



THE CITY OF SAN DIEGO

QUALCOMM[®]
S T A D I U M



**ACCESSIBILITY
GUIDE AND SERVICES
FOR GUESTS
WITH DISABILITIES**

QUALCOMM®

S T A D I U M

Table of Contents

Introduction.....4

Getting to QUALCOMM Stadium.....5-7

Parking Lot Map.....8

Accessible Seating and Ticket Policy7-10

How to Get to Your Seat.....10-11

Map of Plaza Level12

Accessible Services and Policies.....13-16

General Stadium Information.....16-18



Introduction

Dear Guest:

This guide is intended to provide pertinent information to make your visit to QUALCOMM Stadium as safe and enjoyable as possible. As management of QUALCOMM Stadium, we are dedicated to enhancing access to our facilities and the enjoyment of our events for all current and future guests.

The Stadium Manager's mission is to bring to the Greater San Diego area a large variety of events. By making our facility "User Friendly", our guests return time and time again with their families and peers, making QUALCOMM Stadium their place of choice for sports, entertainment and public forum.

We not only take pride in the fact that we are complying with California Title 24 and the Americans With Disabilities Act (ADA), but we are also working closely with our colleagues in the industry to ensure equal access to all. If you need other accommodations that are not provided at the Stadium please call us prior to your visit so we can provide assistance. In addition, if you experience any problems or have suggestions on how we can improve our facility please let us know by contacting the Stadium's ADA Coordinator at (619) 641- 3130 or if using a TTY machine call (619) 641-3174 or email us at stadium@sandiego.gov. Our business hours are Monday thru Friday 8:00 a.m. - 4:30 p.m. Also, during an event you can contact our ADA Coordinator who is located at the First Aid Office. For more information about QUALCOMM Stadium go to our website at www.sandiego.gov/qualcomm.

We look forward to having you visit QUALCOMM Stadium.

Sincerely,
Stadium Management

Getting to Qualcomm Stadium

QUALCOMM Stadium is easily accessible by automobile, bus and the trolley.

DIRECTIONS BY AUTOMOBILE:

QUALCOMM Stadium is located at Friars Road and Mission Village Drive. Friars Road can be accessed by Highway 163 North or South and Interstate 15 North or South. There is no access to Friars Road from Interstate 805. The attached map provides general directions.

PARKING AT THE STADIUM:

There are 252 fully accessible parking stalls located in the inner ring of the parking lot. These are the closest parking areas to the entrances into the Stadium. In addition, there are an additional 97 parking spaces which are designated as accessible spaces, but do not have the proper slope. These stalls are located in the inner ring of the parking lot along the sidewalks leading to the gates. These stalls are marked with signs that indicate "EXCESSIVE SLOPE." If you require a fully accessible parking stall we suggest that you arrive at the Stadium at least two hours prior to the start of the event. The attached map indicates the locations of the stalls and places to park to get the closest to your seat.

Persons who have a valid accessible placard or a license plate with the International Symbol or a public transportation pass that indicates they are permanently disabled can park for free. You must have the DMV paperwork that goes along with the placard or license plate. Failure to provide this paperwork to the parking cashier or a San Diego Police Officer will require the parking fee to be paid and could result in the confiscation of the placard and severe fines.

PARKING LOT SHUTTLE SERVICE:

An accessible van that is equipped with a wheelchair lift operates inside the parking lot for persons with disabilities. The shuttle driver is trained in providing assistance to persons with disabilities to enter and exit the van.

The shuttle starts one and a half hours ($1^{3/4}$) prior to an event and will pick-up people at the main gate, trolley stop, express bus parking area and other areas in the inner ring. Or, you can call from your cell phone for pick-up at your parking space. Simply call the Parking Office at (619) 281-6316, tell them your location and they will arrange for your pick-up. See attached map

Getting There by Car

Where is Qualcomm Stadium?

Qualcomm Stadium is located at Friars Road and Mission Village Drive. Friars Road can be accessed by Highway 163 north or south and Interstate 15 north or south. There is no access to Friars Road from Interstate 805 north or south.

From Beaches

Travel east on I-8. Take Qualcomm Way to Friars Road east.

From East County

Travel west on I-8 to Mission Gorge/Fairmount Road, turn right on Mission Gorge Road; turn left on San Diego Mission Road.

From North County Coastal

Travel south on I-5 to I-8 east. Take Qualcomm Way to Friars Road east.

From North County Inland

Travel south on I-15 to Friars Road west.



From South Bay Coastal

Travel north on I-5 to I-8 east to 163 North to Friars Road going east.

From South Bay Inland

Travel north on I-805 to I-8 west. Take Qualcomm Way to Friars Road going east. Or travel north on I-805 to I-8 east. Take Mission Gorge/Fairmount Road and turn left onto Mission Gorge Road; turn left on either San Diego Mission Road or Friars Road.

Getting to Qualcomm Stadium

for shuttle routes. The shuttle will take you to the gates. The shuttle stops around thirty minutes after the event starts. The shuttle resumes at the beginning of the fourth quarter for football games or when there is thirty minutes left with other events. The shuttle will circle the road closest to all the gates for picking people up. You can also schedule a pick-up with the driver when you are on the shuttle prior to the event or go to Customer Service and the shuttle can be contacted for pick-ups.

BUS AND TROLLEY INFORMATION:

For Bus and Trolley Information call (619) 233-3004 or 685-4900, for hearing impaired: (619) 234-5005 TTY. The trolley and station are fully accessible. The San Diego Trolley stops inside the parking lot at Section J-2. The Stadium shuttle will pick up and drop off people at the trolley and you can enter the Stadium at Gates J or K.

Accessible Seating & Ticket Policy

ACCESSIBLE SEATING:


QUALCOMM Stadium has the following three types of accessible seating:


Aisle Transfer - Aisle transfer seats are seats without arms and are located on an aisle. A minimum of 100 transfer seats have an adjacent companion seat that can also be purchased. Transfer seats are located in the following areas, but locations may not be available for all events: Field 32, 34, 36, 38; Plaza 3-8; 11-16, 18-32, 34-39, 41-60; Club 1, 5, 9, 10, 14, 28, 29, 32-40, 43, 44, 60; Loge 17-20, 22-26, 45-49, 54-58; Press 4, 11, 13, 16, 18, 46, 47, 55-57; View 3-41. All of the transfer seats are not on an accessible path of travel. If an accessible path of travel is needed you should request this from the ticket seller.

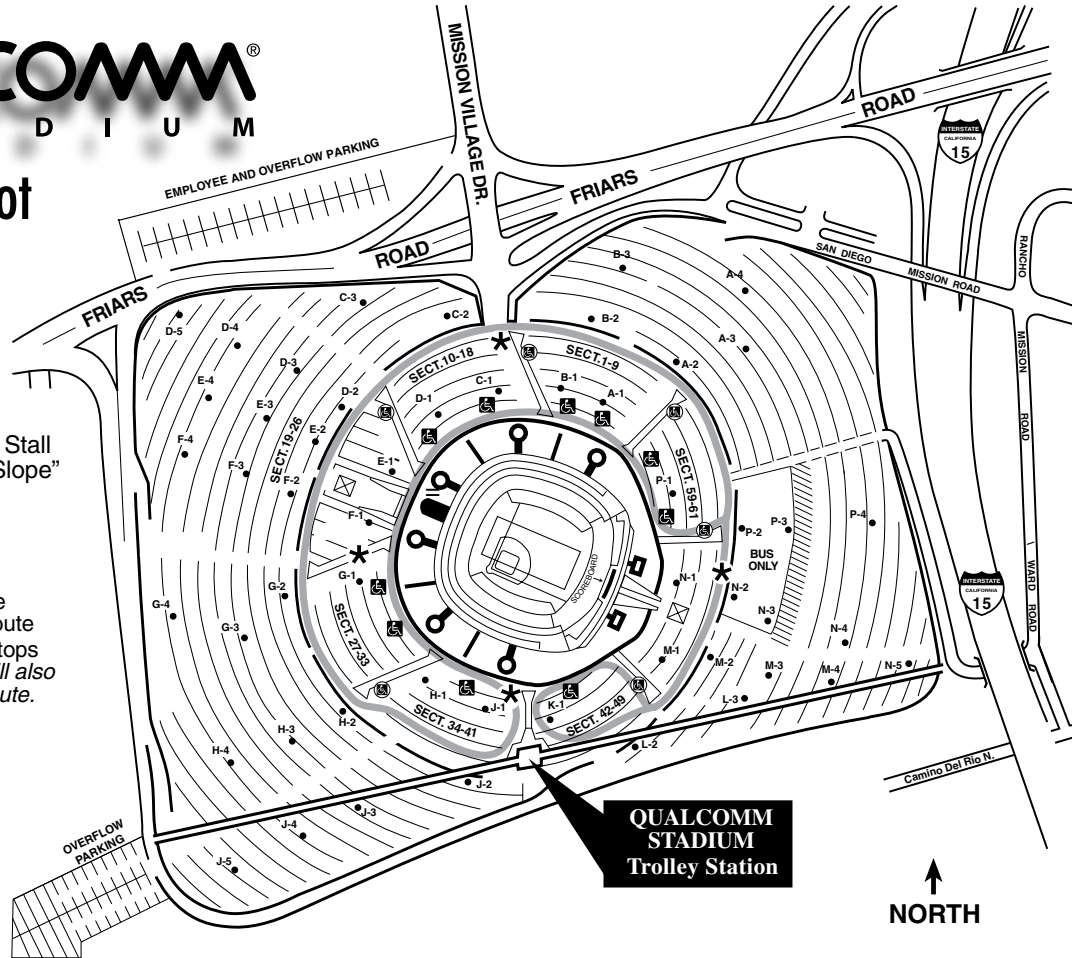
Semi-Ambulatory - Semi-ambulatory seats are seats that have a minimum of twenty-four (24) inch leg space. A minimum of 100 semi-ambulatory seats have an adjacent companion seat that

QUALCOMM[®] STADIUM

Parking Lot

 = Designated Stall
"Excessive Slope"

 = Accessible Shuttle Route
* Primary Stops
Vehicle will also stop on route.



Accessible Seating & Ticket Policy

can also be purchased. Semi-Ambulatory seats are located in the following areas, but locations may not be available for all events: Field 31,33,35,37,39,41; Plaza 1-14, 16-47, 49-54, 56, 58, 60; Club 6-10, 28-37, 39-42; Loge 15-18, 22-27, 45-48; Press 3, 5-11, 14, 15, 17-21, 23, 40-44, 58, 60, 61; View 1, 43-45, 48, 49, 54, 55, 59, 60. All of the semi-ambulatory seats are not on an accessible path of travel. If an accessible path of travel is needed you should request this from the ticket seller.

Wheelchair - A wheelchair space and an adjacent companion seat are available for purchase. Wheelchair seats are located in the following areas: Field Level (Located at Lower Plaza Walkway) 0,1, 2, 4, 6, 8, 10, 11,12, 38, 40; Plaza 2, 3, 5, 9, 10, 17, 25, 32, 33, 35, 39, 40, 44, 45, 46, 50-53, 57, 58, 59; Club 9,10, 39, 40, and the following Club Sections which are accessed from the Loge Levels: 1-15, 28-44, 60, 61; Loge 21, 48, 49, 54, 55; Press 4, 7, 11, 45, 46, 47, 49, 54, 55, 56, 58; View 20, 21, 42, 47, 56, 61.

QUALCOMM STADIUM TICKET POLICY:

The following is QUALCOMM Stadium's ticket policy for the sale of accessible seats, i.e. wheelchair, semi-ambulatory, and aisle transfer seats.

For wheelchair and the adjacent companion seats, these seats will only be sold to persons requesting seats for wheelchair users and their companions during the period up to two days before an event and prior to when an event is declared a sell-out. For the period two (2) days before the event or if the event is declared a sell-out, the seats can only be sold to other persons with disabilities who would use semi-ambulatory or aisle transfer seats.

For semi-ambulatory and aisle transfer seats, these seats can only be sold to persons with disabilities during the period up to two (2) days before an event. If the event is sold out or two days prior to the event, the seats can be sold to the general public, except for sixty (60) semi-ambulatory and four (4) aisle transfer seats which must be held throughout the event and can only be sold to persons with disabilities. Anyone purchasing an accessible seat will be notified of the following: "Certain seats at QUALCOMM Stadium are designated for use by persons with disabilities and their companions. It is a violation of state law for any person who is not disabled to purchase and use tickets for such seats".

Accessible Seating & Ticket Policy

Ticket purchases at QUALCOMM Stadium are conducted by each organization that holds an event at the Stadium. The following are the ticket office telephone numbers for purchasing accessible seats for the major Stadium events. Should you have any problems with purchasing accessible seating you can contact the Stadium Manager's Office at (619) 641-3130 or (619) 641-3174 TTY.

	Telephone	TTY	Locations
San Diego Chargers Football	(888) 263-0006	(619) 641-3171	Gate C
San Diego State University Football	(619) 283-7378	(619) 641-3174	Gate E
Holiday Bowl and Poinsettia Bowl	(619) 283-5808	(619) 641-3174	Gate A
Events Other Than Above	(619) 908-3130	(619) 641-3174	

How To Get To Your Seat

The staff at QUALCOMM Stadium will provide assistance to help persons with mobility impairments to get to their seat. Upon entering the Stadium you should ask the employee at the gate for assistance. A wheelchair can be made available and an employee will push you to your seat. Wheelchairs are also available to be checked out at the First Aid Office by Gate F. The following are the ways to get to your seat. The attached map gives the locations of the ramps, escalators, elevators and other important areas in the Stadium. Please note that the ramps at Gates L and P are the only ramps that are accessible. The other ramps at Gates A, C, E, F, H & K have excessive slope.

Field Level/Lower Plaza Walkway

Take the stairs at the Plaza Level or take Elevator 4 by Gate H at Section 34 on the Plaza Level and wheelchair lifts at Sections 39,40. Take the Elevator at Gate E to the field concourse level and then take the wheelchair lifts at Field Sections 2, 10, 22, 39, 40 up to the Plaza.

How To Get To Your Seat

Take the Elevator at Plaza Section 51 behind the scoreboard down to the Lower Plaza Walkway.

Plaza Level

This is the main level in which you enter the Stadium from the parking lot.

Club Level

Use any of the ramps, elevators or escalators at Gates B and H.

Loge Level

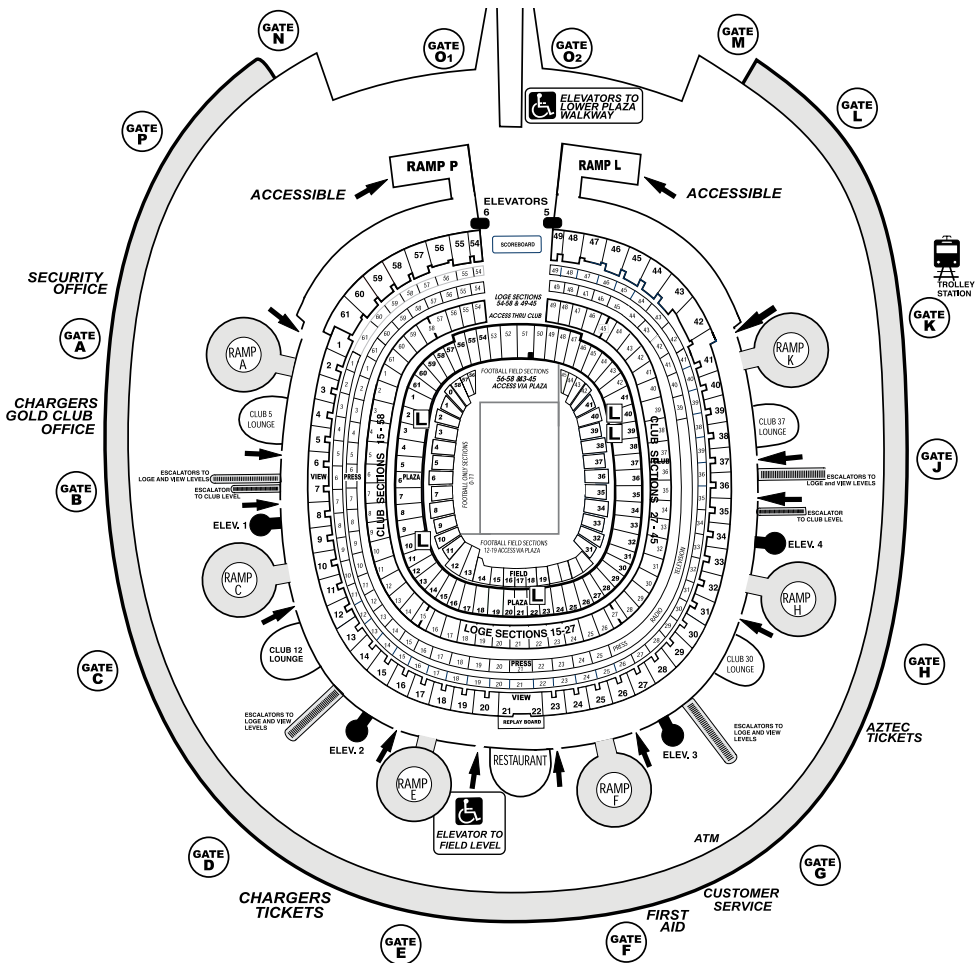
Use any of the ramps, elevators, or escalators at Gates B, D, G, and J.

Press Level

Use any of the ramps or elevators.

View Level

Use any of the ramps, elevators, or escalators at Gates B, D, G, & J.



HOW TO GET TO YOUR SEAT

FIELD LEVEL - STAIRWELLS DESIGNATED BY

FIELD LEVEL / LOWER PLAZA WALKWAY

ELEVATORS & LIFTS

PLAZA LEVEL - STREET LEVEL ENTRY

CLUB LEVEL SECTIONS

LOGE LEVEL SECTIONS

PRESS LEVEL SECTIONS

VIEW LEVEL SECTIONS

**ALL SEATING SECTIONS
MAY BE ACCESSED BY
RAMPS, ESCALATORS
or ELEVATORS**

Accessible Services & Policies

ADA COORDINATOR

During every event the Stadium has a person, “ADA Coordinator”, who is located in the First Aid Office at Gate F. This person is available to respond to any disability issues. On non-event days the “ADA Coordinator” can be contacted at (619) 641-3130 or (619) 641-3174 TTY.

AMPLIFIED PAY TELEPHONES AND TDY

Amplified Pay Telephones are located at the following locations: Club Sections 8, 34

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices are available at the Security Office at Gate A and at Customer Services at Gate F. Identification will be required in order to obtain a device. This will be returned to you when the device is brought back.

ATM MACHINES

Accessible ATM machines are located at Gate F on the Plaza Concourse on the Club Level at Sections 14 and 28, and View Section 20. For San Diego Chargers games, the Club Level ATM's are only available to Club Level ticket holder's.

ELEVATORS

Eleven elevators for the public are located at QUALCOMM Stadium. Ushers are staffed in each elevator to provide any necessary assistance. Elevators are located at Gates 01, B, D, F, H and 02. Elevators exclusively for use by persons with disabilities to get to the Field Level/Lower Plaza Walkway are located at Gate E and at Section 51 behind the scoreboard. Elevator 4 located at Gate H is not accessible to the general public for football games during the last three minutes on the game clock of each half, the last five minutes of the half-time period, and for five to ten minutes immediately following the end of football and baseball games.

Accessible Services & Policies

ENTRANCE GATES

At each entrance into the stadium there is one gate that is fully accessible.

ESCALATORS

Escalators are available to the Club at Gates B and H and Loge and View Levels at Gates B, D, G, and J.

FIRST AID

First Aid assistance is located by Gate F on the Plaza Level. If you have a medical problem you should contact an usher or security guard and they can alert the medical personnel.

FOOD, BEVERAGES & CONCESSIONS

Food, beverage, and concession stands are located throughout the Stadium. All permanent concession stands are accessible, except for Plaza stands at sections 26, 45, and 57. If you need assistance with a purchase please ask a concession stand employee who will assist you. For your convenience, persons with disabilities can bring in factory sealed plastic or paper containers that contain only water, juice, Gatorade, Powerade, electrolytes or other liquids required for medical reasons. There is no limit to the size and quantity of liquids that can be brought in as long as it is consumed by a person with a disability. For Charger games the wheelchair seats at the Field Level (Located at Lower Plaza Walkway) and at View Sections 20, 21 will be provided in seat food and beverage service. At other events, depending upon the sale of Club Seats, the in seat service may or may not be provided.

PROBLEMS & QUESTIONS

If you have any accessibility issues or problems or questions related to your visit to the stadium during an event, go to the Customer Service Office at Gate F or the Security Office at Gate A or ask any Usher or Security employee for help. You can also go to the First Aid Office and speak with the Stadium's ADA Coordinator or the Usher and Security employee can have the ADA Coordinator meet with you. During normal business hours (Mon. - Fri., 8:00 a.m. - 4:30 p.m.) call the Stadium Administrative Office at (619) 641-3130 or (619) 641-3174 TTY or email the Stadium at Stadium@sandiego.gov

Accessible Services & Policies

if you have any questions or concerns. In addition, you can contact the City of San Diego's Disability Services Coordinator at (619) 236-5979. All written complaints filed with the Stadium will also be sent to the City of San Diego's Disability Services Coordinator within three working days after a written complaint is received, the Stadium will provide a written response.

RESTROOMS

Accessible restrooms (wheelchair and semi-ambulatory) are located throughout the Stadium. Single accommodation unisex restrooms are located on Loge Level Section 49 and Loge Level Section 54.

SUITES

If you are sitting in a suite, a TTY machine and a portable dining table are available for your use. To obtain either equipment, contact the ADA Coordinator at the First Aid Office at Gate F to check them out.

TTY MACHINES

TTY machine is located on Club Level 34.

TELEVISIONS

Where a wheelchair or semi-ambulatory seating area has a limited view of the scoreboard, two television sets are provided. One will display the station that is broadcasting the game and the other will be a view of the main scoreboard. In addition, whenever possible, fireworks will be displayed and if available, closed captioning will be displayed on the television.

WATER FOUNTAINS

Accessible water fountains are located at the following locations:

Field Sections 6, 30

Plaza Concourse @ Sections 4, 9, 12, 30, 34, 46, 47, 54, 55

Plaza Sections 3, 18, 39

Club Sections 3, 4, 9, 10, 16, 18, 25, 27, 33, 37, 39, 43, 58, 59

Loge Sections 18, 19, 24, 49, 54

Press Sections 4, 10, 18, 23, 38, 55

View Sections 4, 9, 12, 18, 23, 30, 33, 38

Accessible Services & Policies

GUEST WITH SERVICE ANIMALS

Any service animal that is required because of a person's disability is allowed inside the stadium. Animals can eliminate at Gate 02. Gate 02 is a landscaped area with signage denoting the parameters for the Service Animals use. The owner is responsible for cleaning up after their service animal.

General Stadium Information

The following are some helpful information Stadium policies which will make your visit more enjoyable.

CAMERAS, VIDEO, AND RECORDING DEVICES

Cameras, video and recording devices are allowed for San Diego Chargers, San Diego State University Aztecs and Holiday Bowl events as long as the equipment is hand held. Recording of the event itself is not permitted. For concerts and other special events these devices are not permitted. For a special event you should call the Stadium at (619) 641-3130 or (619) 641-3174 TTY to find out if they are allowed.

CONTAINER POLICY

Persons with disabilities may bring into the Stadium through any open gate, factory-sealed plastics or paper containers that contain only water, juice, Gatorade, Powerade, electrolytes or other liquids required for medical reasons. There is no limit to the size and quantity of liquids that can be

General Stadium Information

brought in as long as it is consumed by a person with a disability.

EMERGENCY EVACUATION PROCEDURE

In the event of an emergency, Stadium event staff have been instructed and trained to assist you in evacuation of the premises. You should be aware of the nearest exit when you go to your seat.

FOOD

You can bring in food for all events except concerts.

LOST AND FOUND

If you discover during the event or shortly thereafter you have lost an article, go to Customer Service at Gate F or the Security Office at Gate A. If it is the day after the event that you are aware of a lost item, contact the following groups:

	Phone	TTY
San Diego State University Aztecs	(619) 283-7378	(619) 641-3173
San Diego Chargers	(619) 280-2121	(619) 641-3171
Holiday Bowl and Poinsettia Bowl	(619) 283-5808	(619) 641-3174
All Other Events	(619) 641-3150	(619) 641-3173

SELLING OF ITEMS

The selling of tickets or any other items is prohibited in the Stadium parking lot and inside the Stadium. Tickets and merchandise are subject to confiscation and violators may be fined per San Diego Municipal Code Section 59.0103.

SMOKING POLICY

QUALCOMM Stadium is a 100% smoke-free facility. Smokers will be allowed to temporarily exit

General Stadium Information

the Stadium to a designated area at Plaza Level Gate M and Gate E. Smoking is no longer allowed anywhere inside the Stadium gates.

TAILGATING POLICY

An exclusive tailgating zone for Charger games is located in the outer lot. Tailgating is allowed in those spaces closest to the stadium. For non- Charger games, tailgating will be allowed throughout the lot, but within your own space. If your event is being catered, your catering company will need a catering permit from the Stadium Managers Office. In addition if you are bringing a keg into the parking lot you will also need a special permit. Call (619)641-3130 to obtain these permits. For persons using a TTY Machine call (619) 641-3174TTY.



Printed on Recycled Paper

This information is available in alternative formats upon request.
Esta información se encuentra disponible en otros medios.