

ASSISTED LISTENING DEVICES

- There are Assisted Listening Devices available at any Guest Services Center (Sections 100, 127, 525, or 553)
- Two feeds are provided; the PA announcements and the Ravens radio feed.

CLOSED CAPTIONING

- The Ravens have teamed up with Home Team Captions and Caption Colorado to provide closed captioning for deaf and hard of hearing individuals at all home games. Closed captioning for the public address system is available on the ribbon boards around the seating bowl, as well as in the Ravens' official mobile app. Closed captioning for the Ravens' radio broadcast is also available in the official mobile app.
- Captioning is available via personal smartphones or a courtesy handset acquired on gameday. Deaf and hard of hearing guests can enable their personal device at any time by following these easy steps:

FOR THE RAVENS' PUBLIC ADDRESS SYSTEM:

- Go to www.BaltimoreRavens.com/GamedayCaptioning
- The program will start running automatically.
- You can change font, font size, color and background, if needed.

FOR THE RAVENS' RADIO BROADCAST:

- Go to www.MobileCap.net
- When prompted, enter your name and event ID 1016.
- The program will start running automatically.
- Please remember to log out after the event.
- The courtesy handsets can be acquired on gameday at any Guest Services Location (Section 100, 127, 500 or 526) inside M&T Bank Stadium.

ENTRY

- The following gates are accessible for guests with disabilities: Gates A, B, C, D, F, A1, A2 and the Media Gate (South side of the stadium). Medical needs lines exist at all main gates (A, B, C, D).

ELEVATORS

- There are six (6) banks of elevators in M&T Bank Stadium – three on the North side and three on the South side.
- North side elevators are located near Sections 102, 146, and 151 and South side elevators are located near Sections 119, 124, and 129. Please note that there are stairs to enter the elevator lobby at section 124. The elevators at sections 102, 119, 129, 146, and 151 have no stairs and are accessible for all guests.
- The elevators located at sections 102 (Northeast), 119 (South), 129 (Southwest), 146 (North), and 151 (Northwest) are open to any guest who requires the use of an elevator to reach their seat location.

- Only guests with suite level tickets may enter the elevator lobbies from the exterior of the stadium. Guests with accessible non-suite level tickets MUST access the elevators from the interior concourse.

ESCALATORS

- There are four (4) escalators in M&T Bank Stadium – two on the North side (near section 146 and a second near section 150) and two on the South side (near section 119 and 127.)
- The escalators located at section 150 and 127 service the club level only. The new escalators by section 117 and 146 will service all levels and are open to all guests.

GUEST SERVICES CENTERS

- Guest Services Centers are located on the Lower Level concourse (Sections 100 and 127), Upper Level concourse (Sections 500 and 527), and at the Club Level concierge desks (Sections 204, 224, 229, 250).

MOBILITY DEVICES

- Wheelchairs, motorized wheelchairs, scooters, and walkers are permitted inside M&T Bank Stadium.
- If the device is not needed during the event guests may check their mobility device at any Guests Services Center (Sections 100, 127, 525, and 553) or Club Concierges (Sections 204, 224, 229, 250) and pick it up at the conclusion of the event.
- A limited number of wheelchairs are available at Guest Services Centers.
- These wheelchairs are intended for transport only and not for utilization throughout the event.
- Segways are not permitted inside M&T Bank Stadium.

RESTROOMS

- There are 64 restrooms located throughout M&T Bank Stadium. All are equipped with accommodations for guests with disabilities.

SERVICE ANIMALS

- Only service animals are allowed in M&T Bank Stadium.
- Emotional support dogs are not permitted.

CONTACT US

- By phone at **410-261-RAVE (7283)**.
- By mail at **1101 Russell St., Baltimore, MD 21230**.



ACCESSIBILITY GUIDE FOR GUESTS WITH DISABILITIES

M&T Bank
STADIUM



TICKET INFORMATION

- To provide accessible seats to as many individuals who need them as possible and protect the rights of our guests with disabilities, the Ravens request that accessible seats not be resold without adhering to Ravens' policies.**
 - If an individual is unable to attend a game in their accessible seats, they are encouraged to contact the Ravens Accessible Seating Coordinator, who will provide options, even within a few days of gameday.
 - PSL Owners interested in selling their PSL(s) in an accessible seating area are encouraged to contact the Ravens Ticket Office at **(410) 261-RAVE (7283)** prior to any PSL sale. The Accessible Seating Coordinator will provide options.
 - The Ravens reserve the right to cancel seats or provide alternative seating 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 Ravens may choose not to sell accessible seats to an individual based on repeated misuse or non-use of the seats.
- The Ravens request that all owners of accessible season seats complete an Accessible Seating Request Form on an annual basis.**
 - Completion of this form will enable the Ravens to provide a reasonable accommodation to eligible guests based on both an individual's request and the Ravens' assessment of individual needs.
 - PSL Owners are asked to complete this form prior to the distribution of season tickets.
- As a standard operating procedure, the Ravens make 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 M&T Bank Stadium.
 - The Ravens encourage guests who require accessible seating to contact the Ravens if they are unable to attend select games throughout a given season – the Accessible Seating Coordinator will provide options.
 - The Ravens reserve 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.
- In accordance with the Americans with Disabilities Act, the Ravens are not required to provide accessible seats in the event of a sellout.**
 - Guests who utilize accessible seating have no greater right to obtain tickets to a sold out game than do guests who do not require accessible seating.
 - If general seating is sold out and accessible seating remains, available equal access seating may be released for general public sale.

PSL OWNER INFORMATION

- PSL Owners may be entitled to exchange out an entire season of tickets, based on circumstance, need, and available accommodations.**
 - The requestor will be asked to fill out an Accessible Seating Request Form to ensure comfortable accommodations.
 - 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 PSL account.
- If availability exists, PSL Owners may exchange non-accessible seating for accessible seating on a game by game basis. All accessible ticket exchanges and seating accommodation requests must be completed before the day of the game to ensure proper accommodations.**
 - In the case of a Sunday/Monday home game, we ask that ticket exchanges or seating accommodation requests be made by the Wednesday before the game at Noon, for a Thursday-Saturday home game, we ask that exchanges or requests be made by the Tuesday before at Noon. Exchange requests made the week of the game will require confirmation from the PSL Owner.
 - The Ravens Ticket Office should be contacted as soon as it is apparent that a seating accommodation or change is needed so that the Ravens Ticket Office and Stadium Operations Departments have adequate time to make the necessary ticket and seating arrangements. The earlier the request is made, the more likely we will be able to accommodate the request.
 - Any relocation or accommodation request made after the time specified in this policy will not be guaranteed. Guests arriving at the stadium on gameday in possession of tickets for non-accessible seating with the expectation of being accommodated in an accessible seating area may be turned away due to lack of available inventory.
 - Relocation requests are subject to availability. Upgrade costs may apply.

SINGLE GAME BUYER INFORMATION

- Individuals who are interested in purchasing accessible single game tickets, but are not PSL Owners, can contact the Ravens Ticket Office at (410) 261-RAVE (7283) on the same date and time that all other single game Ravens tickets go on sale to the general public (typically in conjunction with the NFL schedule release).**
 - Individuals who contact the Ravens prior to the date of the general public sale to request tickets will be told to call back on the sale date set by the Ravens. There will be no exceptions to this policy.
 - All single game seating will be assigned in the order that the request was received.
- If accessible seating is available the week of the game, tickets may be purchased by phone. All Ravens single game tickets will be in the form of a secure, mobile ticket.**
 - The Ravens encourage anyone interested in purchasing single game tickets in an accessible area to contact the Ravens Ticket Office as soon as possible – this will increase the chance of obtaining tickets, in addition to providing more seating and pricing options.

PARKING INFORMATION

- M&T Bank Stadium has over 100 parking spaces for those who require accessible parking.
- Accessible parking spaces are located in lots B and C. There are also a small amount of accessible parking spots in lot R, which is located underneath Russell Street.
- All accessible parking is sold on a first-come, first-served basis. Accessible parking passes cannot be purchased in advance. Parking lots open 4.5 hours prior to kickoff.**
- Access to accessible parking spaces is limited to vehicles with disabled license plates or valid disabled hang-tags. A valid Ravens game ticket must be presented as well. In addition, the person to whom the disabled tag was issued must be in the vehicle and may be asked to provide a state MVA disabled registration card.

DROP-OFF AREA

- A drop-off area for guests with disabilities is located along the Northbound Russell Street Service Drive on the West side of M&T Bank Stadium between Gates D & E.
- Guests can be dropped off at this location, prior to parking the vehicle, and picked up after the game.
- Upon entering the Service Drive, inform the SP+ attendant that you would like to utilize the disabled drop-off area.