

Accessibility Statement and Policy

At the Pennsylvania Convention Center, we are committed to providing an inclusive and accessible environment for all guests. We recognize the diverse needs of our guests and are dedicated to ensuring that our facility is welcoming, safe, and accommodating.

This Accessibility Statement and Policy outlines our commitment to supporting individuals with disabilities and other accessibility needs in the following areas:

Mobility

- The Convention Center is fully accessible to individuals with mobility impairments, with barrier-free entry points, and elevators throughout the facility.
- Our team is trained to provide universal design in our meeting room sets based on our customers' specifications.
- Our security team has a limited inventory of complimentary wheelchairs which can be requested at our security desks. They are "first come-first served" and require guests to leave their driver's license in exchange for a wheelchair.
- Personal mobility devices, including electric scooters, are permitted.
- Scooter and wheelchair rentals to our customers are ordered directly through Scootaround. Daily rental fees are as follows: \$65.00 for Scooters and \$25.00 for Wheelchairs. To reserve a scooter or wheelchair call 1-888-441-7575. It is recommended to make your reservation at least 72 hours in advance to guarantee your rental will be available when you arrive.
Accessible restrooms are conveniently located throughout the venue.
- The Pennsylvania Convention Center does not own or have a parking facility connected to it. There are multiple public parking facilities around the venue and there are designated drop off locations at our 12th and Arch East Concourse entrance and our Broad Street Atrium entrance.

Vision

- Service animals are welcome throughout the Convention Center in accordance with ADA regulations and are permitted to accompany persons with disabilities in any area of a facility where the general public is normally allowed. Only dogs and miniature horses are recognized as service animals. They are not required to wear any insignia identifying the animal as a service animal although it is helpful for building security. The animal must be trained to perform a specific service for the person with a disability. The dog must remain on a leash, house-trained, and under control of the owner always.
 - Security is permitted to ask only two (2) questions when an animal enters the building:
 1. Is the animal a service animal?
 2. What task is the animal trained to perform to assist the accompanying disabled person?
- Comfort or emotional assistance animals are not permitted.
- Braille and tactile signage are provided in key areas, including elevators, restrooms, and meeting rooms.
- Audio assistance devices are available for events upon request and in collaboration with the show organizer's AV provider.
- Digital and print materials, including maps and event programs, are available in large print and electronic formats for screen readers.
- Staff are trained to provide wayfinding assistance to guests who are blind or have low vision.

Hearing

- Audio assistance devices are available for events upon request and in collaboration with the show organizer's AV provider.
- American Sign Language (ASL) interpreters can be arranged with advance notice via the show organizer.
- Live captioning and real-time transcription services can be made available for select events via the show organizer.
- Visual emergency notification systems, including flashing alarms, are installed throughout the facility.
- Staff are trained to communicate effectively with individuals who are deaf or hard of hearing.

Sensory and Neurodivergence Support

- A quiet, designated space is available for guests who may need relief from sensory stimulation, when the space is not reserved for a specific event.
- Event organizers are encouraged to provide sensory-friendly accommodations, such as reduced lighting and sound adjustments.
- Staff are trained in neurodivergent supportive communication and de-escalation techniques.
- Sensory kits, including noise-reducing headphones and fidget tools, are available via our Engagement and Events teams.
- Clear and predictable signage is available to aid in navigation and reduce stress.

Allergens (Food and Chemical)

- The Food and Beverage team at the Pennsylvania Convention Center accommodates dietary restrictions and allergies with labeled food options and allergen-free meal choices upon request.
- Guests with severe food allergies may bring their own food if necessary for medical reasons.
- Cleaning products used in the facility are selected to minimize harsh chemical exposure.
- We encourage exhibitors and vendors to clearly label potential allergens in their products.

Feedback and Assistance

- We welcome feedback from our guests to help us improve accessibility. If you require specific accommodations or have concerns, please contact our Engagement Team at engagement@paconvention.com.
- The Pennsylvania Convention Center is committed to continuous improvement and is dedicated to providing all our guests with a safe, welcoming, and enjoyable experience. We look forward to welcoming you.

