

Accessibility & Services Guide for Guests with Disabilities



CAESARS SUPERDOME
SMOOTHIE KING CENTER
CHAMPIONS SQUARE



CAESARS SUPERDOME



CHAMPIONS SQUARE

Dear Guest,

Welcome to the ASM Global New Orleans complex, home of Caesars Superdome, Smoothie King Center, and Champions Square. At ASM Global New Orleans, we understand the need for accessibility and accommodations, as defined by the Americans with Disabilities Act (ADA). Both in training and in practice, our ASM Global New Orleans Team works together to create meaningful experiences for our guests.

If you have a suggestion on how we can better accommodate you, or improve upon our facilities' services, please contact the Guest Services Department by phone at (504) 587-3990 or by email at ada@asmneworleans.com.

Thank you for joining us. We appreciate and value your patronage. Enjoy your event!



caesarssuperdome.com
smoothiekingcenter.com
champions-square.com

CONTACT INFORMATION:

ADA Facilitator

The ADA Facilitator can be contacted by phone or email. Please note, all inquiries are addressed within one business day. Office hours are Monday through Friday from 9:00am to 4:30pm.

Phone: 504.587.3990

Email: ada@asmneworleans.com

GUEST SERVICES LOCATIONS:

Caesars Superdome:

Gates A, C, E, F (Guest Relations Center), G, and H Atrium

Gates A, C, E and G on the Loge Level

Gates A, C, E, and G on the 300-Suite Level

Gates C and G on the 400-Suite Level

Gates A, C, E, and G on the Lower Terrace Level

Gates C and G on the Upper Terrace Level

Smoothie King Center:

Northeast Ground Level

100-Level: Across from Section 108

300-Level: Across from Section 310

Champions Square:

Guest Services Tent on LaSalle Street, outside Opening Act

AUXILIARY AIDS AND ASSISTIVE LISTENING DEVICES

At Caesars Superdome, assistive listening devices (ALDs) are available at the Guest Relations Center near Gate F on the Plaza Level. At the Smoothie King Center, ALDs are available at the Guest Services Desk across from Section 108. In Champions Square, ALDs are available at the Guest Services Tent located outside of Opening Act on LaSalle Street. For issuance of an assistive listening device, you will be required to submit a valid government photo ID which will be held until the device is returned.

ELEVATORS

Caesars Superdome:

In total, Caesars Superdome houses 22 elevators. However, some of these elevators are for back of house use only. ADA patrons will only be able to use back of house elevators when accompanied by an ADA Greeter.

Please refer to the Caesars Superdome map listed within this pamphlet for the locations of our elevators. Any elevator that indicates "Passenger" can be used. ADA patrons do have priority when boarding elevators.

Please note, Elevators 4, 5, 13, and 14 are for premium access only.

*Elevator access is subject to change from event to event.

Smoothie King Center:

The Smoothie King Center has four front-of-house elevators. Please refer to the map listed within this pamphlet for their locations.

FIRST AID

For guests needing medical assistance, please refer to the numbers listed below.

On-Site Provider: Acadian Ambulance

Caesars Superdome:

Plaza 134 – 504.587.8919

Loge 235 – 504.587.8928

Loge 277 – 504.587.8929

Terrace 527 – 504.587.8959

Terrace 557 – 504.587.8958

Smoothie King Center:

Lower Bowl 123 – 504.587.7428

Upper Bowl 313 – 504.587.7429

Security Control – 504.587.3901

Champions Square:

Club Lobby – 504.587.3650

Exterior Roaming Units:

504.587.3900

FAMILY RESTROOMS

Family restrooms are prevalent at our facilities. Please ask any of our Event Day Team Members to help guide you to the nearest facility.

Caesars Superdome:

Loge Level (200/300 Levels) – Gate B Connector Concourse

300 Suites – Across from suites 318, 332, 362, 374 400 Suites – Across from suites 409, 424, 434, 441, 456

Smoothie King Center:

Ground Level – East Ground 100 Level – Near Section 108

ADA DROP-OFF/PICK-UP

At Caesars Superdome, the drop-off/pick-up area is located on the Poydras Street side of the facility (Gate A Ground). There are two drop-off/pick-up locations at the Smoothie King Center. One at the corner of Dave Dixon Drive and Le Rouge Lane, and the other at the corner of Dave Dixon Drive and Magnolia Street. The drop-off/pick-up for Champions Square is at both the north and south sides of LaSalle Street.

SENSORY INCLUSION

Guided by experts from Kulture City, Caesars Superdome and the Smoothie King Center have implemented the following procedures, guidelines, and opportunities to better serve guests with sensory sensitivities:

Designated Entry Gates: Dedicated entry locations that are less crowded and/or noisy can be used by guests with sensory issues.

Sensory Bags: Guests may checkout Sensory Bags at no cost to utilize fidget toys, noise canceling headphones, and other resources during events. For checkout, please proceed to the Guest Relations Center located near Gate F on the Plaza Level at Caesars Superdome. For checkout at the Smoothie King, sensory bags can be checked out at the Guest Services Desk across from Section 108. In Champions Square, Sensory Bags can be issued by visiting the Guest Services Tent on La Salle Street. In exchange for the issuance of a sensory bag, you will be required to submit a valid government issued photo ID.

Quiet Rooms: Kulture City Quiet Rooms provide a quiet relaxing space for guests with sensory processing needs. Please visit the nearest Guest Services Desk to obtain the room's location.

INTERPRETING SERVICES

Requests for interpreting services should be made at least thirty (30) business days prior to an event. To submit a request, please contact 504.587.3990.

*Interpreting Services are subject to availability as we rely on outside organizations who are certified and meet all ADA requirements.

SERVICE ANIMALS

Trained service animals that assist guests with disabilities are permitted inside Caesars Superdome, Smoothie King Center, and Champions Square. Please note, comfort animals are not classified as service animals according to the Americans with Disabilities Act.

WHEELCHAIRS

Wheelchairs are available for guests and can be checked-out for the duration of an event from the Guest Relations Center at Caesars Superdome. At the Smoothie King Center, wheelchairs are available at the Guest Services Desk across from Section 108. At Champions Square, wheelchairs are available at the Guest Services tent on LaSalle Street. In exchange for the issuance of a wheelchair, you will be required to submit a valid government photo id which will be held until the wheelchair is returned.

WHEELCHAIR STORAGE

Wheelchair storage is available at the Guest Relations Center near Gate F on the Plaza Level of Caesars Superdome and across from Section 108 at the Smoothie King Center. You may have a companion bring the wheelchair to be stowed or you can personally proceed to the location(s) listed above and have an ADA Greeter transport you to your section. If your wheelchair is stowed, you will receive a ticket indicating the wheelchair has been checked. Please note, wheelchairs cannot be left unattended. In addition, we are not responsible for lost and/or stolen wheelchairs.

TICKET EXCHANGE/RELOCATION POLICY

Exchanges and relocations are done on event day only. If you purchased non-accessible seating, and you cannot or do not wish to sit where your original ticket(s) indicate, you plus a companion have the option to swap out your ticket(s). Please note, relocations are based on availability and are distributed on a first-come, first-served basis. In addition, all relocations are distributed according to the level listed on the original ticket(s) or exchanged with any remaining accessible seats of a comparable price point. To inquire about being relocated to an ADA seat, please adhere to the following:

Caesars Superdome

Saints Game Day: Guests requesting an exchange prior to entering the stadium can do so at the Saints Box Office located at Gate A Ground. If requesting a relocation once inside the stadium, please proceed to any Guest Services Desk where a Saints Representative will be called to

further assist with the exchange. If there are no longer any comparable seating locations left, guests will be offered the opportunity to pay the difference in upgrading their seats to any remaining ADA locations.

*All relocations and exchanges are handled by the Saints on game day.

Non-Saints Events: Once doors open, please proceed to the Guest Relations Center located near Gate F on the Plaza Level.

Smoothie King Center

Pelicans Games: It is highly recommended to inquire about ADA relocations at the NE Box Office (corner of Dave Dixon Drive and Le Rouge Lane) prior to entering the facility. All remaining relocates will be re-directed to our Guest Services Desks across from 108 and 310. Please note, relocations are distributed according to the level that was originally purchased.

Non-Pelicans Events: Please see the Box Office Rep. to the right of our Guest Services Desk located across from Section 108.

Champions Square

Guest Services Tent on LaSalle St.

ADA GREETERS

ADA Greeters are located at all main entrances of Caesars Superdome and the Smoothie King Center to help transport guests via wheelchair both to and from their sections. Chairs will be provided to wait if ADA Greeters are busy assisting other patrons. A service number will be issued to you at your drop-off. Please call the number provided roughly fifteen minutes prior to the end of the event to schedule your pick-up. Please note, elevators can be held at any time to transport coaches, media, and team executives which may extend waiting times. For liability purposes, ADA Greeters are not allowed to leave our facilities or assist guests in Champions Square.

ACCESSIBLE SEATING LOCATIONS

Wheelchair accessible seating, semi-ambulatory seating, and removable armrest seating are in varying sections and levels throughout our facilities. When requesting tickets, please identify your mobility needs and/or if you need a seating location that is accessible for a standard-sized wheelchair, larger scooter, or other mobility device. Please note, all accessible ticketing is available directly from the ticketing website. If you need additional assistance, please contact the Box Office at 504.587.3822 or the ADA Facilitator at 504.587.3990.

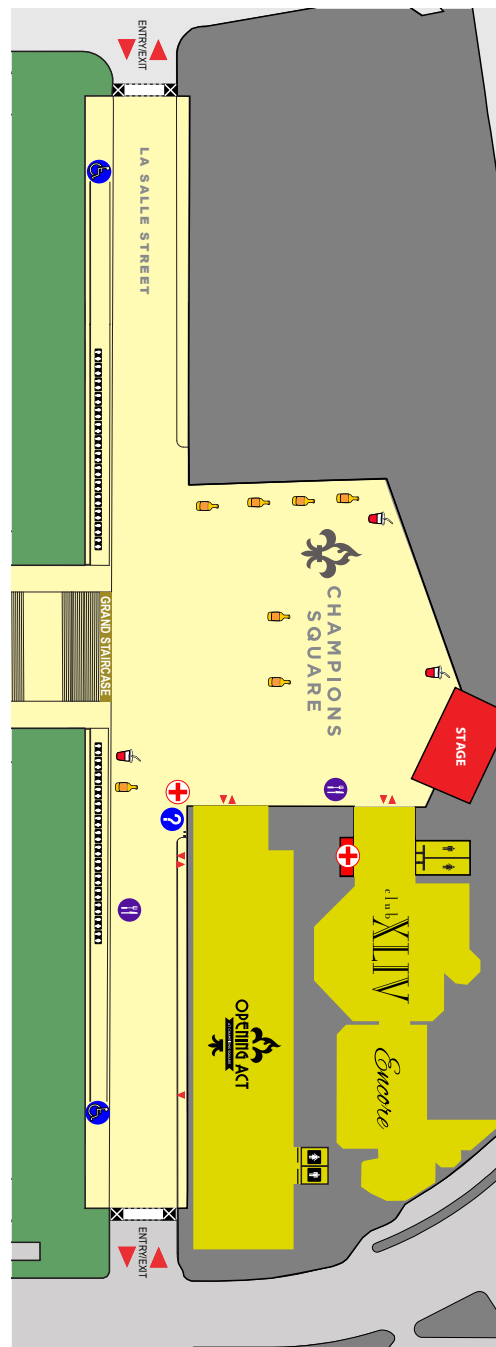
ACCESSIBLE PARKING

To gain access to ADA parking, proper vehicle registration is required, as well as a current placard with matching identification. Please be advised, all parking is limited on Saints game days. Accessible parking on both the East and West sides of Sugar Bowl Drive, and on level one of Garage 1A are first-come, first-served. For accessible parking inquiries, comments, or concerns, please contact our Parking Offices:

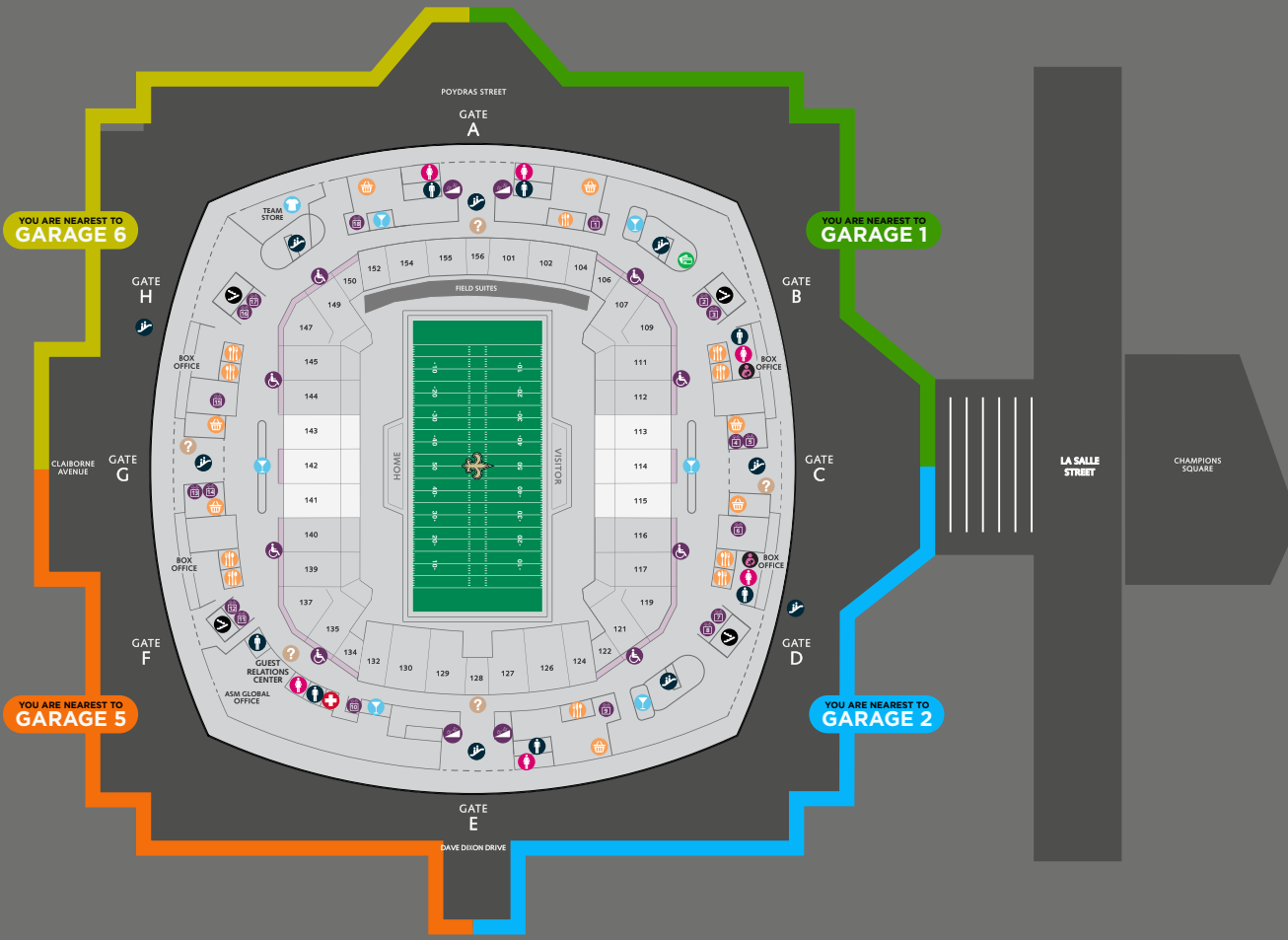
Superdome Parking Office: 504.587.3805

Champions Garage Parking Office: 504.587.3971

CHAMPIONS SQUARE



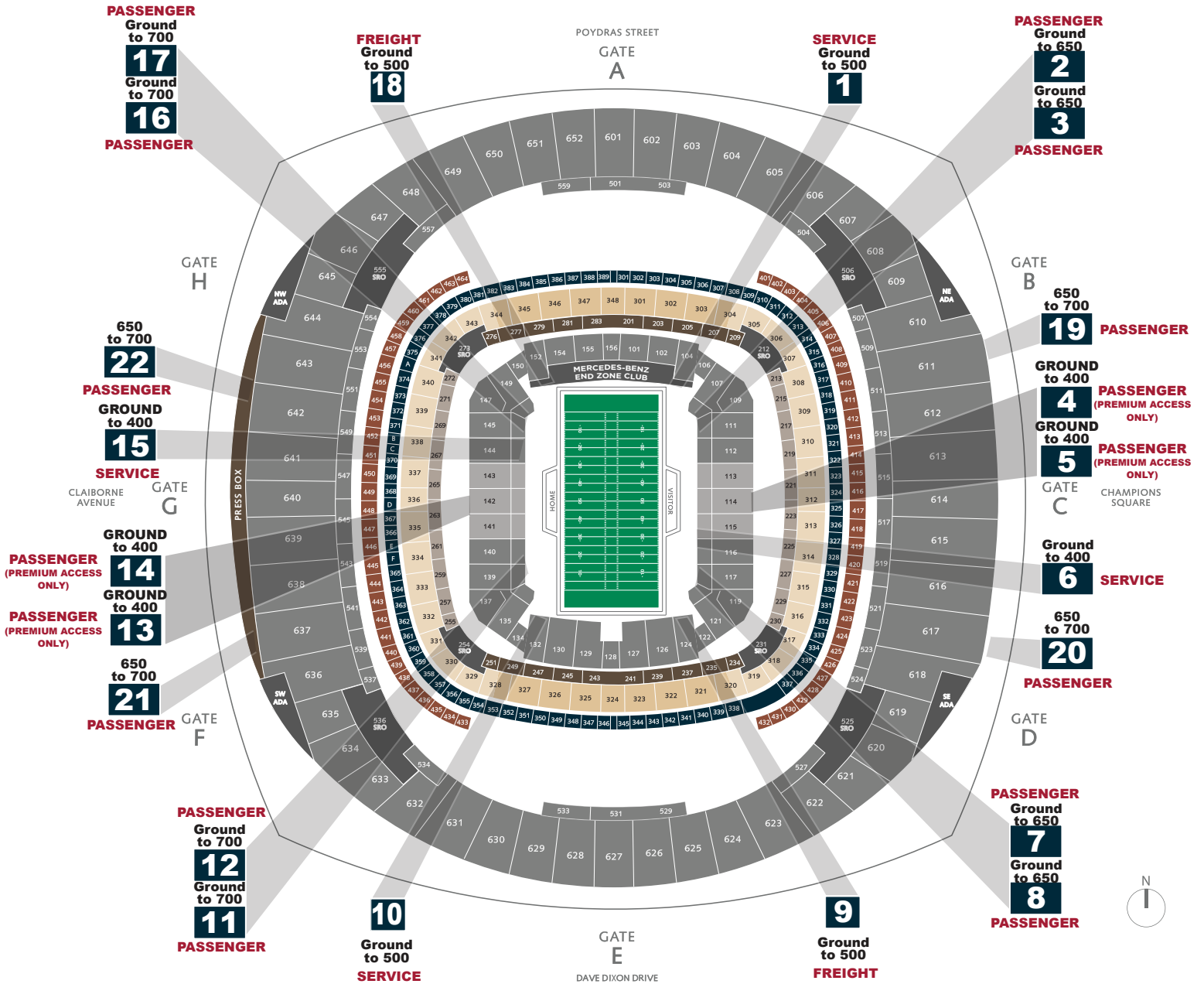
CAESARS SUPERDOME - PLAZA LEVEL



MAP KEY INFORMATION

- ACCESSIBLE SEATING
- BAR
- CASHLESS VISA EXCHANGE
- CONCESSIONS
- ELEVATOR
- ESCALATOR
- EXTERIOR ENTRY
- MEN'S RESTROOM
- WOMEN'S RESTROOM
- FIRST AID
- GUEST SERVICES
- MERCHANDISE
- MOTHERS NURSING ROOM
- RAMP
- STAIRWELL

CAESARS SUPERDOME



SMOOTHIE KING CENTER

NORTH ENTRANCE (DAVE DIXON DR.)

1,2

3,4

(MAGNOLIA ST.)

EAST ENTRANCE (LEROUGE ST.)

5
Freight

(HOWARD AVE.)



