

# Accessibility Information for Commencement Guests

## Parking, Entrances, and Tickets

There are no special tickets for those using wheelchairs or other mobility devices. Please be aware, even upon request, there is no reserved seating.

The doors of the ARENA will open approximately 90 minutes (about 1 and a half hours) before the start of the ceremony. Please plan to wait in line if you arrive earlier.

An accessible parking lot is located on Cedar Street, just off Elm Street. If this lot is full, it may be best to drop off the person with an accessibility need, along with a family member, on Lake Avenue, near the main entrance.

Additional accessible parking will be available for vehicles with a state-issued accessible placard or license plate on both sides of Chestnut Street (one-way). From there, guests may enter the SNHU Arena through the Accessible Entrance located at the back of the building on Chestnut Street. Please do not attempt to enter through the VIP Entrance unless you specifically have VIP Tickets. Guests without VIP Tickets will be directed to the Accessible Entrance. For reference, once inside the arena, section 116 is closest to this entrance, followed by 123/124. The elevator to the 200 level is also near this entrance.

## Service Animals

Under Titles II and III of the [ADA](#), Service Animals are defined as dogs individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental health needs to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability.

The SNHU Arena will allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed. Re-entry for the purpose of service animal relief will be allowed. A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe and effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.



## Visual and Hearing Access

A video screen is provided over the stage for visual access to the ceremony.


- CART (Communication Access Realtime Translation) will be available for viewing on the video screen.
- American Sign Language Interpreters will be present for the event and will be viewed on the video screen.

If you need an FM system for assistance with hearing, please plan on checking with the Arena Staff at the main entrance area. The SNHU ARENA may have FM systems to loan out during the event.

## Wheelchairs and Mobility Needs

1. If a person already has a mobility device, they may use it in the SNHU ARENA.
2. Contact a company for renting a mobility device.  
[Charron Medical Equipment, Nashua, NH, 1-800-660-7221](#)  
[Rehabilitation Equipment Associates, Manchester NH, 603-645-5200](#)
3. Upon entering the arena, a guest can request assistance to the seating area. An SNHU ARENA staff member will transport using an SNHU ARENA wheelchair to a seat in an accessible area. The person must be able to transfer from the wheelchair to a seat without assistance from SNHU ARENA staff. SNHU ARENA staff take the wheelchair for use with other guests and if requested, can return at the end of the event to transport you or your family member to the most appropriate exit.

## Seating Types

The map below shows accessible areas for wheelchair and walker platform seating with the wheelchair symbol:  These areas have platforms for wheelchairs and several fixed seats for those who cannot descend several stairs.

For wheelchair platform seating, please limit the number of people to two: One with a disability and one companion. Those who cannot walk any stairs take priority for platform seating.

## Seating Locations

Section 101 is farthest from the stage, but it is closest to the main entrance and within walking distance for most people. This area is mostly a large platform with a few companion chairs. Most of your family will sit in the adjacent sections (102 and 126). The entrance to section 101 is on the same level as the main entrance and will have a large black curtain across, so that fewer people will enter there. Please speak with the SNHU Arena staff in this section if you and a companion choose to sit here.

When entering the main entrance, elevator access to the 100 level seating (sections 104/105, 108, 110/111, 117/118, 123/124) is to the right and is marked on the map. There is also accessible seating on the 200 level area. An elevator with access to the 200 level is also marked on the map. Please notice this elevator is not near the elevator from the main lobby to the 100 level seating.

