

Marriott Center & Edwards Stadium Event Accessibility Guide

Marriott Center

500 East University Parkway
Provo, UT 84602

BYUtickets.com

LaVell Edwards Stadium

1700 North Canyon Road
Provo, UT 84602

Marriott Center Ticket Office

The Marriott Center Ticket Office is located inside the north entrance of the Marriott Center. Regular operating hours are Monday through Friday, 9:00 AM to 5:00 PM. Office hours vary on event days.

Tickets can be purchased:

- *Online at <http://www.byutickets.com>*
- *On the phone:*
Toll Free: 800-322-BYU1 (2981)
Local Calls: 801-422-BYU1 (2981)
In person at the Marriott Center Ticket Office windows

Additional point-of-sale locations:

- *Marriott Center:* During basketball games and other large events, tickets may be on sale at the satellite ticket booths, outside the northwest and northeast corners of the building.
- *Edwards Stadium:* On football game days, ticket sales and Will Call are located at the West Stadium Ticket Booth, directly west of LaVell Edwards Stadium.

Disability Tickets and Seating

Seating accommodations for guests in wheelchairs or with other physical disabilities are available at the Marriott Center and Edwards Stadium. For **ticketed events**, wheelchair section seat tickets are required. With each disability-accessible ticket, one to three companion tickets may also be available for purchase.

For **free, general admission events**, these seats are first-come, first-served. If available, each guest is allowed up to three companions to accompany him or her in these areas. We recommend coming at least one hour early to these events.

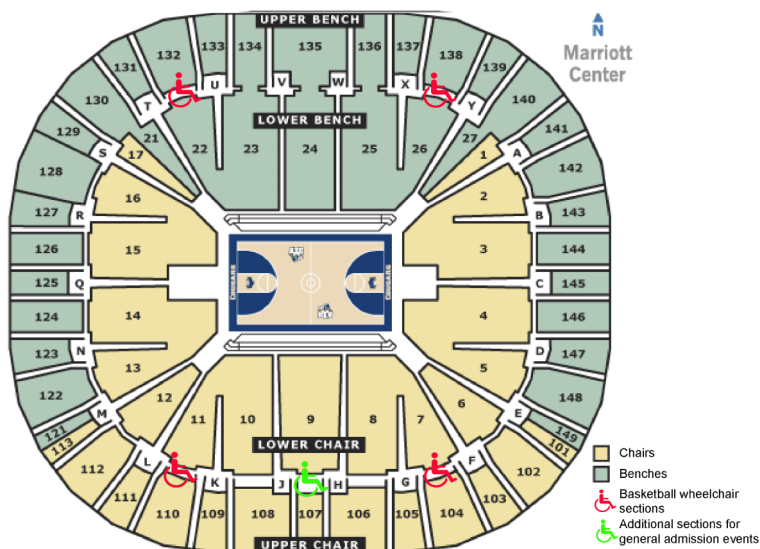
- **Marriott Center:** For basketball games, disability seating is located at the concourse level inside portals F, L, T, and Y. For free, general admission events, there is additional disability seating at the concourse level and occasionally at the playing floor level. Inquire of the Marriott Center ushers upon arrival.
- **Edwards Stadium:** Disability seating is located on the upper and lower concourses of the West Stands and on the lower concourse of the East Stands.

If you have already purchased your tickets and are concerned they will not meet your accommodation needs, please contact the Marriott Center Ticket Office as early as possible before the event.

Season Tickets

Season tickets in wheelchair sections are available for the BYU Football and Basketball seasons. Public and BYU faculty-staff guests in wheelchairs can purchase season seating on a renewable basis in specified wheelchair areas. Seats are reassigned yearly in student wheelchair areas. Tickets that remain after season sales are sold on a game-to-game basis. Please specifically describe your accommodation needs when purchasing your season tickets.





Bowl and Away Game Tickets

Disability-accessible tickets for away games and bowl games are available upon request. Please inform ticket office personnel of any necessary accommodations at time of purchase.

Ticket Exchanges

When available, the Marriott Center Ticket Office will exchange tickets in order to accommodate guests with disabilities. Non-disabled guests holding tickets to wheelchair sections may be relocated when necessary in order to accommodate guests with disabilities. If a guest in a wheelchair exchanges a conventional seat ticket for a wheelchair section ticket, the Marriott Center Ticket Office will make an effort to place the guest in the closest or comparable wheelchair section to the ticket that was returned.

Driving Directions

The Marriott Center and LaVell Edwards Stadium are located in Provo, Utah, on the campus of Brigham Young University. We recommend the following routes when traveling to our facilities:

From Salt Lake City (north of Provo):

Heading south on Interstate 15, take Exit 269-University Parkway in Orem. Merge left to go east on University Parkway. Continue eastbound until you reach your desired venue. Edwards Stadium is located on the corner of University Parkway and Canyon Road. The Marriott Center is located a block further east on the corner of University Parkway and 450 East.

From St. George (south of Provo):

Heading north on Interstate 15, take Exit 263-University Avenue in Provo. Drive north on University Avenue until you reach University Parkway

(1650 North). Turn right. LaVell Edwards Stadium is located on the corner of University Parkway and Canyon Road. The Marriott Center is located a block further on the corner of 450 East and University Parkway.

Disability Parking

During regular operating hours, anyone with a state-issued disability permit or license plate may park in any disability stall, regular stall (in A, C, G, and Y lots) or for an unlimited time in a timed stall anywhere on BYU Campus.

- **Marriott Center:** For basketball games and other large Marriott Center events, the west side of the Marriott Center northeast

lot (lot 20) is reserved for guests with state-issued disability placards.

- **Edwards Stadium:** For football games and other large events, the east side of the west stadium parking lot is reserved for guests with state-issued disability placards. There are also limited disability stalls in the other surrounding stadium lots for guests with passes to those lots.

Elevators

For your convenience, elevators are located at the following locations:

- **Marriott Center:** One elevator is located directly in the middle of the north side of the building. This is the only elevator for this facility and stops on three levels:
 - ◆ *Level 1:* playing floor level, at the bottom of sections 1 to 27
 - ◆ *Level 2:* Ticket Lobby, located south of the lobby entrance
 - ◆ *Level 3:* concourse level, between the upper and lower sections.
- **Edwards Stadium:** Three elevators are located in the West Stands, just inside Gates 2 and 4.
 - ◆ These elevators travel to the loges and press box levels and are accessible only by those with passes to these areas.
 - ◆ Patrons with seats at the top of sections 101 to 109 may use these elevators to reach their seats, but they must be accompanied by an elevator escort. Even with elevator service, patrons must be able to descend four sets of stairs in order to reach these seats.
 - ◆ There are no elevators in the East, North, or South Stands. The upper wheelchair sections in the West Stands are accessible by ramp only.

Disability and Family Restrooms

Disability restrooms are available throughout the Marriott Center and Edwards Stadium at the following locations:

- **Marriott Center:**
 - ♦ *Women's*: on the concourse level by portals U and G.
 - ♦ *Men's*: on the concourse level by portals L and Y.
 - ♦ Guests using a *wheelchair wider than 28"* should use the restroom in the Ticket Lobby.
 - ♦ There are no *family restrooms* at the Marriott Center. There is also no formal *Mother's Room*; inquire of the Marriott Center staff if this accommodation is needed.
- **Edwards Stadium:**
 - ♦ *Men's and women's disability restrooms* are located below the North and South Stands, near the concessions areas.
 - ♦ *Family restrooms* are located under the north side of the East Stands.
 - ♦ A *Mother's Room* is located in the women's restroom beneath the East Stands.

- **Requests for sign language interpretation** for events other than those listed above must be placed at least one week prior to the event. **BYU students** needing interpreters should contact the University Accessibility Center at 801-422-2767. All other patrons should direct requests to the Marriott Center Special Events Office at 801-422-6022.

Assisted Listening Devices

Assisted listening devices are available free of charge at the Marriott Center Sound Booth, which is located inside the arena between the entrances to portals G and H. To ensure the devices are returned, guests must leave a driver license or a major credit card as collateral. The devices are operable from any seat in the arena. Assisted listening devices are also available upon request at Edwards Stadium by calling 801-422-6022 48 hours prior to the event.

Service Dogs

Service dogs necessary to meet physical, sensory, psychiatric, or other mental disability needs are welcome inside the Marriott Center and Edwards Stadium but must remain on a leash or in a harness at all times. If you intend to bring a service animal to the venue, please notify the Marriott Center Ticket Office representative at the time of ticket purchase so that seating accommodations can be made before your arrival to the event.

Visually Impaired Seating

- **Season Tickets:** Visually impaired guest requests are accommodated as seats become available in the preferred areas.
- **Individual Events:** Seating arrangements for visually impaired guests can be made for most special events by contacting the Marriott Center Ticket Office prior to the opening of ticket sales. Following the opening date, every effort will be made to find suitable seating.

Deaf and Hard of Hearing Seating

- For **CES Firesides, BYU Devotionals, BYU Women's Conference, and Campus Education Week**, Deaf seating is available on rows 3 and 4 of section 8 for individuals needing sign language interpreters. Enter through portal H.
- Guests with questions about Deaf and Hard of Hearing accommodations for other events should contact the Marriott Center Ticket Office for ticketed events and the Marriott Center Special Events Office for non-ticketed events.



Wheelchairs

Although there are no wheelchairs available for rent at the Marriott Center or Edwards Stadium, a limited number are **available to borrow** to transport guests to their seats. To ensure the wheelchairs are returned, please bring a driver license or major credit card as collateral. Wheelchairs are available at the following locations:

- **Marriott Center:** In the Special Events Office on the east side of the Ticket Lobby, on the north side of the building.
- **Edwards Stadium:** In the Stadium Management Office, just inside Gate 3 on the west side of the stadium.

Wheelchair Checks

If you are able to sit in a regular seat at either of our venues, but require a wheelchair for transportation, please leave your wheelchair at one of the following locations:

- **Marriott Center:** At the stroller check for non-ticketed events or in the wheelchair sections for ticketed events.
- **Edwards Stadium:** At the stroller checks by Gates 3 or 10 or at the wheelchair checks under the North and South Stands.

Please ask an usher for assistance if necessary.

Restricted Items

For all BYU athletic events, the following items are not allowed inside the Marriott Center or Edwards Stadium. All guests are subject to search.

Weapons of any type

Bags larger than 12"x12"x12"

Other large items

Any food or drink, including bottled water

Umbrellas (ponchos recommended)

Fireworks

Glass bottles, cans, or coolers

Artificial noisemakers and battery operated megaphones

Signs larger than 22"x28"

Sticks or poles

Laser pointers

Video cameras

Whiteboards

Any other items deemed dangerous by management

Stadium Chair Rental

- **Marriott Center:** There are no stadium chairs for rent at the Marriott Center.
- **Edwards Stadium:** For football games and Stadium of Fire, stadium chairs are available for rental at Gates 1, 3, 5, 6, and 11.

As these stadium chairs are sometimes in high demand, we recommend arriving at least one hour prior to the beginning of the event if you plan on renting.

Personal Stadium Chairs

Guests may bring personal stadium chairs to either facility, but the stadium chairs must not exceed 18" in width or depth. Chairs larger than 18" will encroach on the seating area of other guests.

Guest Text Messaging System

During basketball games, guests may report security or guest services concerns by texting the keyword BYU, followed by their location and issue to **69050**. Arena management will follow up immediately on any valid requests (e.g. *BYU spilled soda section 6 row 3 seat 11*).

Questions or need further HELP in regards to this text program? Send your email to Customer-Care@ISS247.com or call toll-free 1-877-722-6458
Participation in our service is free of charge but standard carrier text messaging & data charges will apply.
Text STOP, END, QUIT, CANCEL, UNSUBSCRIBE, STOPALL to 69050 to be removed from any list and end subscription to the service.

First Aid Locations

For large events, medical assistance is available at the following locations. Both locations are clearly marked with "First Aid" signs.

- **Marriott Center:** The First Aid Station is located on the concourse level between the entrances of portals Q and R.
- **Edwards Stadium:** The First Aid Station is located in the tunnel below the West Stands, near the entrance to portal E.

University Police

For large events, University Police officers are located throughout the seating areas of the Marriott Center and Edwards Stadium. While their staff is headquartered at the First Aid Stations, University Police officers are also strategically positioned throughout each venue. If you must contact a guest during an event due to an emergency, please call the Special Events Office at 801-422-6022. Ushers and University Police officers will be able to quickly locate them inside the venue.

Please direct any comments or questions to the Marriott Center representatives listed below.

For ticketing questions:

Elaine Jarvie, Assistant Ticket Office Manager

801-422-2981 (ask to speak to Elaine)

TDD: 801-422-0880

Fax: 801-422-0881

Email: byutickets@byu.edu

For seating concerns or requests:

Special Events Office Secretary

801-422-6022

Fax: 801-422-0806

Email: marriottcenter@byu.edu