



Dear Guest,

This guide is intended to provide you with all of the necessary information to make your visit to our facilities as enjoyable as possible. We take pride in complying with the Americans with Disabilities Act to enhance your experience at the events.

We strive to make your event experiences as user friendly as possible. If there are ways in which we may improve our services to our guests with disabilities we encourage you to contact our ADA Coordinator at (510) 569-2121.

Thank you for your patronage. We look forward to serving you again in the future.



Services

Amplified Pay Telephones

All pay telephones in McAfee Coliseum and ORACLE Arena are equipped with volume control features.

TDD Telephones

TDD services are available at McAfee Coliseum and ORACLE Arena:

Coliseum	Main Concourse, Section 130
Arena	Upper Concourse, Section 216 Main Concourse, Section 104

California Relay Service

For all phone numbers listed in this brochure that do not also have a TDD phone number, please utilize the California Relay Service. This service can relay calls between a person using a TDD and any other phone user. It also allows a person without a TDD phone to call a TDD user. Specially trained people are available 24 hours a day, 365 days a year to relay the call.

To use the California Relay Service, call toll free:	
1-800-735-2929	If you have TDD
1-800-735-2922	If you do not have TDD

ADA Coordinator

Requests or questions related to accessibility should be directed to our ADA Coordinator at (510) 569-2121, or by mail at: 7000 Coliseum Way, Oakland, California 94621-1918

Guest Services at Events

For any questions or concerns during an event, please contact the nearest Guest Services Representative (i.e. Usher, Ticket Taker or Security staff) for assistance. Our Guest Services staff will assist you with your needs and will help direct you to services throughout the facilities.

Assistive Listening Devices

Assistive Listening Devices are available at the First Aid offices:

Coliseum	First Aid, Section 109
Arena	First Aid, Section 106

Identification will be required to check out the device and then returned to you upon return of the device following the event.

Available Materials

The following materials are available in large print or on audio tape, upon request, from the stadium and arena Administration Offices:

- Service Guide for Guests with Disabilities
- McAfee Coliseum and ORACLE Arena Event Schedules

Game-day and event-day materials in large print may be available, upon request, by calling:

Oakland A's	(510) 430-8020 (voice/relay)
Oakland Raiders	(510) 864-5000 (voice/relay)
Golden State Warriors	(510) 986-2200
GS Warriors TDD	(510) 986-2284

Guests needing materials, special accommodations or services should make such a request to the ADA Coordinator **at least 10 business days before the event**. The ADA Coordinator may be unable to accommodate such requests made less than 10 days in advance due to time constraints.

Elevators and Escalators

Coliseum Elevators:

Three (3) on West Side: Near Section 217 and West Side Club Entrance

Three (3) on East Side: Near Section 142 and East Side Club Entrance

One (1): Near Section 101

Coliseum Escalators:

One (1) on East Side: Near Section 142

Coliseum ADA Lift:

One (1): Near Section 133

Arena Elevators:

One (1) on West Side: Near Section 114

Two (2) on East Side: Near Section 101

Arena Escalators:

One (1) on West Side: Near Section 117

One (1) on East Side: Near Section 103

Please refer to the maps on the other side of this brochure for the exact location of elevators and escalators.

First Aid

First Aid is located near the following sections

Coliseum	Sections 109, 143, 317 and 343
Arena	Section 106 and/or event level

Restrooms

Restrooms accessible to guests in wheelchairs are located throughout the stadium and arena. Please refer to the maps on the other side of this brochure for the exact location of each restroom.

Seating Areas

Wheelchair accessible seating, semi-ambulatory seating and removable armrest seating are located in various sections and levels throughout the stadium and arena.

At the time of your ticket purchase, please let the Ticket Service Representative know if you require special accommodations.

Please refer to maps on the other side of this brochure for the exact location of wheelchair and disabled seating.

Auxiliary Aids and Services

Guests needing a sign-language interpreter should make such requests to the ADA Coordinator **at least 10 business days before the event**. The ADA Coordinator may be unable to accommodate such requests made less than 10 days in advance due to time and coordination constraints.

Guests requiring services other than those described should contact the ADA Coordinator.

Guests with Hearing/Visual Impairments

Guests with visual or hearing impairments needing assistance may contact our ADA Coordinator at (510) 569-2121, TDD (510) 383-4619, or by mail at: 7000 Coliseum Way, Oakland, California, 94621-1918.

If service for a hearing disability or visual impairment is required during an event, please contact the nearest Guest Service Representative.

Guests needing materials, special accommodations or services should make such a request to the ADA Coordinator **at least 10 business days before the event**. The ADA Coordinator may be unable to accommodate such requests made less than 10 days in advance due to time and coordination constraints.

Guests with Service Animals

Trained guide dogs, signal dogs or service animals assisting guests with disabilities are permitted inside the stadium and arena. Please identify such animals to Guest Service staff upon entry.

When purchasing your ticket(s), please let the Ticket Service Representative know that you have a service animal.

Emergency Evacuation Procedures

In event of an emergency, McAfee Coliseum and ORACLE Arena Guest Service Representatives have been instructed and trained to assist you in an evacuation of the premises.

Security and Lost & Found

Security personnel are located throughout the coliseum and arena.

Coliseum	Main Concourse, Sections 126 and 148
Arena	South Tunnel on the event level

The Lost & Found is located in the Security Offices during the event. After the event ends, lost and found items are stored for 30 days. Thereafter, all unclaimed items will be disposed of. To inquire about a lost item, please call (510) 383-5660.

Oakland Athletics Special Services

The Oakland A's offer a special assistance program called the A's Team to assist their fans who have disabilities. The A's offer shuttle rides from the parking lots and the BART Plaza to the stadium gates. They also offer wheelchair escorts from the stadium gates to the seating areas.

For more information on the A's Team Assistance Program, please call (510) 638-4900, ext 2820.

Transportation

BART

The Bay Area Rapid Transit (BART) Coliseum Station is located on the East side of the coliseum and is accessible by a walkover, which connects the stadium to the BART station. BART services the Counties of Alameda, Contra Costa and San Francisco. **(510) 465-2278**

AC Transit (Bus)

AC Transit services Alameda County. Guests should take AC Transit to the Coliseum BART station and utilize the walkover which connects the BART station to the coliseum. The walkover and BART station are located on the East side of the coliseum. **(510) 839-2882**

Capitol Corridor (AmTrak)

An intercity passenger train system that serves 17 stations in eight Northern California Counties: Placer, Sacramento, Yolo, Solano, Contra Costa, Alameda, San Francisco and Santa Clara. Most routes run every half-hour with commute and weekend schedule variations.

Accessible Parking

Parking for guests with disabilities is located in the first two (2) rows of the parking lots, closest to the coliseum and arena. Spaces to accommodate vans are also available. To gain access to accessible parking, proper vehicle registration is required as well as a current disabled placard with a matching identification card.

Auto Drop Off & Pick Up Areas

During events, our disabled drop-off and pick-up area is located on the North and South ramps leading up to the Plaza. The Plaza is the area between McAfee Coliseum and ORACLE Arena where the Arena Ticket Office is located. Disabled guests may also drop off or pick up in front of Gates C & D at the coliseum.

Complaint Procedure

Complaints regarding the provision of services to patrons with disabilities should be directed to our ADA Coordinator at (510) 569-2121, or by mail at: 7000 Coliseum Way, Oakland, California 94621-1918.

The ADA Coordinator will make reasonable efforts to resolve complaints informally. If a guest wishes that a complaint be investigated, please submit the complaint in writing.



Ticketing

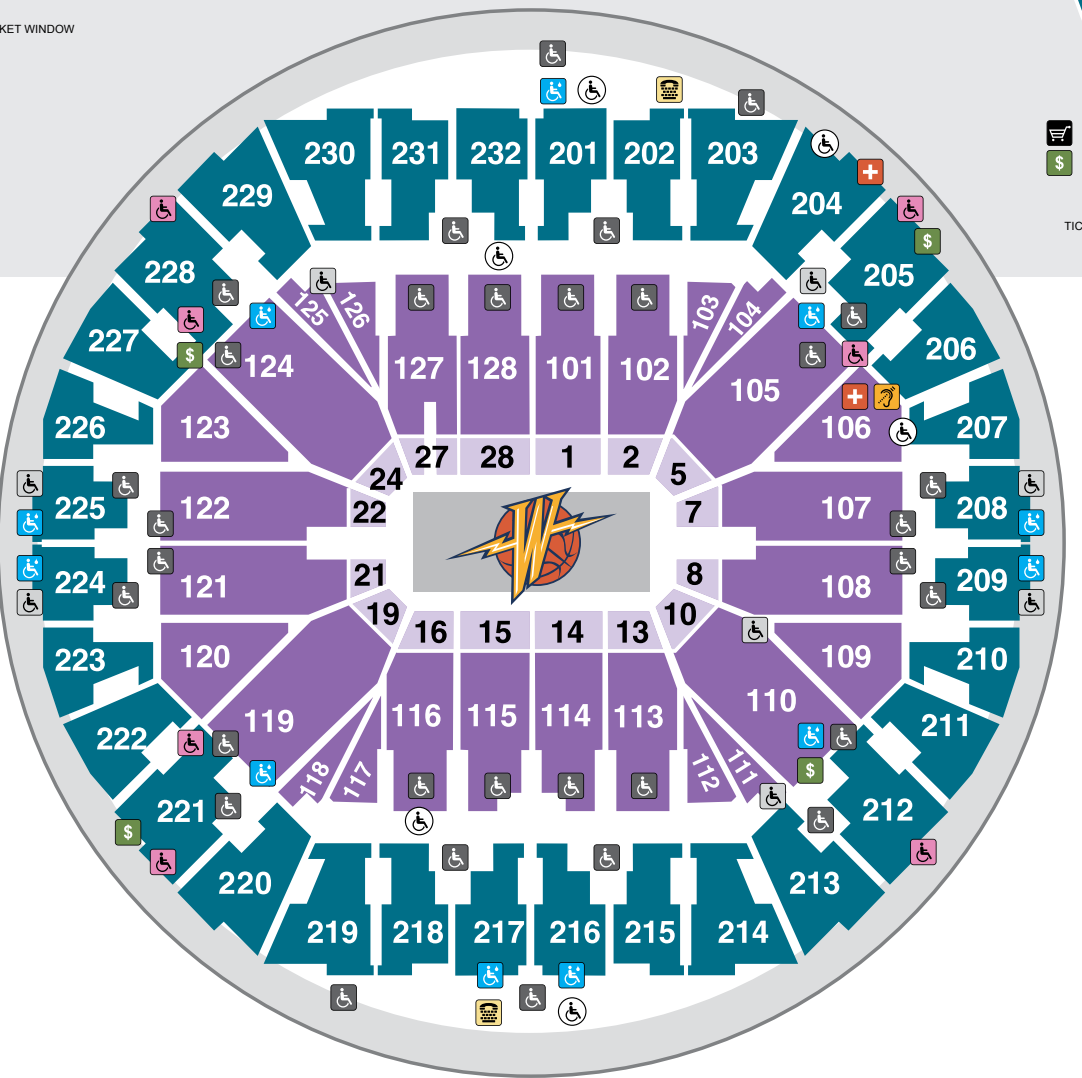
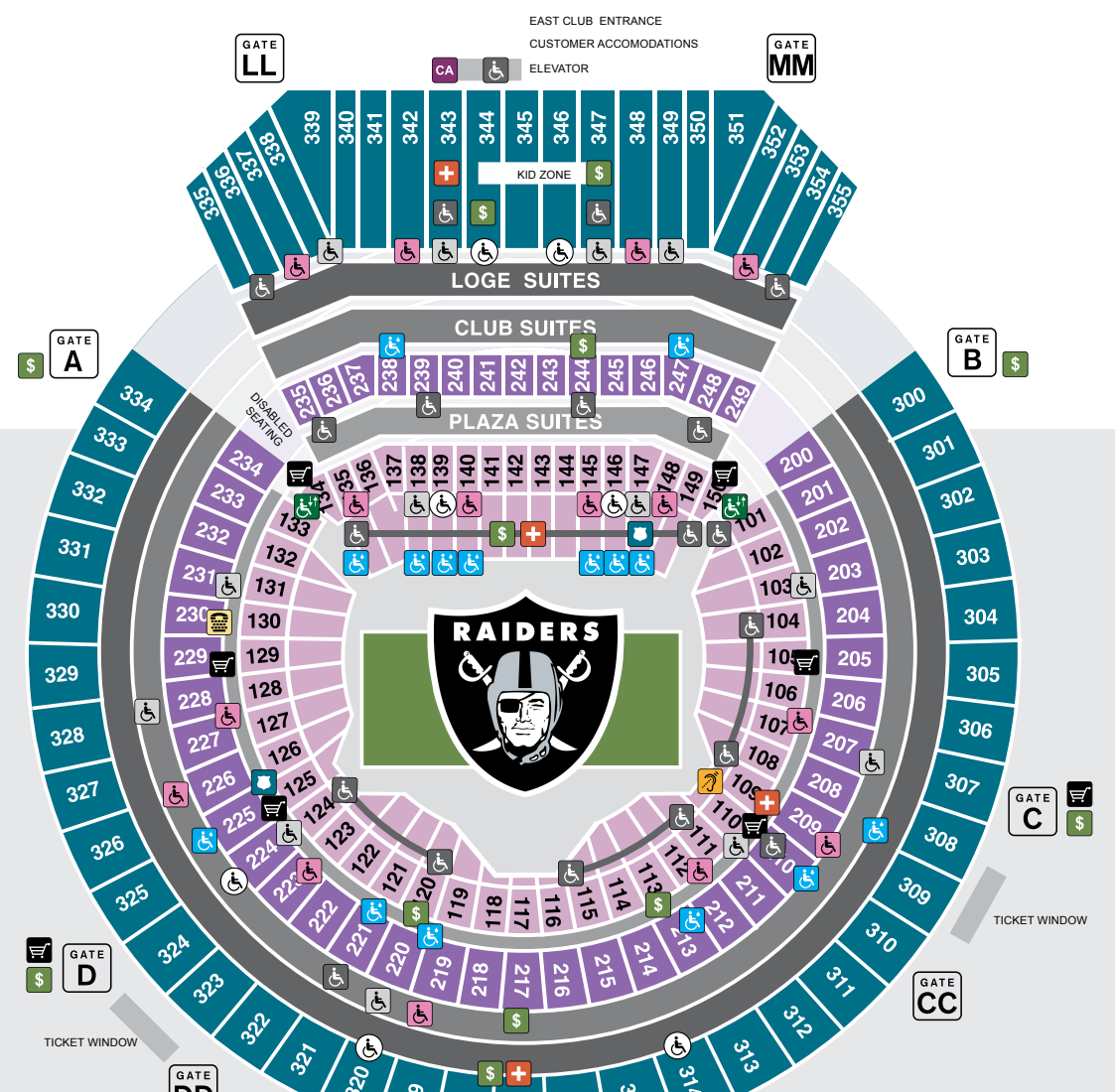
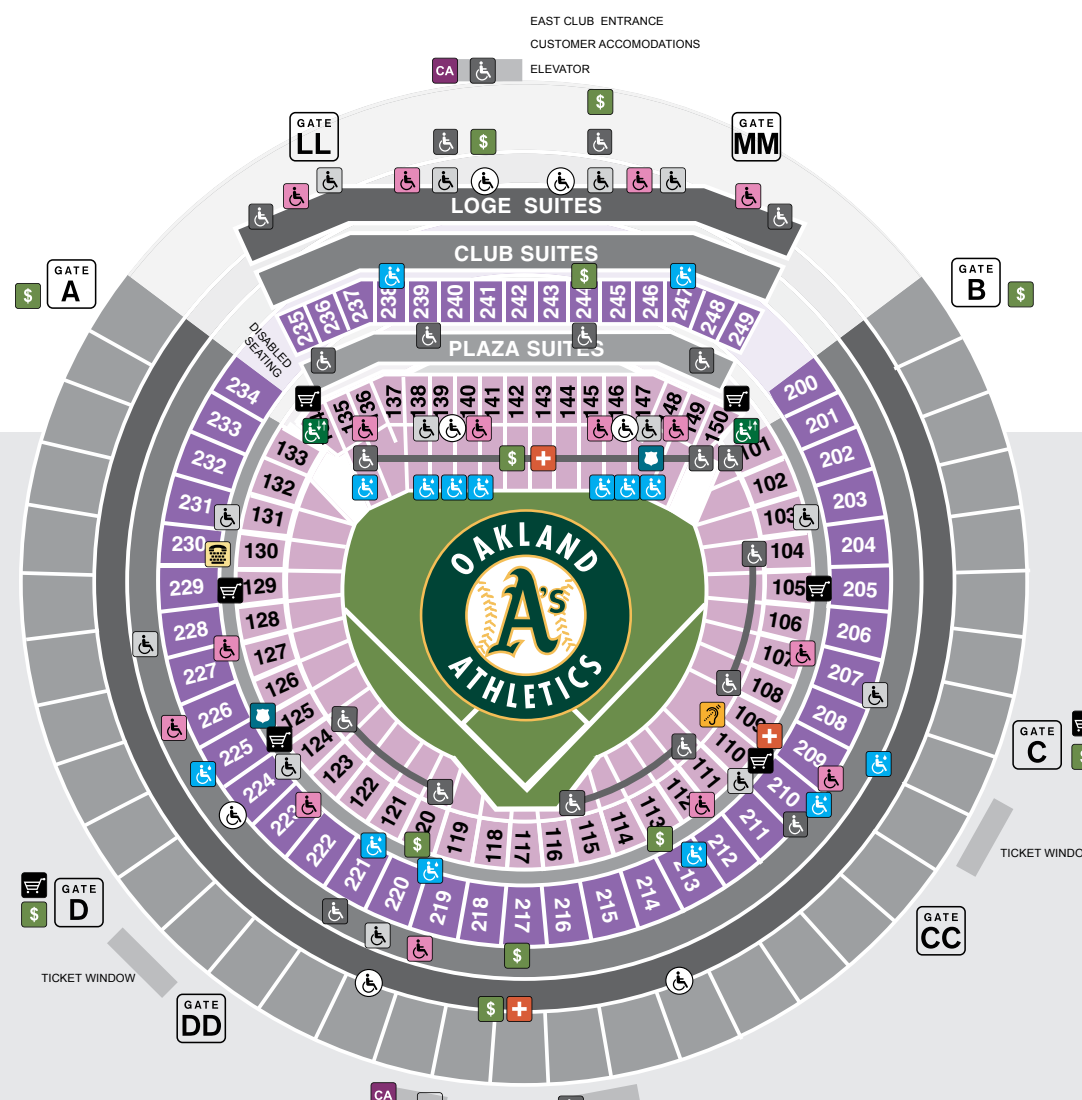
For ticket information on accessible seating please contact:

Oakland Raiders
1-800-RAIDERS (724-3377) or www.raiders.com

Oakland A's
510-762-BALL (2255) or www.oaklandathletics.com

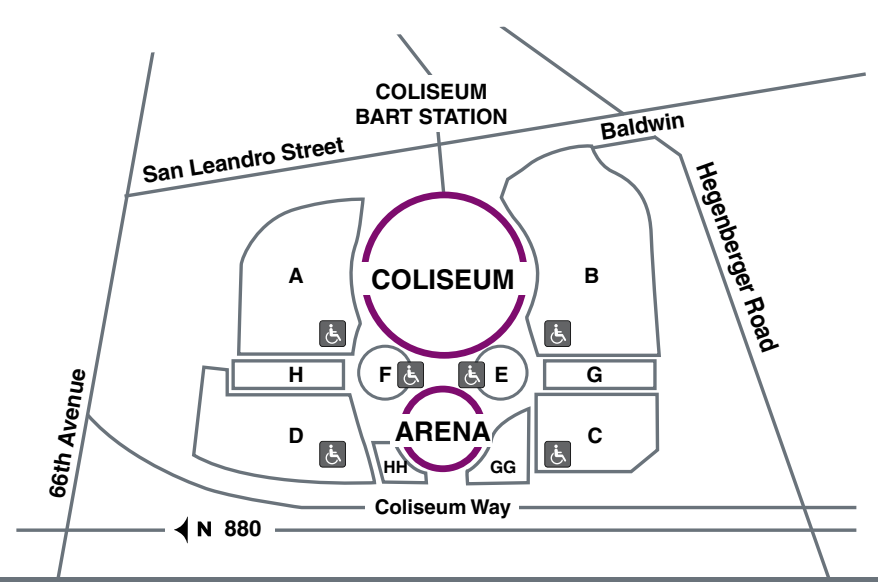
Golden State Warriors
1-888-GSW-HOOP (479-4667)
TDD: 510-986-2284 or ticketing@gswarriors.com

For All Other Events
510-625-8497 or www.ticketmaster.com



- Assistive Listening
- TDD Phone
- First Aid
- Security
- ATM
- Merchandise
- Customer Accommodations
- Wheelchair Elevator/Lift
- Wheelchair Locations
- Drinking Fountain
- Womens Restroom
- Mens Restroom
- Restrooms

Parking



ORACLE ARENA & MCAFEE COLISEUM



ACCESSIBILITY AND SERVICE GUIDE FOR GUESTS WITH DISABILITIES



PRIVATE MANAGEMENT FOR PUBLIC FACILITIES