Guests with Disabilities Guide

The USTA is committed to ensuring that the US Open is an enjoyable and accessible experience for all of our guests, including those individuals with disabilities. The USTA Billie Jean King National Tennis Center (BJKNTC) – the Home of the US Open – either meets or exceeds all structural and service requirements as stipulated by the Americans with Disabilities Act (ADA), providing easy access for our guests with disabilities, as well as their families and friends, to enjoy the greatest sports and entertainment experience in the world.

This guide is designed to provide information about BJKNTC accessibility and related features. As always, should you have any questions or need further assistance, please contact Customer Service at 718-760-6200 (ext. 6271). Thank you for your support and patronage.

GENERAL ACCESS INFORMATION

Accessible Parking: US Open parking areas contain designated parking spaces for guests with disabilities. Parking passes can be purchased prior to the US Open for Lot C (subject to availability) by contacting the US Open Box Office. In the event that Lot C is oversold, passes may be purchased for parking Lot H, where a wheelchair accessible shuttle service is available.

For more information regarding accessible parking during the US Open, please contact Customer Service at 718-760-6200 (ext. 6271) and select menu option #1.

In addition to accessible parking, guests with disabilities can also access the BJKNTC via the #7 train, exiting at the Willets Point / Shea Stadium stop and via the Q48 bus, exiting at the Roosevelt Avenue or Willets Point Station stops.

Emergency Evacuations: US Open staff is trained in evacuation and emergency procedures to ensure the safe evacuation of all patrons, including those with disabilities. In the unlikely event of an emergency, information will be displayed on video boards and announced on the public address system. Designated US Open staff will proceed to the designated accessible seating locations in Arthur Ashe Stadium, Louis Armstrong Stadium, Grandstand Stadium, Court 17 and field courts throughout the site to provide appropriate assistance. Area Directors and Supervisors (wearing red shirts) will assist with the direction of all patrons to the nearest evacuation point.

Gate Opening Times/Access: Gates open at 9:30am on Arthur Ashe Kids’ Day and at 10:00am on each day of the US Open. The gates will open at 6:00pm for the night sessions, but with a restaurant pass access is available at 5:00pm. (With the exception of the Men’s Final when gates will open at 11:00am)

Service Animals: Service animals are welcome at the BJKNTC. Please contact Customer Service at 718-760-6200 (ext. 6271) with accommodation-related questions.

Tickets: Tickets for individuals with disabilities can be purchased by calling Customer Service or by visiting the US Open Box Office.

Hours of Operation for the Box Office are as follows:
Starting with the general public on-sale date on Monday, June 11, 2012, business hours for the US Open Ticket Office are between 9:00 a.m. and 5:00 p.m. Monday through Friday, and 10:00 a.m. to 4:00 p.m. on Saturdays. Please note that the Box Office is closed Sundays and on Wednesday, July 4, 2012. During the
US Open August 27-September 9, operating hours are extended from 9:00 a.m. to 9:00 p.m.* In the event of inclement weather or site closings, the US Open Box Office will also be closed.

*subject to change

ARTHUR ASHE STADIUM

Entrances and Exits: Arthur Ashe Stadium’s main entrance (South Entrance) is accessible by both ramp and stairway. Additional points of entry and exit have restricted access use.

Elevators: Guests with disabilities can utilize a number of elevators which provide access to all areas of Arthur Ashe Stadium. Wheelchair accessible elevators are located at the South Entrance of Arthur Ashe Stadium at the top of the ramps. These elevators provide access to Club Level, Mezzanine Level and Promenade Level seating. East Entrance and President’s Entrance elevators are reserved for use by our luxury suite ticket holders, courtside ticket holders, suite holders and ACES/Champions Grill guests. All guests with disabilities wishing to use the East Entrance and/or West Entrance elevator must present a valid luxury suite ticket, designated restaurant pass or elevator pass for themselves and their guests. Please call Customer Service at 718-760-6200 (ext. 6271) for further information.

Escalators: Escalators are available to provide easy access for guests and can be accessed via the South Entrance of the Stadium

First Aid/Medical: First Aid stations are located in the following locations:

- Court Level NE opposite Fire Command Center in room 1424
- Club Level (next to gate 7 – Sections 36 to 41) located in front of suite 124
- Promenade Level between gates 30 and 31, next to staircase D in room 4121

Restrooms: All restrooms in Arthur Ashe Stadium are ADA compliant.

Stadium Seating: Arthur Ashe Stadium is equipped with wheelchair accessible seating on two levels of the stadium, Lodge Bronze and Courtside. The US Open will accommodate each guest requiring wheelchair accessible seating with up to three companion seats with each purchase, subject to availability.

Closed Captioning: Closed captioning will be provided inside Arthur Ashe stadium. Captioning can be seen on the ribbon boards located above the suite level in the southwest and northeast corners of the stadium. Captioning will be provided on August 25, 2012 for Arthur Ashe Kids Day and for the duration of the tournament (August 27-September 9, 2012).

LOUIS ARMSTRONG/GRANDSTAND

Entrances and Exits: Louis Armstrong/Grandstand Stadium has two main entrances and exits both located on the South Side of the stadium adjacent to the Concession area.

Elevators: Wheelchair access to Louis Armstrong Level seating and Grandstand seating may be accessed via a wheelchair lift at Gate 1. South elevators should be utilized for upper level seating in Louis Armstrong Stadium. A ramp is available at Gate 10 to access level 2 of Louis Armstrong/Grandstand Stadium.

First Aid/Medical: A First Aid station is located in the Northeast Corner of Grandstand Stadium by the Box Office in between Gate 12 and Gate 13.

Restrooms: All restrooms located in Louis Armstrong and Grandstand Stadium are ADA compliant.

Stadium Seating: Louis Armstrong/Grandstand Stadium is equipped with wheelchair accessible seating on two levels of Louis Armstrong Stadium and one level in the Grandstand Stadium. The US Open will accommodate the individual with a disability and up to three companions, subject to availability.

BILLIE JEAN KING NATIONAL TENNIS CENTER GROUNDS/FIELD COURT ACCESS

Guests needing assistance while at the BJKNTC or on the surrounding field courts, can speak to one of our Guest Services Members or Security Personnel for additional questions and/or concerns. All field courts are accessible and have priority wheelchair seating. There is a First Aid Station located west of field Court 8 (Southwest corner of the site) and various accessible restrooms located throughout the site.