

Accessibility & Services Guide for Guests with Disabilities



CAESARS SUPERDOME
SMOOTHIE KING CENTER
CHAMPIONS SQUARE



◀ A ↵ AR ↵ 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

For inquiries, comments, or concerns regarding accessibility, you may contact us by phone or email. All inquiries are responded to within 24 hours or by the next business day. Office hours are Monday through Friday 9am to 4:30PM (central time).

Phone: (504) 587-3990

Email: ada@asmneworleans.com

GUEST SERVICES LOCATIONS:

Caesars Superdome:

- Gates A, C, E, F (Guest Relations Center), and G on the Plaza Level
- 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. In exchange for the issuance of an assistive listening device, you will be required to submit identification.

ELEVATORS

Caesars Superdome:

Please note, access to elevators differs for Saints and non-Saints events.

Elevators 3, 11, 16, 17, 19, 20

- Per NFL Policies and Procedures, some elevators will only be granted ADA access when Saints, Media, and Visiting Team Coaches have completed their runs.
- Elevators 4 and 5 (ADA patrons with club and suite access only)
- Additional back-of-house service elevators will be used to help expedite our ingress and egress operations for patrons needing wheelchair assistance. Please note, service elevators will only be used when accompanied by an ADA Greeter.

Smoothie King Center:

- The Smoothie King Center has 4 elevators that provide access for patrons with disabilities: 1,2,3, and 4. Please refer to the map listed within this pamphlet for their exact locations.

FIRST AID

If you need medical assistance during an event, please reach out to a member of our Event Day Staff for assistance. If you need to reach a specific First Aid location, you may call (504) 587-3663. You will be prompted to enter a 4-digit extension that will connect you. Extensions are listed below:

Caesars Superdome:

Plaza Level Section 135 First Aid (ext. 8919) - (504) 587-8919
Loge Level Section 277 First Aid (ext. 8929) - (504) 587-8929
Terrace Level Section 557 First Aid (ext. 8958) - (504) 587-8958
Terrace Level Section 535 First Aid (ext. 8959) - (504) 587-8959

Smoothie King Center:

100 Level: Section 123 (ext. 3928)
300 Level: Section 313 (ext. 3929)

Champions Square:

Club XLIV Lobby (ext. 3650)

FAMILY RESTROOMS

Family restrooms are prevalent at our facilities. Please ask our Event Day Staff to help guide you to the nearest facility.

Caesars Superdome:

Loge Level (200/300 Levels) – Across from Section 249 and Gate B Con-
nector Concourse
Suites – Across from Suites 318, 322, 410, 422, 431, 434, 443, 454
Terrace (500/600 Levels) – Near Section 534

Smoothie King Center:

Ground Level – East Ground
100 Level – Near Section 108
300 Level – Near Section 310

ADA DROP-OFF/PICK-UP

At Caesars Superdome, the drop-off/pick-up area is located on the Poy-
dras 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 cancelling 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 issues. If a patron needs to use a quiet room, please
visit the nearest Guest Services Desk to obtain the room's location.

INTERPRETING SERVICES

Requests for interpretation services should be made at least thirty (30)
business days prior to an event. To submit a request, please contact (504)
587-3990.

Important to note, although we do our very best to accommodate every re-
quest, 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 in-
side Caesars Superdome, Smoothie King Center, and Champions Square.
Please identify such animals to an Experience Ambassador, upon entry. To
accommodate service animals, a relief station is in the SW corner of the
exterior concourse at Caesars Superdome. Please inform a member of our
team prior to leaving the facilities as we often have a no re-entry policy in
place for our events.

WHEELCHAIRS

Wheelchairs are available for guests and can be checked-out for the
duration of events. To do so at Caesars Superdome, please proceed to the
Guest Relations Center near Gate F on the Plaza Level. At the Smoothie
King Center, wheelchairs are available at the Guest Services Desk located
across from Section 108. At Champions Square, wheelchairs are available
upon request at the Guest Services Tent on LaSalle Street. In exchange for
the issuance of a wheelchair, you will be required to submit a valid govern-
ment issued photo ID.

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 can only be done on the day of the event. 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). Be aware, this is subject to availability.
If you desire to exercise this option, please proceed to the nearest Guest
Services Desk to inquire about exchanging your ticket(s) for accessible
seating. For all Saints games, it is highly recommended to do exchanges/
relocations at the Saints Box Office prior to entering Caesars Superdome.
The Saints Box Office is located at Gate A Ground.

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ADA Relocations: relocations are based on availability and are distributed on a first-come, first-served basis. In addition, relocations are distributed according to the level that was originally purchased. To inquire about being relocated to an ADA seat, please adhere to the following locations:

Caesars Superdome

Saints Game Day: It is highly recommended to inquire about ADA relocations at the Saints Box Office located at Gate A Ground prior to entering the facility. All remaining relocates will be re-directed to our Guest Relations Center near Gate F on the Plaza Level once the doors open.

Non-Saints Events: Please proceed to the Guest Relations Center located near Gate F on the Plaza Level once doors open. Please note, relocations are distributed according to the level that was originally purchased.

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

If you need assistance both to and from your section via wheelchair, ADA Greeters are located at all main entrances of Caesars Superdome and the Smoothie King Center. If you do not see an ADA Greeter available, they are likely assisting other guests. Chairs will be readily available to you as you wait for the next available ADA Greeter. A service number will be provided for you to use when you are ready to leave the facility. Please note, elevators can be held at any time to transport coaches, media, and team executives which may impede waiting times. For liability purposes, ADA Greeters are not allowed to leave our facilities or assist guests in Champions Square.

ACCESSIBLE SEATING LOCATIONS

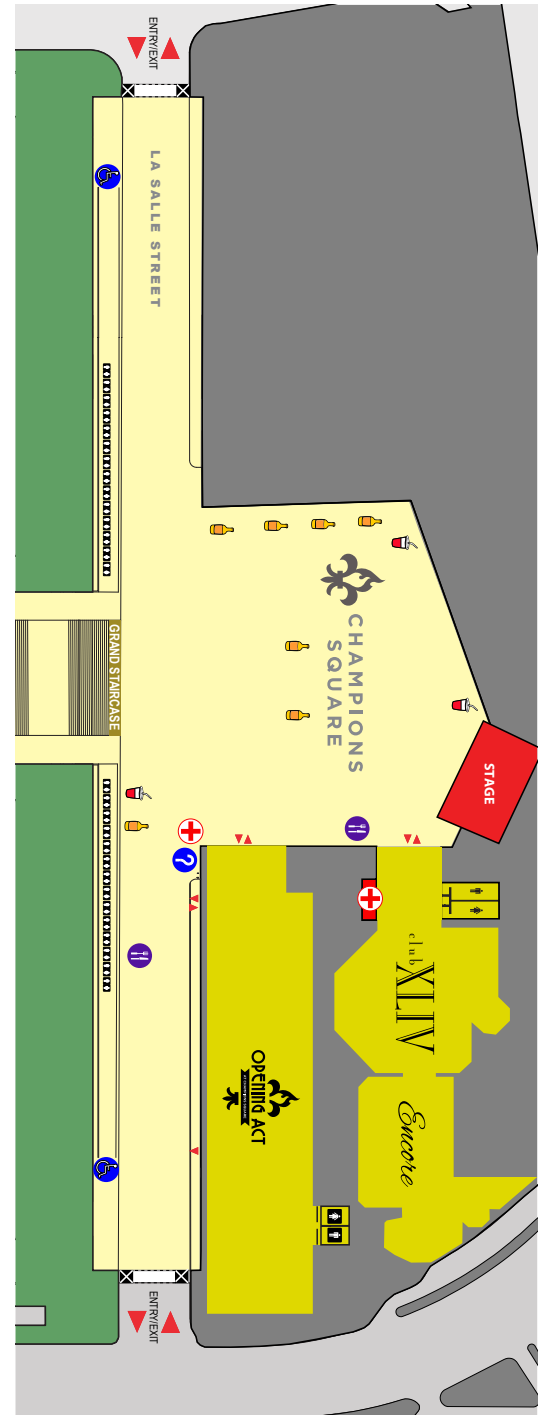
Wheelchair accessible seating, semi-ambulatory seating, and removable armrest seating are in varying sections and levels throughout our facilities. When requesting tickets, please identify your mobility needs and/or if you need a seating location that is accessible for a standard-sized wheelchair, larger scooter, or other mobility device. Ticketing inquiries should be directed to the Box Office at (504) 587-3822.

ACCESSIBLE PARKING

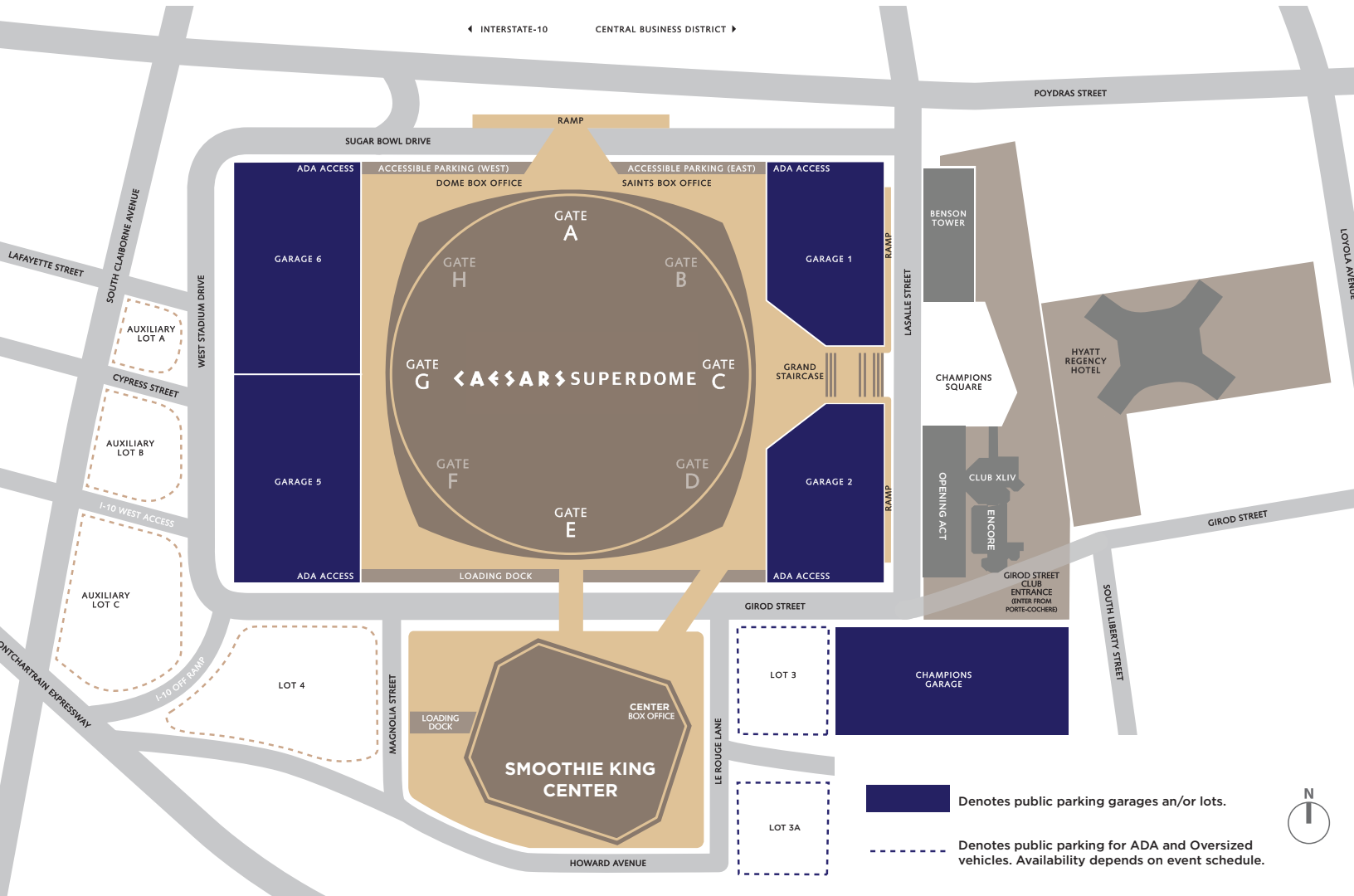
To gain access to ADA parking, proper vehicle registration is required, as well as a current placard with matching identification. Please be advised, all parking is limited on Saints game days. Accessible parking on both the East and West sides of Sugar Bowl Drive, and on level one of Garage 1A are first-come,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

Superdome Parking Office: (504) 587-3805

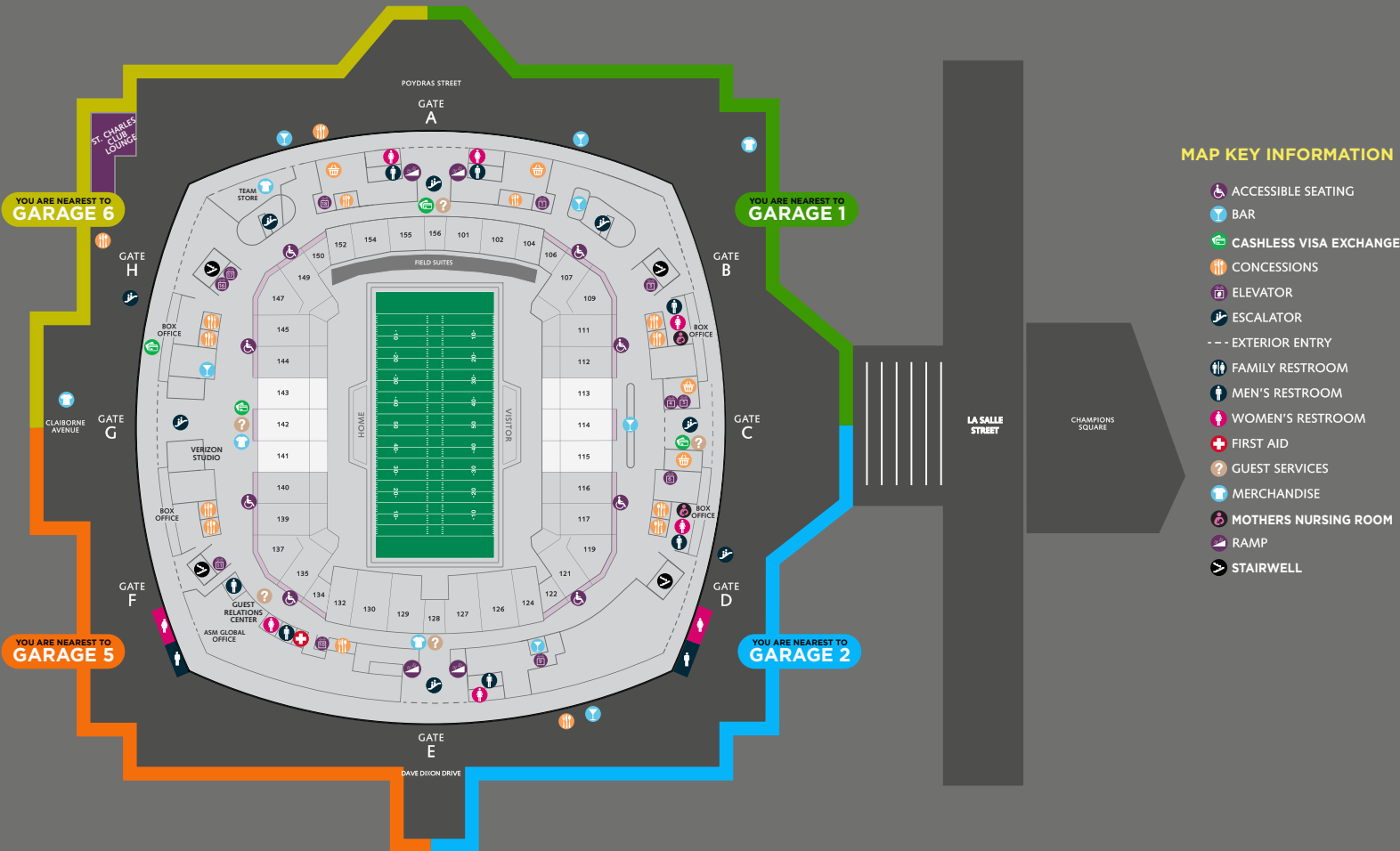
Champions Garage Parking Office: (504) 587-3971



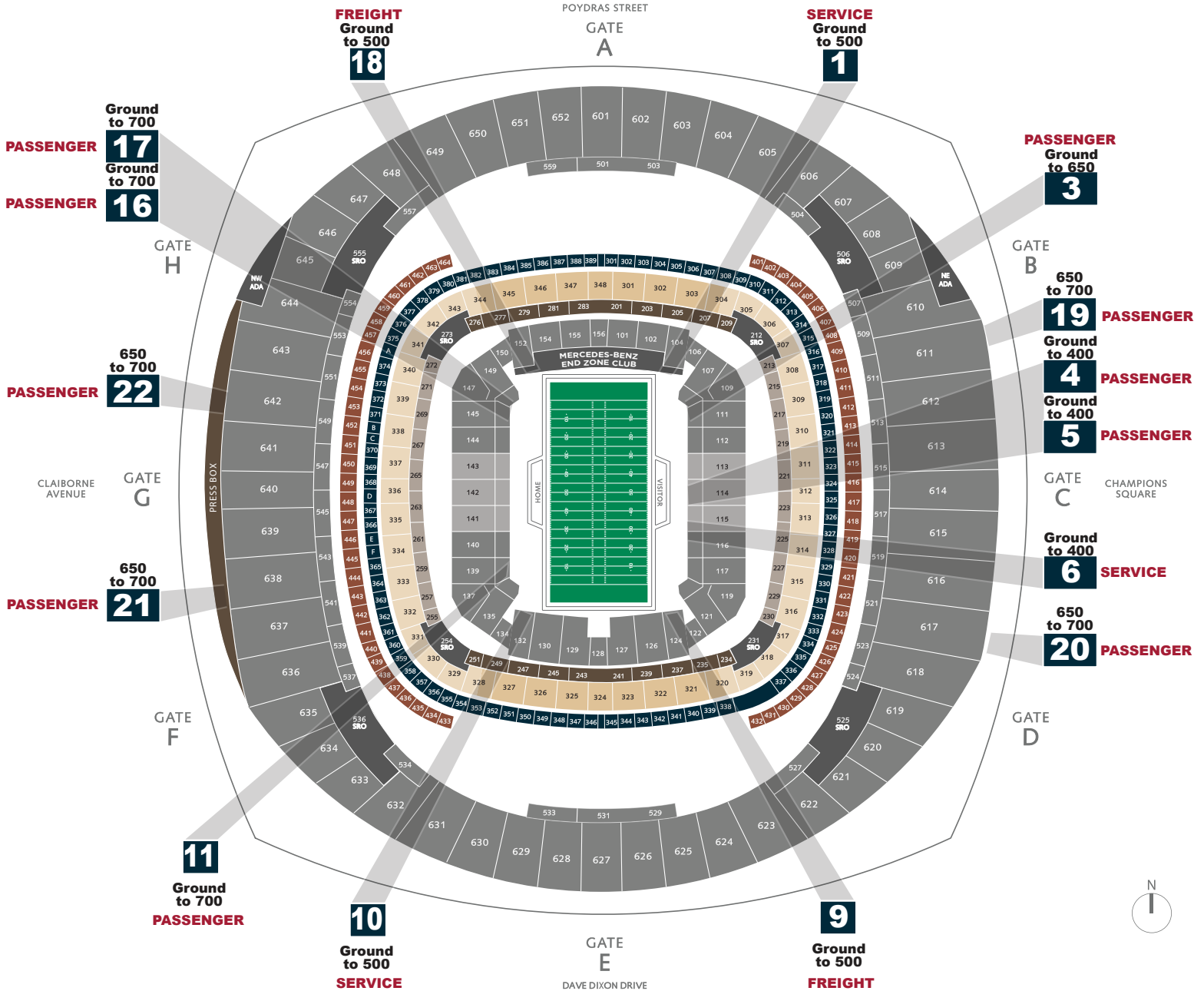
ADA PARKING MAP



CAESARS SUPERDOME - PLAZA LEVEL



CAESARS SUPERDOME ELEVATOR MAP



SMOOTHIE KING CENTER

NORTH ENTRANCE (DAVE DIXON DR.)

1,2

3,4

(MAGNOLIA ST.)

EAST ENTRANCE (LEROUGE ST.)

5

Freight

(HOWARD AVE.)

