

# ACCESS PROGRAM FOR PATRONS WITH DISABILITIES

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## WELCOME TO MUSIC MIDTOWN!

We do our best to make this festival accessible to all and invite your feedback so that we may make improvements in the future.

## INFORMATION & ACCESS CENTER



In advance or after the event, write to [access@musicmidtown.com](mailto:access@musicmidtown.com) with your questions and comments. During the event stop by the **Access Center**, located just inside the 12<sup>th</sup> Street Gate. Look to your right immediately after entering. See map for location and look for the sign with the wheelchair symbol. At the Access Center you may:

1. Ask questions about our Access Program.
2. People who have a mobility disability may sign out an access wristband giving them permission to use the viewing platforms and the shuttles.
3. Braille and Large Print programming information are available.
4. Power to recharge scooters and motorized wheelchairs.
5. Power and a place to sit for moms who are pumping or nursing.
6. Accessible golf cart shuttle stop.
7. Access Program survey forms.

## Special Permissions or Requests for Accommodations

For special permission to bring in items needed due to a disability or medical condition, or for an accommodation not mentioned in this guide, write to [access@musicmidtown.com](mailto:access@musicmidtown.com) as soon as possible. We will do our best to fulfill your request though last minute requests may be difficult to process.

## SERVICES FOR PATRONS WITH MOBILITY DISABILITIES

### Best Way to Enter: 12th Street Entrance



For the quickest, easiest, and most accessible route to the Access Center and shuttle stop, enter via the 12<sup>th</sup> Street Entrance.

The festival does not provide parking. Read more in the FAQs under “Getting to the Fest.”

If you have a mobility disability, your best bet is to get dropped off at the corner of Piedmont and 12th on the northbound side of the street. Please have your government-issued accessible parking tag visible for the APD officers on traffic posts. If you do not have a tag but do have limited mobility, write to [access@musicmidtown.com](mailto:access@musicmidtown.com) by September 11.

Use the 12<sup>th</sup> Street Entrance to the festival and enter via the Access Lane. Look for the sign with the wheelchair symbol. The Access Center and accessible golf cart shuttle stop will be just inside the 12<sup>th</sup> Street Entrance, on your right.

For other means of arriving at the festival see “Getting To The Fest” in the FAQs.

### Best Way to Exit: Go to Juniper Street

When departing the festival and needing a pick up, 12<sup>th</sup> and Piedmont is not available during the exiting time. You will need to go one additional block to Juniper Street. Come prepared to travel that distance.

### Access Lane & Bag Policy

Each pedestrian entrance to the festival will have an Access Lane for patrons with disabilities and their companions. Look for the sign with the wheelchair symbol. Expect to be searched as all patrons are, and be sure to comply with the bag policy, [www.musicmidtown.com/mm-bag-policy](http://www.musicmidtown.com/mm-bag-policy).

### Description of the Site

This lovely park has trees affording some shade, with quite a lot of well cared for mowed lawn and paved pathways that bring you to most of the key locations including vendors, raised viewing platforms, and accessible toilets. Most, but not all, of the pathways are at an accessible incline. It is about 2 miles to travel around the edge of the festival on the pathways but if you go back and forth a few times you will increase your mileage over the day. The distance between the two viewing areas by the pathway is about 1/2 a mile and includes a steep hill. Bring a suitable mobility device if that would be helpful OR, plan to ride our accessible golf cart shuttle. Note that when it rains the site may become muddy in some areas.

### Accessible Golf Cart Shuttles



People with mobility disabilities and one companion may ride the accessible golf cart shuttles that provide transportation from one platform to the other, as well as a stop at the Access Center. Most of the route is behind the scenes and the golf carts may not go into the venue to drop people at other locations. Come prepared to transport yourself to other locations. The shuttles have a ramp and may transport people using wheelchairs and scooters or who are ambulatory but have mobility disabilities making it difficult to travel distances.

Be sure to stop at the Access Center for an access wristband giving you permission to use the shuttle and the raised viewing platforms.

### **Power Wheelchairs, Scooters, and Other Devices**

**What's Allowed:** Only those who have mobility disabilities may use mobility devices. Power wheelchairs and three or four-wheeled scooters are allowed for use by people with mobility disabilities. Typical manual mobility devices such as wheelchairs, walkers, crutches, and canes are also allowed.

**What's Not Allowed:** Music Midtown is a crowded event. For safety reasons, powered mobility devices that move faster than a walking speed, or are heavier and larger than a wheelchair or scooter, including two-wheeled scooters, golf carts, or all-terrain vehicles, are NOT allowed on site.

**Other Devices:** Other types of mobility devices will be evaluated on a case-by-case basis. To ask permission to bring a powered mobility device other than a wheelchair or scooter, contact [access@musicmidtown.com](mailto:access@musicmidtown.com) no later than 10 days before the event. Include a link showing the type of device you want to bring.

**Safety First:** Please operate your mobility device in a safe and courteous manner. Move no faster than the walking speed of the pedestrians around you. Operate your device according to manufacturer's instructions. Thank you for this consideration.

Festival personnel may ask individuals using another type of power-driven mobility device for a credible assurance such as a valid Federal or State-issued proof of disability, that the device is required because of a disability. Security will impound inappropriate mobility devices until the patron leaves the event.

### **Recharging Chairs and Scooters**



To recharge your powered chair or scooter, stop by the Access Center, the Information Booth, or one of the medical tents.

### **Viewing Areas for Patrons with Mobility Disabilities**

There are two raised viewing platforms for use by patrons with mobility disabilities that use mobility devices or who have disabilities that make it very difficult to stand in the audience. One platform is located at the crest of Oak Hill and serves the Roxy and Cotton Club stages. The other platform is located on the crest of the hill overlooking The Meadow and serves the Salesforce and Great Southeastern Music Hall stages. Access personnel staff each platform. An access wristband is required and may be picked up at the Access Center.

**Companion Policy:** Each person with a disability may bring one companion into the reserved viewing areas. Families, consisting of no more than two adults and any children 18 years and under, when one member of the family has a disability, may stay together in the reserved areas.

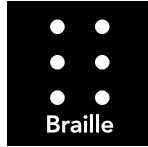
**Folding Chairs:** Folding chairs are provided but a seat is not guaranteed. While there is usually enough space, there may be times when access is limited, especially during very popular shows.

### Accessible Toilets

Accessible toilets are provided in each cluster of portable toilets, near each viewing platform, and within VIP and Super VIP areas.

## SERVICES FOR PATRONS WHO ARE BLIND OR HAVE LOW VISION

### Braille and Large Print



Large  
Print

To reserve a Braille or Large Print copy of programming information for yourself, write to [access@musicmidtown.com](mailto:access@musicmidtown.com) no later than September 1. Stop by the Access Center for your copy. If you did not reserve a copy, read the one we keep at the Access Center.

## SERVICES FOR PATRONS WHO ARE DEAF OR HARD OF HEARING

### ASL Interpreters



American Sign Language interpreter services are provided upon request. Please contact [access@musicmidtown.com](mailto:access@musicmidtown.com) with your ticket confirmation number and your cell phone number. We ask that you submit your request as soon as possible and no later than one month before the event. This gives us time to recruit the best interpreters and gives them time to study the music.

### Assistive Listening Devices



Anyone needing to use an Assistive Listening Device should contact [access@musicmidtown.com](mailto:access@musicmidtown.com) no later than one month before the event.

## NURSING/PUMPING MOMS



Moms who are nursing or pumping are welcome to use the power at the Access Center. We have a table and chairs set up for your use. We do not have privacy so bring a cover-up if you wish. Please write to [access@musicmidtown.com](mailto:access@musicmidtown.com) for additional important information.

## MEDICAL CONSIDERATIONS

### Syringes



A person bringing a syringe will need to show medication in prescription packaging with name on the label, and photo ID.

### Medication

Medication must be in prescription packaging with a prescription label. Bring enough for your personal use only. Do not mix types of medications in one container. Bring photo I.D. If meds must be kept cool you may bring a small, soft-sided cooler. Talk with your pharmacist about using small, travel-sized prescription containers.

### Medical Tents

There are four medical tents, see map for locations. In addition to their other services, they can assist with recharging powered wheelchairs or scooters or replenishing ice to keep meds cool.

## **SERVICE ANIMAL POLICY**

### **No Pets**



Pets are not allowed at Music Midtown. A festival is a stressful environment for an animal and it may become aggressive even if it has not acted this way in the past. For the safety of all, no pets are allowed.

### **Ejection Policy**

Persons found to be posing their pet as a service animal, will be ejected from the site without refund.

### **Service Animals**

Persons with disabilities and their service dogs or miniature horses that are individually trained to do work or perform tasks for those persons with disabilities are welcomed. Other types of animals and pets are not allowed.

A service animal must be trained and if it does not adhere to the following conditions staff will have the handler remove the animal from the site. The handler may return without the animal. The animal must:

1. Be housebroken and;
2. Under the control of its handler at all times and;
3. Not threaten the health or safety of any other person or animal.

### **Service Dogs in Training**

Under Georgia state law, service dogs in training are allowed to accompany their trainer or the person raising the dog as long as:

1. The dog is held on leash and is under the control of the person raising or training the dog for an accredited school for seeing eye, hearing, service or guide dogs and;
2. The person has on his or her person and available for inspection, credentials from the accredited school for which the dog is being raised and;
3. The dog is wearing a collar, leash, or other appropriate apparel or device that identifies the dog with the accredited school for which the dog is being raised.

To be sure that the animal and trainer are coming from an accredited school, Music Midtown appreciates a minimum of one week's advance notice so that there is time to confirm with the school. Most reputable service animal training schools also provide a certificate of insurance. Write to [access@musicmidtown.com](mailto:access@musicmidtown.com) with your request and with contact information for the school.

### **The Following Are NOT Service Animals**

By law, if an animal's purpose or task is to provide protection, emotional support, well-being, comfort, or companionship, it is not considered a service animal and may not come to this festival.

### **Your Animal, Your Responsibility**

Anyone bringing an animal to Music Midtown will be responsible for and liable for any damage or injury caused by the animal.

### **Service Animal Check-In**

At each entrance there is a service animal check-in staff person. Look for a sign with a wheelchair symbol and use the Access Lane. Persons with disabilities who are bringing their service animals and trainers bringing a dog in training, should request to check-in as they enter the gate. A brief screening will be conducted, the handler is given important information, and a tag attached to the animal's collar indicating to other staff and security that the animal has been through the process. Once inside the venue, the handler is less likely to be questioned by festival staff unless the animal causes a problem. Those bringing pets will be turned away. For questions about our service animal policy or procedure write to [access@musicmidtown.com](mailto:access@musicmidtown.com).

### **OTHER ACCESS PROGRAM TIPS**

#### **Keeping Your Cool**

If you are feeling woozy, confused, or poorly at all, get to shade and hydration immediately. If you need help, go to a Medical Tent or ask staff to call for assistance.

#### **Special Dietary Needs**

Those who have special dietary needs may bring small amounts of food, for personal use only, into the venue. You may bring one factory sealed bottle of water, up to one liter, and empty containers to fill at the free water stations. Glass and metal are not allowed.

#### **Bag Policy**

If you must bring extras due to your disability or medical condition, view the Music Midtown Bag Policy here, [www.musicmidtown.com/mm18-bag-policy](http://www.musicmidtown.com/mm18-bag-policy). Write to [access@musicmidtown.com](mailto:access@musicmidtown.com) if you need additional accommodations.

### ***THANK YOU***

Thank you for coming to Music Midtown. We will see you soon!

The Music Midtown Access Program is brought to you in collaboration with Everyone's Invited, LLC, [www.EveryonesInvited.com](http://www.EveryonesInvited.com), [www.facebook.com/everyones.festival](https://www.facebook.com/everyones.festival), [www.instagram.com/everyonesfestival](https://www.instagram.com/everyonesfestival).