

# ADA GUIDE

## DON HASKINS CENTER

ADA seating options are available on a first come first serve basis. We recommend buying them as soon as possible before the event to secure your ADA seat.

### ADA SEATING TYPES

**Wheelchair Accessible Seats:**

Designed to accommodate individuals who use wheelchairs.

**Companion Seats:**

Intended to be occupied by someone accompanying a patron who uses a wheelchair or has other accessibility needs. These tickets must be purchased simultaneously with the wheelchair-accessible seat to ensure availability and proximity.

**Limited Mobility Seats:**

Designated seating option for individuals with limited mobility who may require navigating a few steps (up or down) to reach their seat, often located on or near an aisleway. These seats are suitable for guests who can transfer out of a wheelchair into a regular seat but may not be able to navigate extensive stairs or require step-free access.

**Visual and Hard of hearing Impairment Seats:**

Designated seating areas for individuals with visual or hard of hearing impairments and their companions. These seats are often located in areas with a clear and unobstructed view of the stage, and may include features like audio description services or ASL interpreters (subject to availability and under request).

**ADA Floor Seats:**

Subject to event setting and availability.

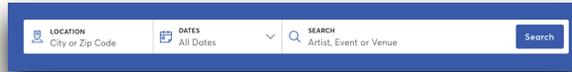
Please Call (915) 747-5481 or Email Brandon Martinez at [bgmartinez4@utep.edu](mailto:bgmartinez4@utep.edu) for more information on ADA Seating.

# HOW TO PURCHASE ADA TICKETS ON TICKETMASTER

# 1

## Find your event

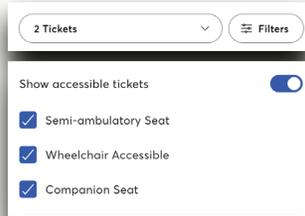
Search for your desired event on Ticketmaster.

A screenshot of the Ticketmaster search bar. It features a blue header with the text 'LOCATION City or Zip Code', 'DATES All Dates', and 'SEARCH Artist, Event or Venue'. A search button is located on the right side.

# 2

## Toggle the Filter

On the event page, find the "Filter" button and select "Show accessible tickets."

A screenshot of the Ticketmaster filter menu. It shows a dropdown menu with '2 Tickets' and a 'Filters' button. Below the dropdown, there is a toggle switch for 'Show accessible tickets' which is turned on. Underneath, there are three checked options: 'Semi-ambulatory Seat', 'Wheelchair Accessible', and 'Companion Seat'.

# 3

## Choose Your Seats

Use the interactive map to select the accessible seats that meet your needs.



# 4

## Buy Tickets

Complete your purchase.



- Accessible tickets are available for purchase through TICKETMASTER.COM, identified by the ADA logo and description of accessible seating. Tickets may also be purchased at the UTEP Ticket Center (subject to change).
- **For non-ticketed events, ADA seating is provided on a first-come, first-served basis. Call (915)747-5481 or email Brandon Martinez at bgmartinez4@utep.edu for more information.**

The UTEP Ticket Center's Main Office is located by the East Entrance of the Don Haskins Center, open Monday

# ADA ACCOMODATIONS

## **Guest Services**

- To speak with someone regarding ADA accommodations, assistance or questions prior to your visit, please call the UTEP Office of Special Events at (915) 747-5481 Monday-Friday 8:00AM-5:00PM.

## **Service Animals**

- Trained service animals as defined by the Americans with Disabilities Act (ADA) are welcomed at the Don Haskins Center. Service animals must remain on a leash or in a harness at all times, unless special circumstances exist, and are required to rest in the seating area of the guest with the disability, rather than the aisle. Guests may take their service animal outside of the venue to relieve itself, but must speak with a Guest Services Supervisor prior to leaving the venue. A guest whose service animal poses a threat to the safety of other Arena guests and employees may be asked to escort the animal off the premises.

## **ASL Interpreters**

- To request an ASL interpreter, please contact the UTEP Office of Special Events at (915) 747-5481 or email Brandon Martinez at bgmartinez4@utep.edu at least two weeks in advance of the event. Proof of ticket purchase is required to confirm interpreter services.

# DON HASKINS CENTER ADA PARKING

- Designated ADA parking is available in lots SB8 and ME1. While other lots may have accessible spots, we cannot guarantee their availability.
- These spaces are designated for guests with valid ADA placards or ADA license plates and are available on a first-come, first-served basis.

# ADA ACCESSIBLE ROUTES TO THE DON HASKINS CENTER

## Don Haskins Center ADA Wheelchair Pathway



- █ NORTH GATE ENTRANCE
- █ WEST GATE ENTRANCE  
NO ADA ACCESS
- █ EAST GATE ENTRANCE
- █ SOUTH GATE ENTRANCE  
NO ADA ACCESS
- NO PATHWAY

CONTACT US WITH YOUR ADA RELATED QUESTIONS AT 915-747-5481.

# ADA ACCESSIBLE ROUTES TO THE DON HASKINS CENTER

## **North Gate Entrance:**

- The North Gate is the main ADA-accessible entrance for the Don Haskins Center. A ramp provides direct access to the main course level. Guests can reach this entrance from the Sun Bowl 8 parking lot or from the Mesa 1 parking lot near the University Ticket Center. Check Campus Map for parking lot assistance.

## **East Gate Entrance:**

- The East Gate can be accessed from the Mesa 1 parking lot or the Glory Road Transfer Center parking garage by following the pathway that passes the Foster Stevens Basketball Center. This route leads directly to the East Gate entrance and is suitable for wheelchairs and mobility devices.

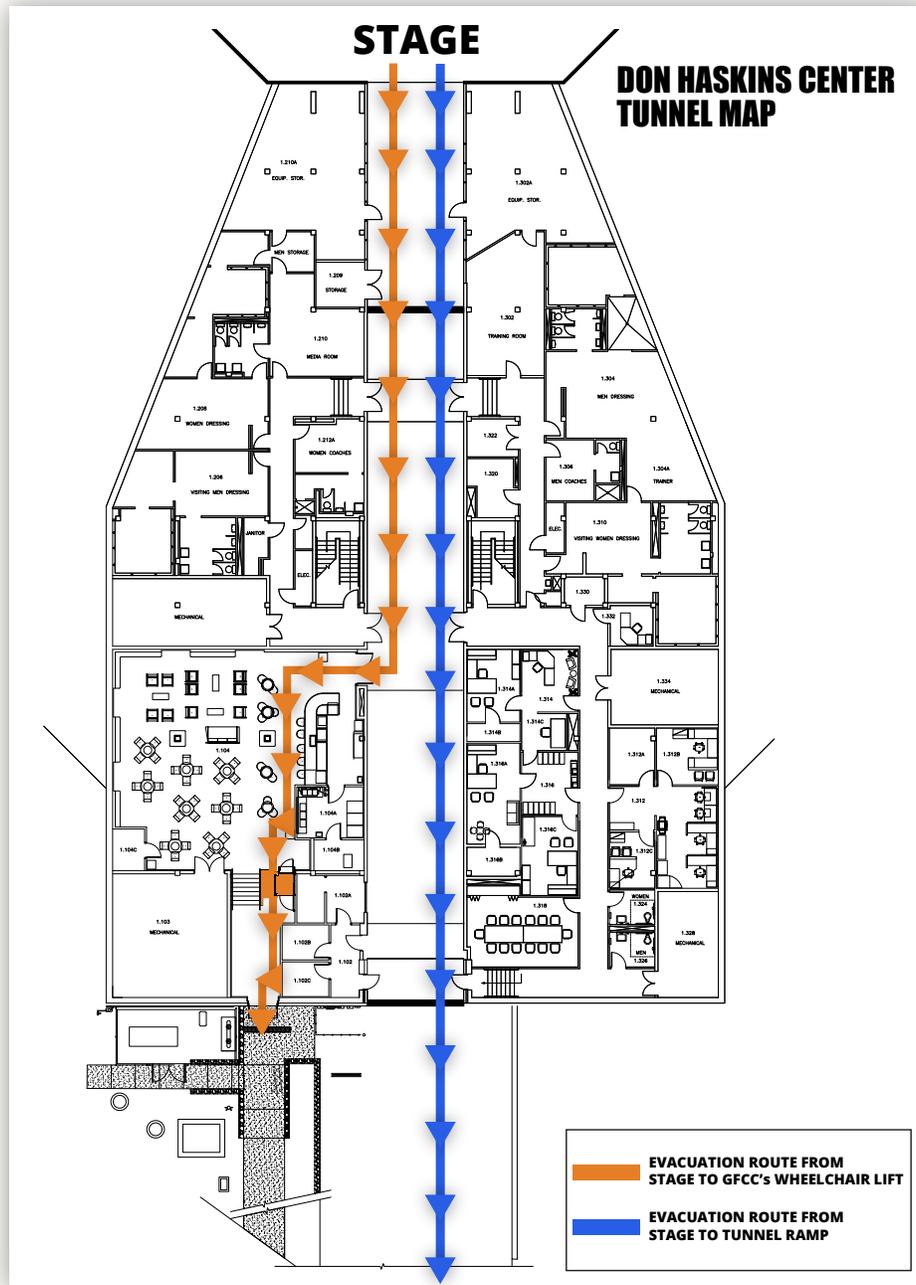
## **West Gate Entrance:**

- Please note: The West Gate does not provide ADA accessible pathways. Guests with mobility challenges should use the North or East Gates instead.

## **South Gate Entrance:**

- Please note: The South Gate does not provide ADA accessible pathways. Guests with mobility challenges should use the North or East Gates instead.

# ADA ACCESSIBLE EVACUATION ROUTES FROM THE DON HASKINS CENTER



In case of an emergency, accessible evacuation options are available from the stage area:

- **Main Route - Tunnel Ramp:**  
The primary evacuation route leads straight from the stage area to the tunnel ramp located below the Don Haskins Center. This route provides a direct exit for individuals using wheelchairs or other mobility devices.
- **Alternate Route - Wheelchair Lift (GFCC):**  
A wheelchair lift is available inside the Gordon Family Courtside Club (GFCC) and may be used only during emergencies with assistance from event or safety staff. The lift accommodates one wheelchair at a time.

# DON HASKINS CENTER

## ADA RESTROOMS

- **ADA Restrooms:**

ADA restrooms are located in the main concourse, at the North, South, East and West Entrances. Each restroom includes one ADA-accessible stall within the men's and women's restrooms. These are not standalone or family restrooms.

- **Floor ADA Restrooms:**

For events with floor seating, two ADA restrooms are located on the east side of the tunnel. Access to these restrooms during events may require security escorts. Please contact floor security staff for assistance.

## FOR ANY ADA RELATED QUESTIONS, PLEASE CONTACT US:

- Call:
  - Office of Special Events: 915 - 747 - 5481
  - UTEP Ticket Center: 915 - 747 - 5234
- Email:
  - Brandon Martinez at [bgmartinez4@utep.edu](mailto:bgmartinez4@utep.edu)