

The Lied Center Experience When you Have an Accessibility Need

From Ticket Buying to Leaving the Parking Lot After an Event

Let's Get Some Introductory Info Before We Purchase Our Tickets

- Billboard from the International campaign Disability is Diversity. Check out their site here: <https://disabilityisdiversity.com/>



What is ADA?

The Americans with Disabilities Act

Put in place July of 1990 to prohibit discrimination against people with disabilities.

Their official government website is [ada.gov](https://www.ada.gov)

- From here you can report Disability Rights Violations, read up on the latest Disability Rights Laws, see how ADA defines service animals, and much more.

What is a Service Animal?

- The ADA defines service animals as: Dogs of any size and any breed, that are trained to perform a task directly related to a person's disability.
- Per the ADA, service animals are *not*:
 - Required to be certified or go through a professional training program
 - Required to wear a vest or other ID that indicates they're a service animal



Elevator Floors

- LL

- Doors 1 & 2
- Doors 9 & 10
- Pavilion
- Greenroom
- Dressing Rooms
- Dance Studio
- Conference Room
- Admin Office

- L

- Doors 3 - 8
- Kemper Lobby
- Audience Services Desk
- Ticket Office
- Bales Recital Hall

- B1

- Balcony Box Left
- Balcony Box Right

- B2

- Doors 21 – 26
- Seymour Gallery
- Custodial Office

- B3

- Doors 31 & 32

Attending an Event at The Lied Center with an Accessibility Need

- Purchasing a ticket
 - In person
 - Over the Phone
 - Online
- Arriving at the Lied Center
- Being seated
- Enjoying the performance
- Departing the Lied Center

Purchasing a Ticket In-Person or Over the Phone

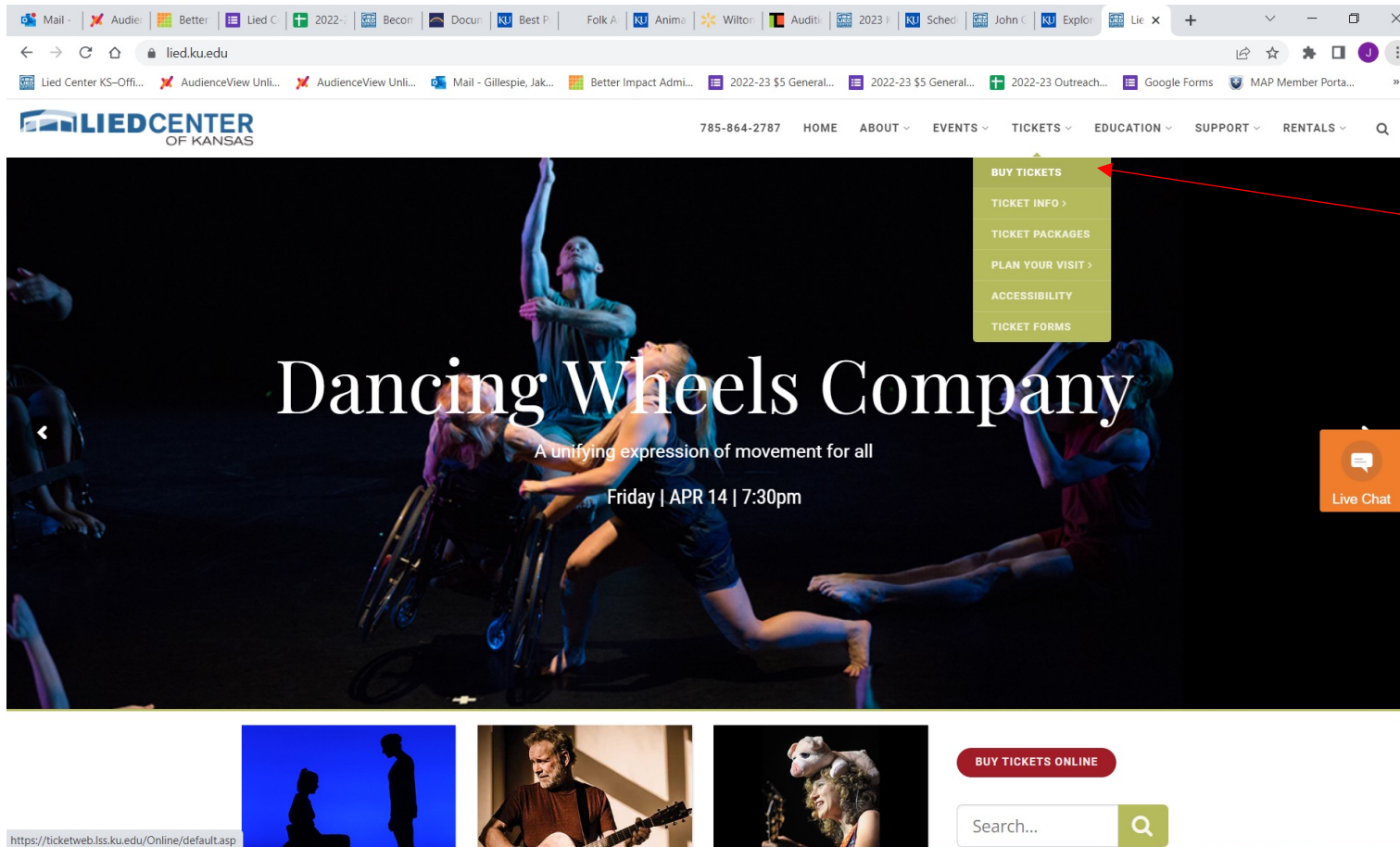
The patron is greeted by a Ticket Office employee and asks for tickets to an upcoming event. They let the employee know that they will require accessible seating for their party.

The TO employee looks up the patron's account or sets up a new customer account for the patron to attach to this purchase.

The TO employee asks the patron if they will need any seats removed to accommodate one or more wheelchairs (or similar equipment), if they need a seat for a service animal, and if they have a seating section preference. Based off the patron's requests, the TO employee will find the best seats for the patron.

Once everything is decided and the purchase is complete, the TO employee makes note of any seats that are to be removed and any service animals that are to join us in the comments section of the patron's purchase. These notes are produced for House Managers before the show so they can prepare the Auditorium accordingly.

Buying a Ticket Online



The patron navigates to lied.ku.edu and hovers their cursor over the “TICKETS” tab at the top of the page. From there, they select “BUY TICKETS.”

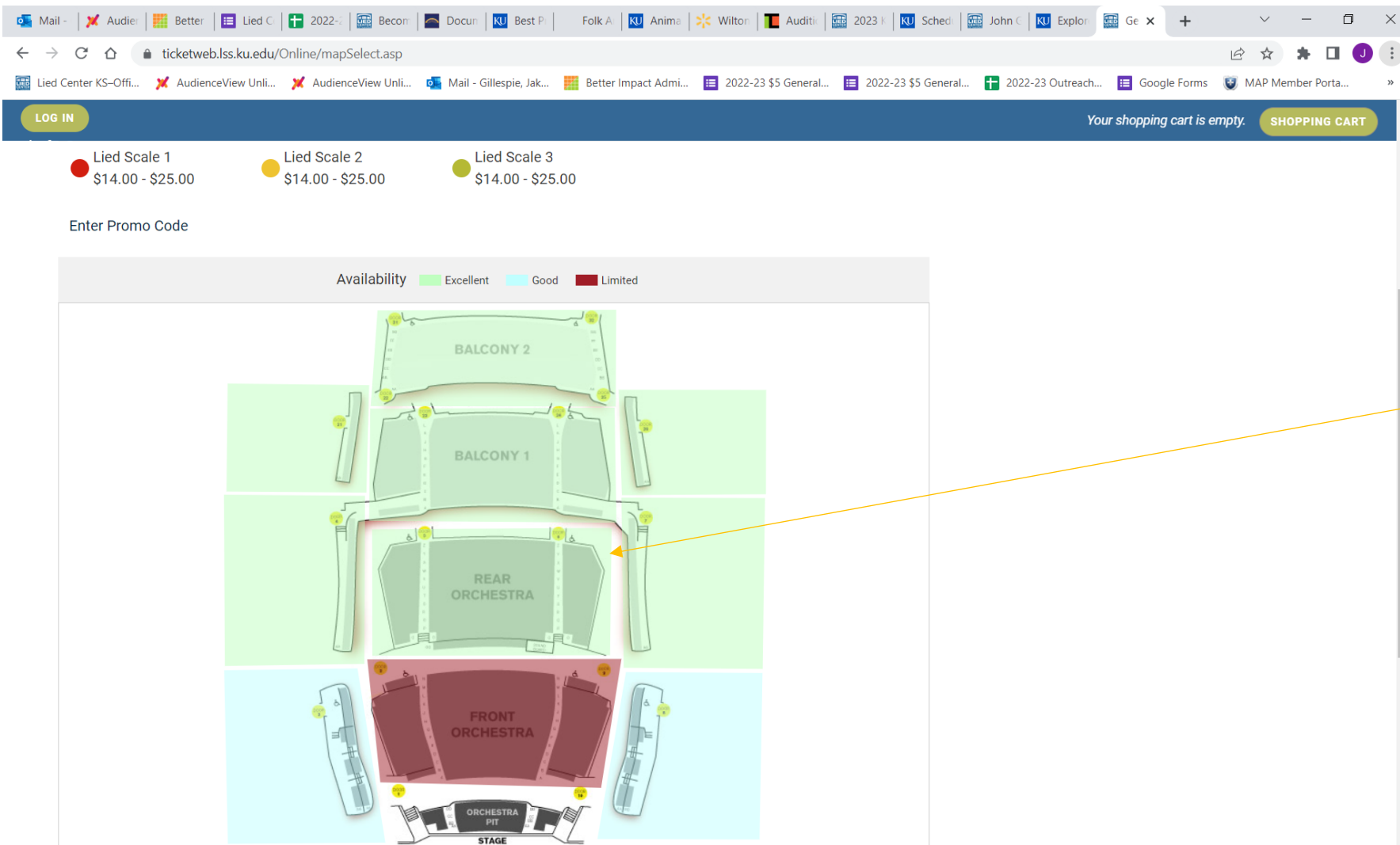
Buying a Ticket Online cont.

The screenshot shows a web browser window with the URL `ticketweb.lss.ku.edu/Online/default.asp`. The page features a dark blue header with a 'LOG IN' button and a shopping cart icon. Below the header, there is a search bar with a 'GO' button. The main content area displays a list of events, each with a title, performance date, and availability status. The events listed are:

- Lied Legacy Seat Campaign – Name a Seat**: Performance Date Thursday, February 16, 2023, 7:30 PM. Availability - Excellent. [Buy](#)
- Dancing Wheels Company**: Performance Date Friday, April 14, 2023, 7:30 PM. Availability Good. [Buy](#)
- John Gorka**: Performance Date Sunday, April 16, 2023, 7:30 PM. Tickets currently unavailable. Please contact the ticket office.
- Kansas Drag Showcase Meet and Greet**: Performance Date Friday, April 21, 2023, 5:30 PM. Availability - Excellent. [Buy](#)
- Kansas Drag Showcase**: Performance Date Friday, April 21, 2023, 7:00 PM. Availability - Excellent. [Buy](#)
- Laurie Berkner**: Performance Date Saturday, April 22, 2023, 3:00 PM. Availability Good. [Buy](#)
- ZOFO**: Performance Date Sunday, April 23, 2023, 2:00 PM. Availability Good. [Buy](#)
- KU Symphonic Band**: Performance Date Monday, April 24, 2023, 7:30 PM. Availability - Excellent. [Buy](#)
- KU School of Music Scholarship Concert**: Performance Date Saturday, April 29, 2023, 7:30 PM. Availability - Excellent. [Buy](#)

On the left side of the page, there are social media links for Facebook and YouTube, and a promotional banner for the 'Rock Chalk Suite' CD.

Once the patron finds the event they would like tickets for on this list, they click the “Buy” button on the right side of the page.



Now that the patron has selected their event, it's time for them to select their seats. First, they will click on their preferred section. Let's look at the Accessible seating at the back of the Rear Orch Section.

Buying a Ticket Online cont.

Orchestra Rear Pricing

- Lied Scale 1 \$26.00 - \$50.00
- Lied Scale 2 \$21.00 - \$40.00
- Lied Scale 3 \$19.00 - \$35.00

Enter Promo Code

Map navigation: < Full Map | Jump to... | Go

REAR ORCHESTRA

DOOR 5 DOOR 6

OR LFT Z 1
By selecting this seat you acknowledge that you have an accessibility need. Call the ticket office with any questions about companion animals.

Your Selections: 0 | Add to Order

The patron will see this pop-up message when hovering their cursor over an accessible seat.

Buying a Ticket Online cont.

The screenshot shows a web browser window with the URL <https://ticketweb.lss.ku.edu/Online/mapSelect.asp>. The page displays a seating chart with a pop-up window titled "Choose price, then scroll down and click Add to Order: (OR LFT Z 1)". The pop-up window contains the following options:

- ADULT \$35.00
- CHILDREN 0-18 \$19.00
- HASKELL STUDENT \$19.00
REQUIRES STUDENT ID
- KU FACULTY/STAFF \$32.00
REQUIRES KU ID
- KU STUDENT \$19.00
REQUIRES KU ID
- MILITARY DISCOUNT \$32.00
REQUIRES MILITARY ID
- OTHER COLLEGE STU. (NOT KU) \$19.00
- SENIOR CITIZEN 62+ \$32.00

At the bottom of the pop-up window, there is a message: "By selecting this seat you acknowledge that you have an accessibility need. Call the ticket office with any questions about companion animals." This message is circled in red. A red arrow points from this message to the text on the right side of the slide.

When the patron selects an accessible seat, they will then be prompted to select their Ticket Price Type. They will also see the same message stating that they acknowledge they have an accessibility need at the bottom of the pop-up window.

Buying a Ticket Online cont.



Arriving at the Lied Center

- When parking for an event, patrons with a Disability Placard can park at any of our Accessible Parking Spaces lining the building.
- When parking to purchase tickets from the Ticket Office, patrons are free to park on the circle drive directly in front of the main entrance.
- Patrons are also free to utilize the circle drive when dropping off members of their party. But they cannot leave their vehicle there for the performance.

Arriving at the Lied Center cont.

- The patron enters through any of our exterior entrances (Main Doors, Pavilion, or West Doors) and is greeted by our dedicated ushers.
- If the patron needs a ticket, ushers will prompt them to stop at our Ticket Office to get one.
 - If the patron needs any seats removed to accommodate their equipment or service animal, the TO employee will radio a House Manager to configure the House accordingly as another House Manager or usher shows them to their spot.
- If the patron already has their ticket, ushers will scan their ticket and point them in the direction of their Door # (for a reserved seating Auditorium show) or to the Pavilion.

Arriving at the Lied Center cont.

- The patron is then greeted by an usher at their door and are asked if they need any assistance finding their spot(s).
- If the Patron's equipment is not needed for enjoying the event (eg. walker, cane, crutches, etc.), then they will be asked by ushers/FoH staff to store their equipment out of any walking paths as not to create a fire/trip hazard.
 - This could be behind their seat (if no seat is behind them), in a lobby closet/alcove, behind the Audience Services Desk, under the Grand staircase, or in the Admin Office.
- Once the patron is in their seat FoH staff will label the equipment with their name and seat number to ensure that both no one else takes it & other staff members can return it when necessary. Sticky notes and pens are located at the Audience Services Desk.
 - If the patron is attending the event alone, Ushers/FoH staff should check-in with the patron during intermission and be mindful of them during house checks, just in case they need their equipment.

The End of the Event

- If the patron attended the event alone and has stored equipment outside of the Auditorium/Pavilion, FoH staff will bring the equipment to the patron at their seat as soon as the event is over.
- The patron goes on to enjoy the rest of their day whether that's stopping by the merch table, mingling with other guests, or heading straight for the parking lot.

Some Other Things to Remember

- Every floor of the Lied Center, except for the 2nd Balcony, has a restroom. Each restroom is equipped with an ADA stall that can accommodate most patrons.
- The All-Gender restroom located in the Admin Office is another excellent option for patrons with a Sensory Processing Disorder (SPD) or similar disability.

Any
Questions or
Comments?

