

Air Canada Centre (ACC) – Accessibility Information

Accessibility information from the venue

Venue Details

Accessible entry/exit	✓	
Power doors within venue	✓	
Ramps, where needed	✓	
Accessible-seating area	✓	
Companion seating in accessible-seating area	✓	The MLSE Fan Services Team will do their best to seat persons with disabilities and their support persons together.
Service animal relief area(s)	x	There are no grassy areas around the Air Canada Centre.
Drinking water available for service animals	✓	See concessions.
Mobility assistance available	✓	
Spectator medical	✓	
Accessible walkways within venue	✓	

Transportation

Accessible transit options	✓	Yes. Plan your trip using triplinx.ca .
Distance from accessible transit stop to venue		There is a bus stop (Front and Bay streets) located 210 metres from the venue. The Union station subway stop is 180 metres from the venue.
Walk, wheel or cycle – pathways to venue are accessible	✓	
Accessible parking at venue	x	
Accessible parking in venue vicinity	✓	Yes. Visit toronto.bestparking.com for options.
Accessible drop-off location		Wheel-Trans users should use the west side (Gate 6) entrance (Bremner Blvd traffic loop).
Sheltered waiting area	x	
Distance from accessible drop-off location to venue entrance		Directly outside Gate 6.

Venue Services

Information services	✓	See Fan Services Desk on Level 100, Gate 1.
Stroller and wheelchair storage area	✓	Strollers can be stored at the Fan Services Desks on Level 100, Gate 1, and Level 300, Section 301.
Wheelchair escort	✓	See Fan Services Desks on Level 100, Gate 1 and Level 300, Section 301.
Assistive listening device loan	✓	See Fan Services Desks on Level 100, Gate 1 and Level 300, Section 301.
Accessible washrooms	✓	All public washrooms at the Air Canada Centre are accessible.
Infant change table	✓	Located in family washrooms on Level 100, Section 103/104 and 114/115, and Level 300, Section 310/311 and 317/318.
Adult change table	x	
Family washrooms	✓	Located on Level 100, Section 103/104 and 114/115, and on Level 300, Section 310/311 and 317/318.
Elevators, where needed	✓	
Escalators	✓	
Stairs feature coloured edges and are gripped or textured	x	
Handrails are sturdy and non-slipping	✓	
Concessions have accessible counters	✓	Food and beverage service counters are lowered to accessible-service heights.
Assistance is available at concessions	✓	
Power stations for charging power chairs	x	

Signage

Signage is visible and legible	✓	
Signage provides directions	✓	