

PATRON SERVICES

ASSISTIVE LISTENING DEVICES

The Concert Hall and Bowker Auditorium are equipped with an FM hearing enhancement system compatible with most ALS systems and in compliance with the ADA. Induction loops and headsets are available for patrons who have cochlear implants. Anyone with or without a hearing aid may use the equipment from any seat in the theaters. Listening devices may be checked out from the Box Office prior to any performance with a photo ID or a valid credit card. There is no charge to use a listening device. Please note that not all performances are enhanced for ALS systems. If you know in advance that you will require assistance, please call the Box Office.



TTY FOR INCOMING AND OUTGOING TELEPHONE COMMUNICATION

Telephone 413-577-3190 to order tickets or communicate with Box Office personnel. Tickets may also be ordered by fax at 413-545-0132.



ACCESS SERVICES FOR PATRONS WHO ARE BLIND OR VISUALLY IMPAIRED

Ushers are available to assist with seating blind/visually impaired patrons who attend a production alone. Inquire at the Box Office or with the House Manager to request this assistance. Service animals are welcome.



LARGE-PRINT PROGRAMS

Large-print programs are available at each Fine Arts Center sponsored event and are available free-of-charge at the Box Office and at the wheelchair entrance in the refuge area outside section 3 on house right.

FOR MORE INFORMATION

For detailed parking information, visit the University parking website at parking.umass.edu.

Together, we can ensure a barrier-free environment in which to experience the arts. This access guide will be updated and revised as future needs are identified and services are added or expanded.

Comments are welcome by calling our Audience Services Manager at 413-545-0192.

PURCHASING TICKETS

Our Box Office is equipped with a counter and personnel accessible to patrons in wheelchairs. When ordering tickets over the phone, please indicate your access needs.



CONCESSIONS

Concessions are available at some Concert Hall events. Ushers are available to take orders for refreshments for patrons seated in the wheelchair area.

ACCESS GUIDE

FINE ARTS CENTER
University of Massachusetts
Amherst



ART IS AT OUR CENTER

To engage and inspire campus and regional audiences by making the arts accessible to everyone

ACCESS

FINE ARTS CENTER CONCERT HALL

PARK in the South Lot, located to the right of the main entrance. The lot is reached via an access drive at the end of Hagis Mall. A nearby **ELEVATOR** gives access to the wheelchair seating area. **WHEELCHAIR** and companion seating are located in sections 2 and 3.

RESTROOMS and water fountains are located off the lobby and in the refuge area outside section 3 to the right of the stage.

EMERGENCY EVACUATION:

Mobility-impaired patrons should exit house right, across the lobby, and into the Area of Refuge (to the left of the elevator).

During an evacuation, the elevator will not be available. Emergency personell will evacuate patrons from the Area of Refuge.

Concert Hall Lobby: Patrons should exit via the south side of the lobby toward the Haigis Mall Plaza.

UNIVERSITY MUSEUM OF CONTEMPORARY ART

PARK in the North Lot behind the Center. **WHEELCHAIR** access to the gallery is from the north, pond-level entrance. A disability-parking permit must be visible to parking attendants.

GUIDE

RAND THEATER

PARK in the South Lot adjacent to the Concert Hall entrance. Access to the theater is via the main lobby entrance. Please contact the Box Office for further information. Seats for **WHEELCHAIRS** and companions are located at the back of the theater. A **RESTROOM** and water fountain are located off the lobby.

EMERGENCY EVACUATION:

Mobility-impaired patrons should exit out the seating-area doors and out the south side of the lobby toward the Haigis Mall Plaza.

BOWKER AUDITORIUM

Located in Stockbridge Hall

PARK in designated spaces adjacent to the auditorium or in Lot 65 behind Stockbridge Hall. A **RAMP** entrance behind the building gives access to the Hall. Multiple seating areas accommodate **WHEELCHAIRS** and companion seating. A **RESTROOM** and water fountain are available on the lobby level.

EMERGENCY EVACUATION:

Mobility-impaired patrons should exit house left via the side entrance to the theater and straight across the hallway out the ramp entrance.

AUGUSTA SAVAGE GALLERY

Located in New Africa House

PARK in designated spaces in front of New Africa House. **WHEELCHAIR** access is down a walkway to a **RAMP** at the rear of the building.

HAMPDEN GALLERY

Located in Hampden Dining Commons

PARK in Lot 50 off Fearing Street. Follow the concourse to the front of the gallery entrance on the east side of the Hampden Dining Commons.

BENZANSON RECITAL HALL

Limited **PARKING** is in the North Lot, located down on access drive off North Pleasant Street. Access the Hall by a ramp on North Pleasant Street. **WHEELCHAIR** and companion seating for four are located in a large access row at the back of the Hall. A **RESTROOM** and water fountain are down the hallway leading from the lobby to the Music Department.

EMERGENCY EVACUATION:

Mobility-impaired patrons may exit either house right or left out the main doors of the hall and out either building entrance.

CURTAIN THEATER

PARK in the South Lot of Hagis Mall and take the nearby **ELEVATOR** to the Center Lobby. Or **PARK** in the South Lot off North Pleasant Street for entry at ground level. Exit on lower level via the pond door. Please contact the Box Office for assistance. A fully-accessible **RESTROOM** is located on the ground level.

UMassAmherst

A map of all parking lots on campus may be downloaded at :

www.umass.edu/umhome/visit_campus/

At the Fine Arts Center, it is our goal to engage and inspire campus and regional audiences and to make the arts accessible to everyone.

As we continue to examine and expand our services to our audiences with accessibility needs, we urge input and feedback from our patrons.