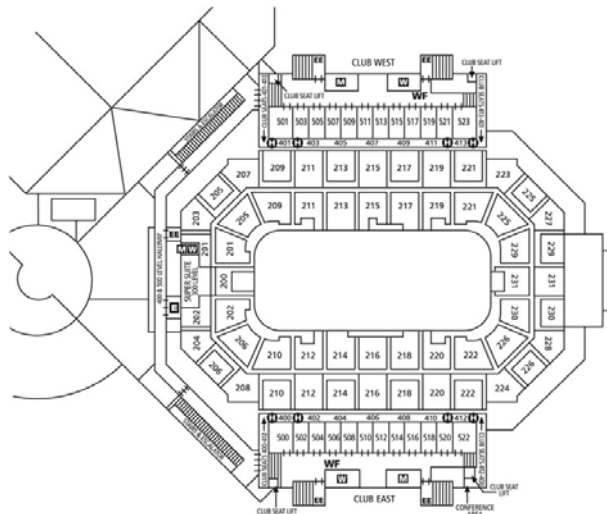


200 level

- WF WOMEN'S RESTROOM
- M MEN'S RESTROOM
- + FIRST AID
- WF WATER FOUNTAINS
- H HANDICAP ACCESSIBLE SEATING
- E ELEVATOR
- EE EMERGENCY EXIT



Premium Seating Level Arena 300/400/500

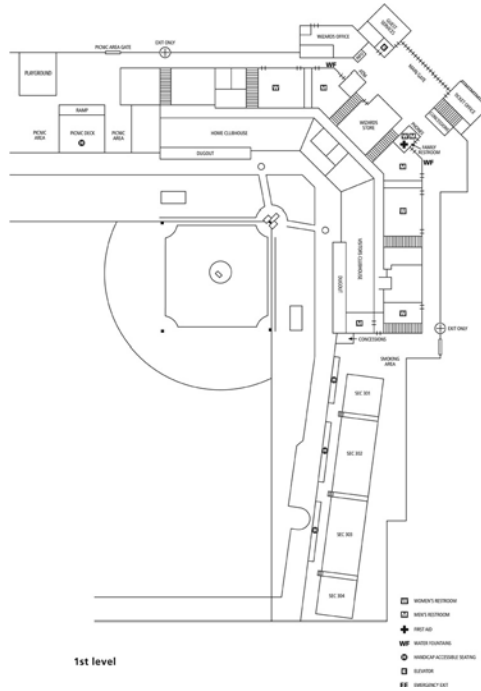


Premium seating level
300/400/500 level

- WF WOMEN'S RESTROOM
- M MEN'S RESTROOM
- + FIRST AID
- WF WATER FOUNTAINS
- H HANDICAP ACCESSIBLE SEATING
- E ELEVATOR
- EE EMERGENCY EXIT



First Level Memorial Stadium



Second and Third Levels Memorial Stadium

