

## Selling ADA Tickets

- When selling accessible seats, it is vitally important that you follow the guidelines covered here to be sure that we are respectful of patrons needs and compliant with the law.
- Once you have sold accessible seats, you MUST enter a CSI according to the following format:

**Category:** Ticketing Issue

**Activity Type:** ADA-FOH

### Notes:

Order #12345670  
 Seats = Section, Row A, 1,3,5,7  
 No of Accessible Seats = 1  
 Special Request: <none>

**Note – these CSI must be updated if you make any changes to ADA orders including exchanges!  
 If the existing CSI is for an entire package, you must create a NEW CSI for the new ticket.**

## ADA Regulations – General Overview

- Accessible seats should be available at most price point and purchase points (eg, web) as non-accessible seats
- Ticket Philadelphia will make accessible seating available at all price points – this means that a certain physical location, such as Merriam front orchestra, may have seats available at different prices
- A patron with accessibility needs can reserve seats in an accessible area for themselves and 3 companions – as with all patrons, seating is subject to availability
- Ticket Philadelphia may at times, pursuant to ADA regulations, open accessible seats to the general public
- ★ We may NOT ask a person their “disability” or ask probing questions about what specific features they need for the seat to be accessible

### Service Guidelines:

- ★ Always get “attestation” by asking: “Do you require the features of an accessible seat.” This can feel redundant if the patron specifically requests accessible seating, but we still must confirm:  
**“We do have accessible seating available in (venue), and accessible seating is reserved for the exclusive use of patrons who need the features of an accessible seat and their guests. Do you or a member of your party require accessible seating?” If yes, then ask: “How many people are on your party?” and then “How many members of your party require accessible seating?”**
- If you have a choice between seat prices, offer the patron all available options. In the Merriam orchestra and Academy balcony, we have similarly located seats with significant price differences – this is due to our commitment to offer accessible seating at most price points despite the accessibility limitations of the venue
- ★ Although we cannot ask probing questions, we SHOULD ask: “Is there any information you would like us to provide to house management before your arrival?”

### Who can purchase accessible seating?

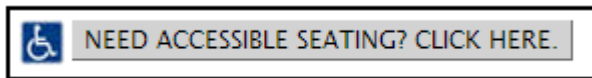
- Anybody requesting the use of accessible seating who attests that they require the features of an accessible seat
- Individuals with mobility restrictions such as wheelchairs or health conditions that preclude stairs or walking
- Individuals who need the features of a wheelchair accessible seat for other reasons including needing a space for a service dog to sit or requiring a particular type of chair
- Anybody purchasing tickets for someone who requires the features of an accessible seat

## Tessitura Guidelines

- Seats marked 'W' are accessible and seats 'c' are reserved "companion" seats
- Seats marked with a '=' are transfer seats
- Seats marked with a 'W' or 'c' that are WHITE – ie, no hold on the seat – may be sold to the general public. In these cases, **we must notify the patron that the seat is a loose chair in an accessible section.**

## Web Purchase Path

- The accessible seating web purchase path functions similarly to the general web purchase path. There are notifications throughout requiring the patron to indicate that they do require the features of accessible seats.
- Start with button (pictured below) – then choose between select your own and best available
- Throughout the purchase path, there is clear indication that you are in "ADA Mode" (see below)



You are currently in accessible seating mode.  
[Click Here](#) to cancel