

ADA ACCESSIBILITY

AT



UBS Arena

GUEST
GUIDEBOOK



WELCOME

Welcome to UBS Arena!

This guide is intended to walk you through key resources and accommodations provided for all guests with a mobility or accessibility need.

Please feel free to page through the document and utilize the contact information below if you have any additional questions.

UBS Arena Guest Accessibility Team
ada@ubsarena.com

UBS Arena Accessibility Hotline:
516-460-8598

UBS Arena Event-Day Text Line:
205-UBS -HELP (205-827-4357)



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PARKING & TRANSPORTATION | DIAMOND LOT

- Offers accessible parking spaces
- Acrisure Great Hall + BMW Entrance are the closest entry points
- All guests must have the appropriate pass for the lot they are parking in



PARKING & TRANSPORTATION | SILVER LOT

- Offers accessible parking spaces
- On-demand shuttles (if needed) from lot to arena entrance
- Text 205-827-4357 (205-UBS-HELP) to request on-demand pickup
- BMW Entrance is closest entry point from shuttle drop-off
- All guests must have the appropriate pass for the lot they are parking in



SILVER ACCESSIBLE PICKUP

PARKING & TRANSPORTATION | RUBY LOT

- Offers accessible parking spaces
- On-demand shuttles (if needed) from lot to arena entrance
- Text 205-827-4357 (205-UBS-HELP) to request an on-demand wheelchair pickup
- BMW Entrance is closest entry point from shuttle drop-off
- All guests must have the appropriate pass for the lot they are parking in



PARKING & TRANSPORTATION | EMERALD LOT

- Offers accessible parking spaces
- Accessible shuttles to and from the arena
- Pickup in Emerald A1
- Drop-off by Northwest corner of the arena
- AMEX Entrance is closest entry point from shuttle drop-off
- All guests must have the appropriate pass for the lot they are parking in



**PARKING & TRANSPORTATION
EMERALD SHUTTLE DROP-OFF**



**ACCESSIBLE
SHUTTLE
DROP-OFF**

**PARKING & TRANSPORTATION
BELMONT PARK GARAGE**

- Offers accessible parking spaces
- ADA accessible van transports to and from Garage
- BMW Entrance is closest entry point from shuttle drop-off
- All guests must have the appropriate pass for the lot they are parking in



**ACCESSIBLE SHUTTLE
PICKUP & DROP-OFF
FOR SILVER, RUBY &
BELMONT PARK GARAGE**

BMW ENTRANCE



**ALL ADA SPACES ARE
LOCATED NEXT TO
ELEVATORS**



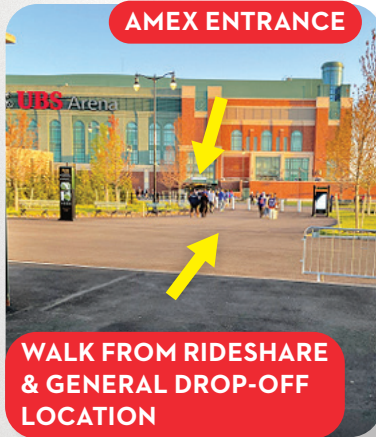
**ADA-ACCESSIBLE
VAN PICK-UP TO
THE ARENA**



**COVERED BENCH
WAITING AREA FOR
SHUTTLES**

RIDESHARE & PICK-UP/DROP-OFF

- All rideshare arrivals and departures are only accessible via Cross Island Parkway - Exit 26D
- AMEX Entrance is closest entry point
- If necessary, you may coordinate a wheelchair pickup from the drop-off by texting 205-827-4357 (205-UBS-HELP)



ADA ENTRY & ACCESSIBILITY DURING EVENTS

- Guests with accessibility needs may enter through ALL entrances
- If entering through the Acrisure Great Hall, our designated ADA Entrance is located at the far-right doors
- We also have a recommended ADA Entrance at our Ticketing Concierge
- Upon arrival to the venue, our ADA Ambassadors can assist you from the entrance to your seats

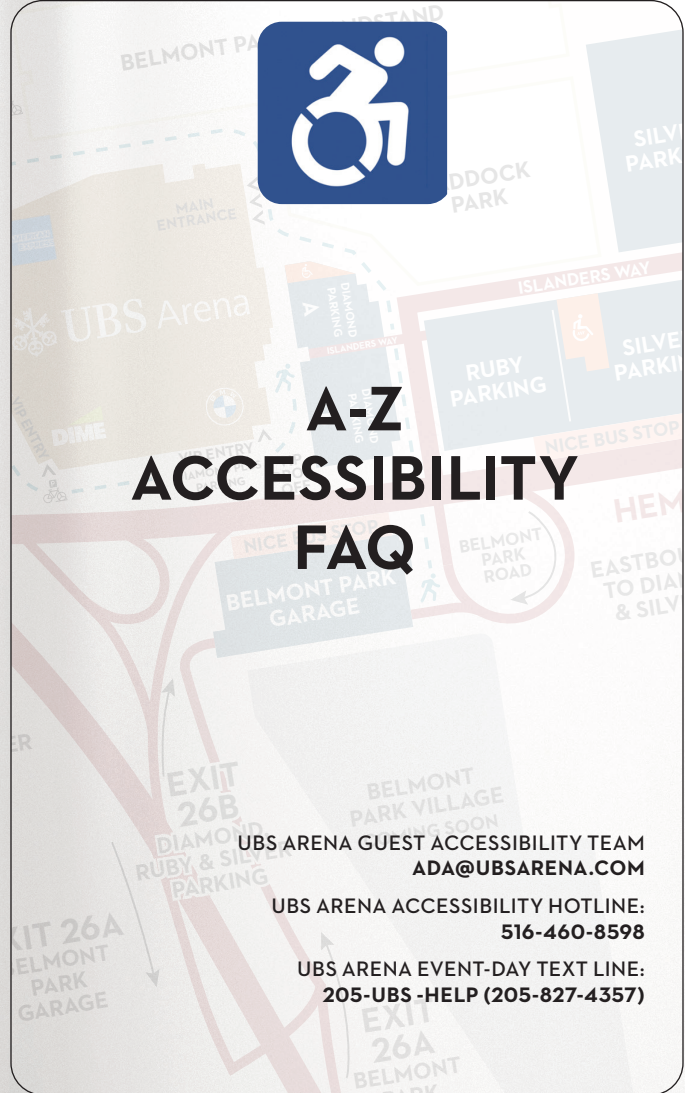


ELMONT-UBS ARENA LIRR STATION

- The Elmont-UBS Arena LIRR is fully ADA accessible, and offers an ADA accessible shuttle to the arena
- With the arrival of the Elmont-UBS Arena LIRR station, the Queens Village shuttle to the arena will no longer operate



A-Z ACCESSIBILITY FAQ



UBS ARENA GUEST ACCESSIBILITY TEAM
ADA@UBSARENA.COM

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205-UBS -HELP (205-827-4357)

ACCESSIBILITY

UBS Arena is committed to providing accessibility and accommodation to all guests.

For any accessibility questions or needs, please contact ADA@ubsarena.com or call **516-460-8598**.

AMERICAN SIGN LANGUAGE (ASL) SERVICES

ASL services must be scheduled at least 48 hours in advance by contacting us at ada@ubsarena.com. Less notice may result in difficulties fulfilling the request.

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices are available at Guest Services located on the Main Concourse at Section 106 and on the Upper Concourse at Section 212.

CAPTIONING SERVICES

Closed captioning will be located on the ribbon board and through your personal smartphone device for all New York Islanders events. For all other events, please send an email to ada@ubsarena.com to request captioning at least 48 hours in advance. Less notice may result in difficulties fulfilling the request.

FAMILY RESTROOMS

Yes, there are single stall restrooms located in Sections 101, 106, 107, 108, Dime Club, 117, Suite Level, 201B, 210, 212, 214.

There are also family restrooms located in Family Services 106 and Family Services 212.

FIRST AID

Fully equipped first aid stations staffed with registered nurses are located on the main and upper concourses, across from Sections 107 and 224/324. Please ask the nearest team member should you require assistance.

FOOD AND BEVERAGE OFFERINGS**BELMONT HALL**

Belmont Hall is a sports bar serving beer hall classics, a variety of New York State brewers, and menu items from Floral Park's beloved The Harrison restaurant. It is open on event days. Belmont Hall is located next to Ticketmaster Concierge (Box Office).

Guests do not need tickets to arena events to enter Belmont Hall. We do not accept reservations. Guests under the age of 21 are allowed entry.

GLUTEN-FREE

Located at Sections 108, 119, 203, 214 & 229

KOSHER FOOD

Located at Sections 108 & 220

VEGAN/VEGETARIAN FOOD

Located at Sections 108, 119, 203, 214 & 229

GUEST SERVICES LOCATIONS

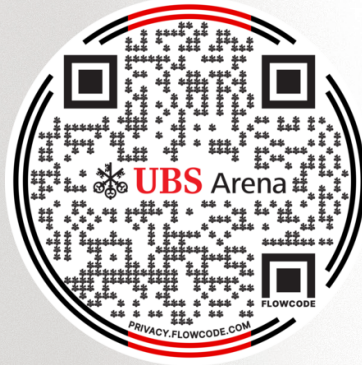
Guest Services are located on the Main Concourse at Section 106 and on the Upper Concourse at Section 212.

MOBILITY DEVICE STORAGE

Guests can store strollers or wheelchairs at any of our Guest Services Kiosks located at Section 106 and Section 212.



QR CODES



QR CODE TO ADA ACCESSIBILITY PAGE

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ADA@UBSARENA.COM

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SENSORY ROOMS

- Sensory Rooms are located on the Main Concourse at Section 106 and on the Upper Concourse at Section 212
- Sensory Bags can be checked out at Guest Services 106

SERVICE ANIMALS

If you or a member of your party is bringing a service animal, please email ada@ubsarena.com no later than 48 hours prior to the event. There are seating locations throughout the arena providing a dedicated space for your service animal. There is a pet relief area located in the plaza North of the Acrisure Great Hall / Main Entrance.

WATER/DRINKING FOUNTAINS

There are bi-level wall-mounted drinking fountains located in guest-facing spaces throughout the Arena.

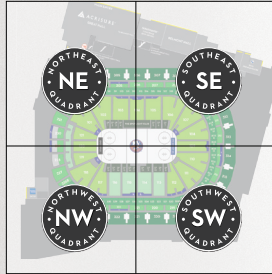
WHEELCHAIR ESCORTS

Our Guest Services team provides complimentary wheelchair escorts to guests when requested. Escorts are available at any entrance when doors are open for all guests. Please be aware that our personnel cannot remain with you during the event, nor will they allow you to remain in or keep the wheelchair for the duration of the event. Please feel free to ask the nearest team member or utilize the event-day text line **205-827-4357 (205-UBS-HELP)** to request a wheelchair.



ADA UBS ARENA ISLANDERS				
SECTION	ROW	FIRST SEAT	LAST SEAT	QUANTITY
101	1W	1	6	6
103	26W	6	17	12
104	26W	1	2	2
104	26W	13	14	2
105	26W	1	12	12
107	1W	1	4	4
109	26W	1	2	2
109	26W	9	10	2
112	26W	1	10	10
112	26W	13	20	8
114	26W	1	6	6
115	26W	1	6	6
117	26W	1	8	8
117	26W	14	19	6
118	1W	1	6	6
205	3WC	1	18	18
210	3WC	1	12	12
214	3WC	1	20	20
217	3WC	1	12	12
222	3WC	1	18	18
228	10W	1	12	12
230	10W	1	12	12
329	10W	1	2	2
329	10W	14	15	2

ADA UBS ARENA NON - ISLANDERS				
SECTION	ROW	FIRST SEAT	LAST SEAT	QUANTITY
103	26W	6	17	12
104	26W	1	14	14
105	26W	1	12	12
109	26W	1	10	10
112	26W	1	10	10
112	26W	13	20	8
114	26W	1	14	14
115	26W	5	18	14
117	26W	1	8	8
117	26W	14	23	10
205	3WC	1	18	18
210	3WC	1	12	12
214	3WC	1	20	20
217	3WC	1	12	12
222	3WC	1	18	18
228	10W	1	12	12
230	10W	1	12	12
329	10W	1	2	2
329	10W	14	15	2
FLR1	1W	1	6	6
FLR1	2W	1	4	4
FLR3	1W	9	14	6
FLR3	2W	11	14	4



DEDICATED ACCESSIBLE ENTRANCE AT THE FAR RIGHT DOORS OF OUR ACRISURE GREAT HALL (MAIN ENTRANCE)

LOBBY LEVEL

MAIN ENTRY / ACRISURE GREAT HALL

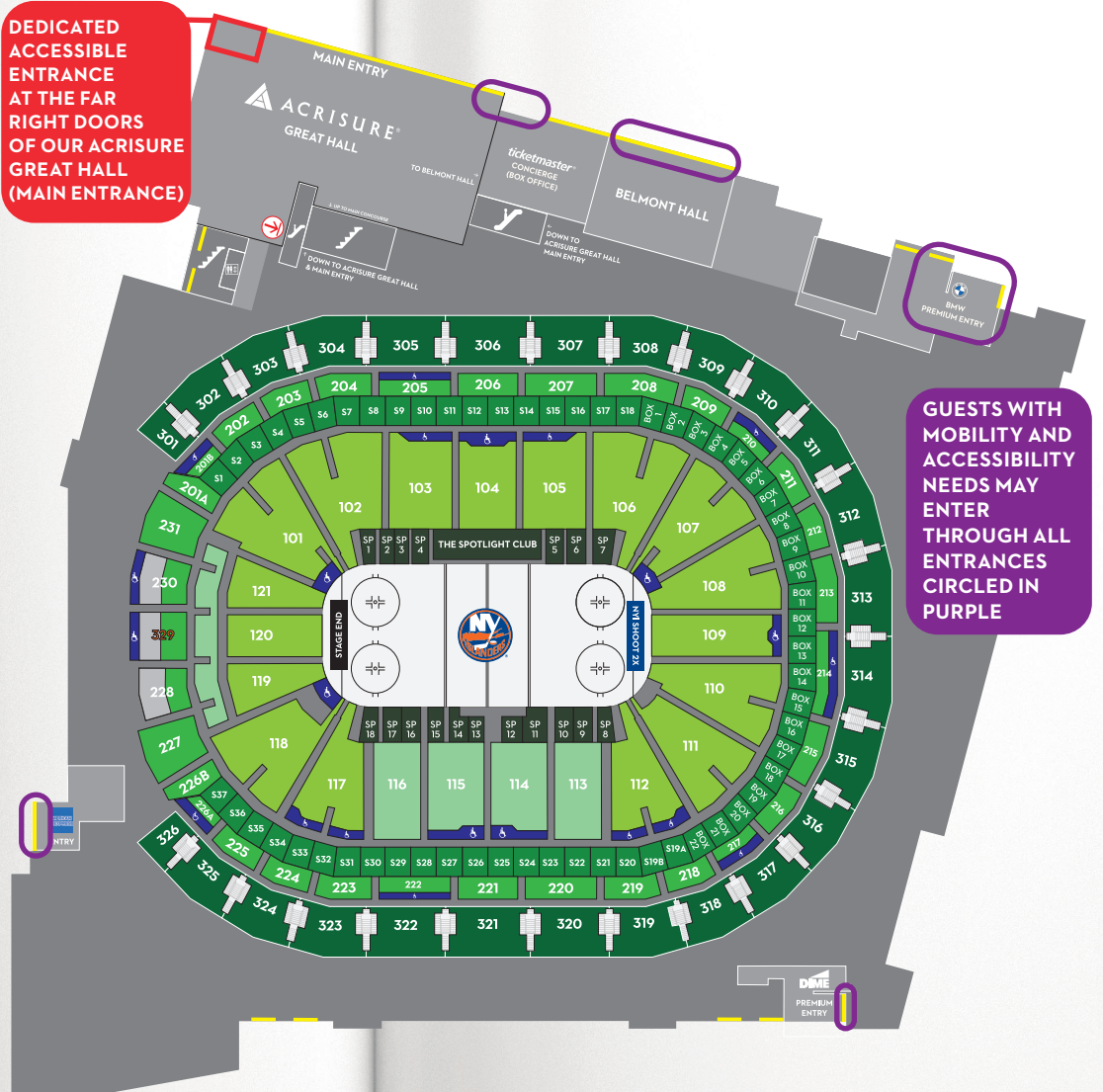
YOU ARE HERE

MAP LEGEND

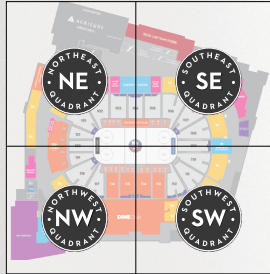
P	The Stan Fischer Press Level
2	Upper Deck 301-326 Upper Concourse 201-231 / 329 supporters' section Tailgate Bar
S	The PitchBook Suite Level PitchBook Suites S1-S37 UBS Club & Boxes 1-22
1	Main Concourse 101-121 Clubs DIME Club Hyundai Club
L	Main Entry / Acrisure Great Hall
E	Event Level Spotlight Suites SP1-SP18 Verizon Lounge Spotlight Club

Circulation

- Locations
- Escalators
- Elevators
- Stairs
- Exterior Doors



GUESTS WITH MOBILITY AND ACCESSIBILITY NEEDS MAY ENTER THROUGH ALL ENTRANCES CIRCLED IN PURPLE



MAIN CONCOURSE

SECTIONS 101 - 121

YOU ARE HERE

MAP LEGEND

Amenities

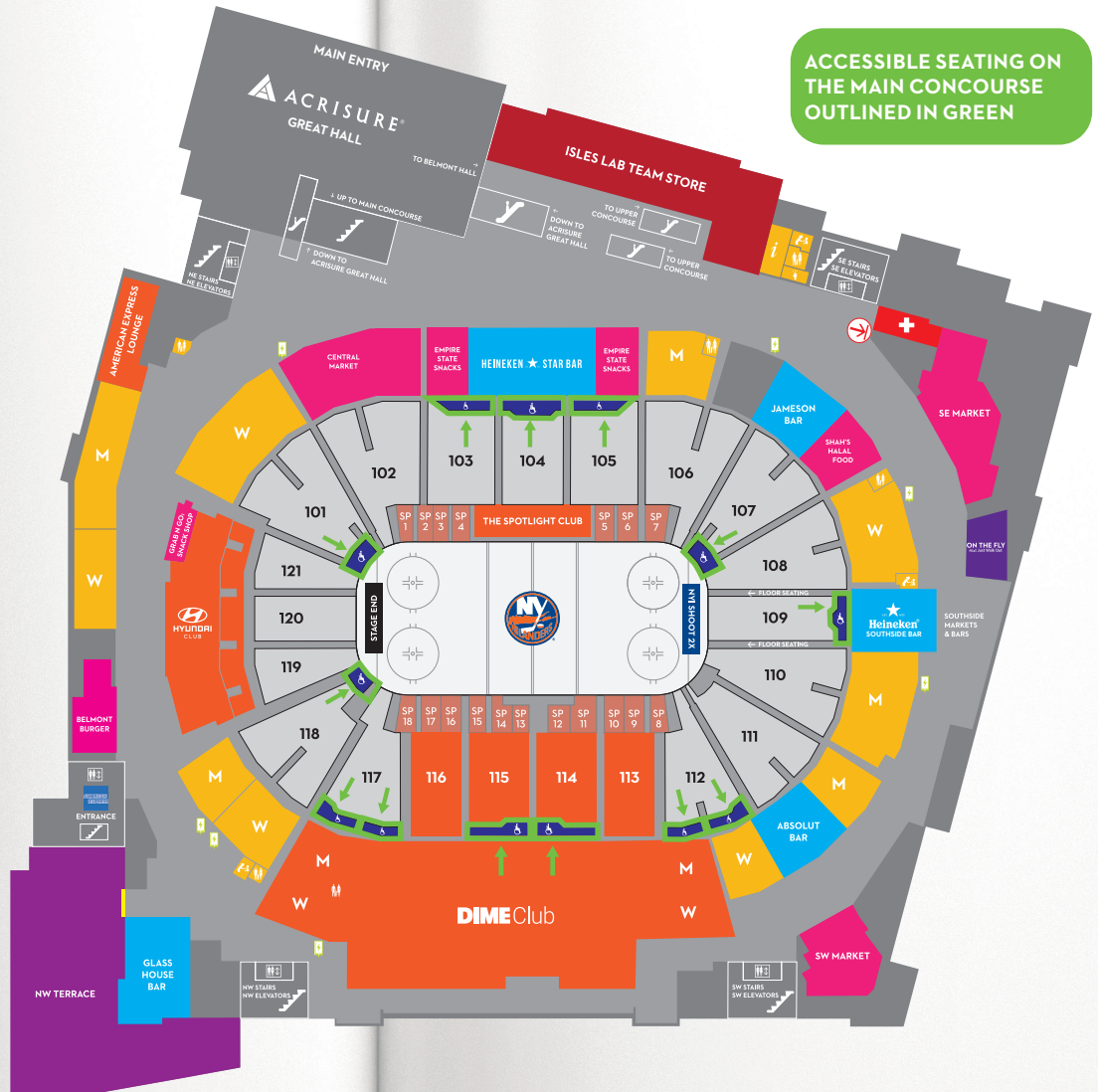
- Clubs
- Entries
- Suites
- Serviced Markets
- Self-Serviced Markets
- Bars
- Retail
- First Aid
- Exterior Doors
- Outdoor Terrace

Circulation

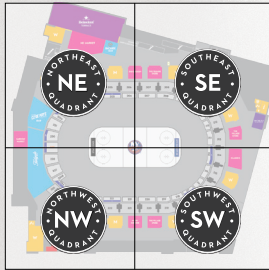
- Locations
- Elevators
- Escalators
- Stairs

Operations

- First Aid
- Locations
- Men
- Women
- Family
- Mother's Room
- Sensory Room
- Guest Services
- Charging Stations



ACCESSIBLE SEATING ON THE MAIN CONCOURSE OUTLINED IN GREEN



UPPER CONCOURSE

SECTIONS 201-231
SECTIONS 301-326 / 329

YOU ARE HERE

MAP LEGEND

Amenities	
Clubs	First Aid
Entries	Exterior Doors
Suites	Outdoor Terrace
Serviced Markets	
Self-Serviced Markets	
Bars	
Retail	
Circulation	
Locations	Escalators
Elevators	Stairs
Operations	
First Aid	
Locations	Mother's Room
Men	Sensory Room
Women	Guest Services
Family	Charging Station

ACCESSIBLE SEATING ON THE UPPER CONCOURSE OUTLINED IN ORANGE

