

## **Brooks Field at Wallace Wade Stadium**

### **2017 Accessible Seating Policy**

*Last Updated: January 19, 2017*

Prior to game day, guests are encouraged to reach out to our disabilities coordinators at 919-668-6213 to help make arrangements for their visit if there are any special needs, questions, or concerns regarding the accessibility and accommodations at Brooks Field at Wallace Wade Stadium.

#### Locations

1. All ADA seating locations for Duke Football home games at Brooks Field at Wallace Wade Stadium are assigned, ticketed seating areas.
2. Duke Student ADA seating is located on the concourse platforms at the top of the Duke Student Section and in designated sections on field level.
3. Heroes Corner ADA Seating is located on the concourse platforms at the top of the Heroes Corner seating sections and in the designated section on field level.
4. Group Sales ADA seating is located on the concourse platform at the top of the Group Sales seating section.
5. General Admission ADA seating is located on the concourse platforms at the top of general admission seating sections.
6. East Side Reserved ADA Seating is located on the concourse platforms at the top of each east side reserved seating section and on field level at the bottom of each reserved seating section.
7. Premium Reserved ADA Seating is located on the concourse platforms at the top of each premium reserved seating section and on field level at the bottom of each premium reserved seating section.
8. Premium Covered Reserved ADA Seating is located on the concourse platforms at the top of each premium covered reserved seating section.
9. In Blue Devil Tower, ADA seating is available on the Club Level. All tower suites and service areas in the DeJoy Family Club and Delta Suite Level are accessible.

#### Sales

1. The Duke Athletics Ticket Office offers ADA seating (excluding suites) to be purchased both as season tickets and on a single game basis.
2. Guests purchasing season tickets for ADA seating will be subject to Iron Duke priority, when applicable.
3. All ADA seats that are not sold as season tickets will be open to purchase as single game tickets.
4. Guests are permitted one (1) wheelchair/accessible seat and up to three (3) companion seats in an ADA location each game. All tickets must be purchased.
5. Tickets for all Duke Football home games, including ADA seating, may be purchased in advance of game day at the Scott Family Athletics Performance Center Ticket Office, online at [www.goduke.com/tickets](http://www.goduke.com/tickets) or over the phone at 919-681-2583 or 877-375-3853.
6. ADA seats will be available for purchase on game day at all stadium ticket sales locations.
7. 10% of the total ADA seating in Brooks Field at Wallace Wade Stadium (excluding suites) will be held for game day exchanges.

#### ADA Ticket Exchange

1. Guests with disabilities who hold non-accessible seats may exchange their tickets for ADA seating.
2. Guests who hold tickets for ADA seating and do not require accommodations are encouraged to exchange their tickets for non-accessible seats.
3. Prior to game day, guests can exchange their tickets by visiting or calling the Duke Athletics Ticket Office in the Scott Family Athletics Performance Center during normal business hours (Monday – Friday 8:30 AM – 4:30 PM). No online exchanges are permitted. The Ticket Office can be reached at 919-681-2583 or 877-375-3853.
4. On game day, guests can exchange their tickets at the Duke Athletics Ticket Office in the Scott Family Athletics Performance Center, Wilson Gate Ticket Booth, and Powers Gate Ticket Booth beginning two (2) hours prior to kick-off.
5. Once inside Brooks Field at Wallace Wade Stadium, guests may visit the in-stadium Ticket Office window at the Bostock Gate Ticket Booth behind Section 18 for concourse and field level ADA seating ticket exchange. Guests in Blue Devil Tower may visit the Club Level Guest Services Desk located in the Pitts Family Lobby for assistance.

#### Duke University Students

1. Like all other Duke Student tickets, student tickets for ADA seating will be printed on student ticket stock. For entry into Brooks Field at Wallace Wade Stadium, students must present a valid DukeCard with their student ticket.
2. Duke University Undergraduate, Graduate and Professional Students can obtain ADA seating in advance of game day by contacting the Duke Disability Management Office at 919-668-1282. Early reservations for student ADA seating will end at

4:00 PM two (2) business days prior to game day (Thursday for Saturday games, Tuesday for Thursday games). Students can pick-up their tickets on game day at Student Will Call window at the Duke Athletics Ticket Office in the Scott Family Athletics Performance Center. Each student must present a valid DukeCard to pick-up tickets.

3. On game day, Duke University Students who have not pre-registered for ADA Seating should visit the Duke Athletics Ticket Office in the Scott Family Athletics Performance Center for accommodations. A valid DukeCard must be presented to pick-up tickets.
4. All Duke Student ADA seating requests (advanced and on game day) will be fulfilled based on availability through Student ADA seating holds, unsold inventory, and game day ADA ticket exchanges.

#### Stadium Sell-Outs

1. In the event of a general public sell-out, the Duke Athletics Ticket Office will only sell ADA seating to guests with disabilities who require accommodations until kick-off.
2. When only 10% of the total ADA seating remains prior to kick-off, ticket sales will cease in order to hold these seats for game day exchanges.
3. After kick-off, any remaining inventory can be sold on a walk-up basis. When sales open, priority will be given to guests who require ADA seating.

#### ADA Seating Fraud

1. Ticket fraud includes, but is not limited, to the misrepresentation of a disability.
2. Duke Athletics reserves the right to take appropriate action regarding misrepresentation which may result in relocation or revocation of ticket privileges.