



Ted Constant Convocation Center
 4320 Hampton Blvd
 Norfolk, VA 23529
 (757) 683-5762

Ted Constant Convocation Center Guide of Services for Guests with Disabilities

Introduction:

The Constant Convocation Center is a new state of the art \$47 million multi-purpose facility. The Center seats over 8,600 for basketball games and sporting events. The seating capacity may be increased to 9,000 for events such as commencements, concerts and family shows when seating is added on the floor. The Center also features a 9,100 square feet multi purpose room. The Constant Convocation Center was designed and built to accommodate our guests with special needs by complying with all ADA specifications. This brochure will discuss all of our policies and services that we offer to our guests with disabilities. We encourage all guests who have concerns, comments, or who need assistance to talk to any member of The Constant Convocation Center Staff. If any guests have further questions or have suggestions on how to make your experience, more enjoyable please call us at (757) 683-5762.

Parking:

We offer accessible parking at all parking facilities located throughout Old Dominion University. The VIP Lot, located between 45th and 46th street, will be the primary parking lot for guests with disabilities. All guests who wish to park in the reserved spaces must have a state issued handicapped window pass, sticker or license plate. Vehicles, which do not have these

credentials, will be allowed to drop guests off at the 45th Street entrance and then proceed to the parking garage. Parking is included in the price of a ticket.

Ticketing:

Accessible tickets for all events can be purchased at the Constant Convocation Center Ticket Office located at the 43rd Street entrance, or by calling (757) 683-4444. To ensure that we have ample seating for all guests who require assistance we have developed these guidelines.

1. Accessible seating will be set aside for all events.
2. Tickets are available on a first come first serve basis to all guests with disabilities.
3. It is our intention to have seats for guests in all price levels.
4. In order to provide ample seating for all guests with disabilities we have implemented a two-ticket limit per guest with a disability.
5. Additional seats will be made available for parties of more than two people and will be located as close as possible to the other guests in their party.
6. If an event is sold out, all remaining accessible seats will be released for sale to the public 72 hours after the event is sold out or on the day of the event.

Guests who arrive to the Constant Convocation Center and require accessible seating but are without accessible seating tickets will be

accommodated based on seating availability at the Guest Services booth.

Seating:

We have ample seating located throughout the arena for all guests with disabilities. ADA seating is available on the main concourse located in sections; 101,102,104, 106, 107, 108, 109, 110, 112, 114, 115, on the club level in sections 204, 214, 219 and in all suites. For specific locations see the chart on the back of this brochure. The amount of ADA seating will vary from event to event, based on numerous configurations of the arena.

Facilities:

Entrances: All arena entrances are ADA accessible.

Elevators: There are three ADA accessible elevators located in the arena. Two are located at the center's 45th street entrance, which is located across from our VIP Parking Lot. The other elevator is located at the center's East Lobby Entrance. The center's elevators will service all levels of the arena.

Restrooms: All restrooms located throughout the arena will have ADA accessible sinks and stalls. Our family restrooms are located at the top of sections 106,110 and 214.

Water Fountains: All water fountains located inside the arena are accessible to all guests.

Public Phones: All public pay phones in the arena are designed to be accessible for all guests. Public Pay Phones are located in the North Lobby, South Lobby and on the main concourse at the top of section 102.

Assistive Listening Devices: Assistive listening devices will be available to our guests at the Guest Services Booth. The assistive listening device is a headset that broadcasts the arena's sound system on an FM frequency. All guests will be required to leave a valid form of identification in order to use the equipment.

Braille Signage: Braille Signage will be displayed on all accessible signs throughout the building.

Wheelchairs: Our Guest Services Booth will have a limited number of wheelchairs for guests who need assistance arriving to their seats.

Sign Language Interpreter: The Constant Convocation Center offers interpreters for all guests requiring special assistance. However, we will need at least 10 days prior notification for our guest to utilize this feature.

Ticket Windows: Wheelchair accessible windows are located in the South Lobby and also at the outside ticket windows.

Emergency Evacuation:

Located at each exit is an Area of Rescue Assistance. This system will provide guests who have an emergency with immediate assistance. To use the Area of Rescue Assistance, you will need to access the intercom located at the top of the stairs at each exit. Event Services will contact you at the intercom and will assist you as need be. The fire department will be the only individuals allowed access to use elevators in the case of an emergency evacuation. The Area of Rescue Assistance can also be used in the case of a personal emergency.

Service Animals:

Any guide dog or other service animal that is assisting a guest is more than welcome at all events.

Guest Services:

The Guest Services Booth is located in the Main Lobby and is available at all times during events to assist guests with any challenges that may occur.

- Finding accessible seating
- Giving directions
- Resolving ticketing issues
- Checking out assistive listening devices
- Reserving dinner reservations at any local restaurant
- Wheelchair assistance
- Checking in baby strollers

Important Phone Numbers:

Accessible Ticket Orders
(757) 683-4444

Ted Constant Convocation Center Administrative Offices:
(757) 683-5762

Ted Constant Convocation Center Ticket Office / Information:
(757) 683-4444

Website:
www.constantcenter.com

