



Access & Accommodations

For Patrons and Visitors with Disabilities

THE COLOR PURPLE / First National Tour: Push Da Button featuring Angela Robinson • Photo by Paul Kolnik



A TRIP TO BOUNTIFUL / Kathleen M. Brady • Photo by Terry Shapiro

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Welcome to the Denver Performing Arts Complex, the largest arts complex in the world featuring ten performance spaces connected by an 80-foot-tall glass roof. The Arts Complex is a four-block, 12-acre site that is home to a Tony Award-winning theatre company, Broadway touring productions, contemporary dance and ballet, magnificent chorales, a major symphony orchestra, internationally-acclaimed opera and more.

The Denver Performing Arts Complex in conjunction with the City of Denver and its many tenants continuously strive to ensure that its venues, performances, classes and amenities are fully accessible to patrons of all abilities. If you require an accommodation not mentioned in this brochure, please contact Theatres and Arenas as noted on page 5 of this booklet.

Thank you for your patronage. We hope you enjoy the performance!

Overview

These accessibility guidelines are intended to provide patrons and visitors with all the necessary information to make each visit to the Denver Performing Arts Complex memorable. The City of Denver's Division of Theatres & Arenas is committed to ensuring that its venues are accessible to people of all abilities. The City takes pride in providing services and accommodations that make the entertainment experience enjoyable.

Theatres & Arenas provides wheelchair accessible and companion seating locations as well as assistive listening devices in each of its venues. Additionally, some of its tenants offer American Sign Language (ASL) interpreted, audio-described and open captioned performance opportunities.

Please note that each tenant handles its own ticket sales by phone, online or before the event at the lobby box office. Please see page 6 for a list of ticketing information.

We hope that your experience at the Denver Performing Arts Complex is terrific from the parting of the curtains to the final bow.

Contact Information

For general information about accessibility in the venues at the Denver Performing Arts Complex, please contact Theatres and Arenas.

Phone (Ellie, Buell, Boettcher)

(720) 865-4242, (720) 865-4224 or TTY (720) 640-1026 —
8am-5pm, M-F

(720) 865-4200 — After 5pm, & Weekends

Phone (Stage, Space, Ricketson, Jones, Garner Galleria, Tramway, Seawell Grand Ballroom)

(303) 446-6003 — 9am-5pm, M-F

(303) 572-4454 — After 5pm, & Weekends

E-mail

adainfo@artscomplex.com

Website

www.artscomplex.com

Mailing Address

Accessibility Program
Theatres & Arenas
1245 Champa Street
Denver, CO 80204

To request this brochure in Braille, large print, or via e-mail, please contact Theatres & Arenas in one of the above methods.

Ticketing Information

Wheelchair accessible and companion seats are available throughout the Denver Performing Arts Complex. Additionally, some tenants offer ASL interpreted, audio-described and/or open captioned performances. Contact the tenants directly and specify your ticketing needs:

Colorado Ballet

(303) 837-8888

Groups: (303) 339-1723

www.coloradoballet.org

Colorado Symphony Orchestra

(303) MAESTRO (623-7876)

TTY: (800) 659-2656

Groups: (303) 292-5566 ext. 1007

www.coloradosymphony.org

Theatre & Broadway Shows

Denver Center Attractions, Denver Center Theatre Company and National Theatre Conservatory

(303) 893-4100

TTY: (303) 893-9582

Groups: (303) 446-4829

www.denvercenter.org

Opera Colorado

(303) 357-2787

TTY: (800) 755-6244

Groups: (303) 468-2024

www.operacolorado.org

Additional Contact Information

Other Engagements

Other entertainers may appear at the Denver Performing Arts Complex throughout the year. Check with the following ticketing outlets for event information:

TicketMaster:

(303) 830-8497

TTY (833) 877-4744

www.ticketmaster.com

TicketsWest:

(866) 464-2626

www.ticketswest.com

Emergency Phone Numbers

Boettcher Concert Hall(720) 865-4200

Buell Theatre(720) 865-4200

Ellie Caulkins Opera House(720) 865-4200

Garner Galleria Theatre (303) 893-4000 ext. 2641

Jones Theatre(303) 572-4454

Ricketson Theatre(303) 572-4454

Space Theatre(303) 572-4454

Stage Theatre(303) 572-4454

Tramway Theatre (303) 893-4000 ext. 2688

Other Onsite Amenities

Backstage Coffee(303) 623-1300

Donald R. Seawell Grand Ballroom(303) 572-4466

Kevin Taylor's at the Opera House(303) 640-1012

Limelight Café and Supper Club(720) 227-9984

Ticketing Policy

Theatres & Arenas' Accessible Ticket Sales Policy provides that the on-sale date for wheelchair accessible seats coincide with each event's public on-sale date. Designated wheelchair accessible seats are available only to persons requesting such seating on a first-come first-serve basis. If all non-wheelchair accessible seats sell out, any unsold accessible seats may be sold to the general public according to the following schedule:

- a) One week before an event, one-half of the unsold wheelchair accessible seats may be sold to the general public;
- b) Three days after all non-wheelchair accessible seats are sold out in a venue, one-half of the unsold wheelchair accessible seats may be sold to the general public;
- c) Within 24 hours of an event, any remaining unsold wheelchair accessible seats may be sold to the general public.

There are two parking structures located adjacent to the Denver Performing Arts Complex.

Denver Performing Arts Complex Garage

The Arts Complex Garage is accessed from Arapahoe Street between 13th and 14th streets or underneath the Arts Complex on 13th Street between Arapahoe and Champa.

Accessible parking is located on Levels 3, 4 and 5 near the elevators and are signed and ramped. Patrons should take the elevator to Level 3 to enter the theatres.

Colorado Convention Center Garage

The Colorado Convention Center Garage is located on northbound Speer Boulevard at Champa Street and is connected to the Arts Complex by a walkway.

Accessible parking is available on all levels near the elevators. Patrons should use the Z2 elevator on the Champa Street side to “DPAC Bridge Level,” follow the walkway and take the elevator to “GL” and exit at the Arts Complex.

Garages fill quickly and early; please allow ample time if you plan on using the garages.

Services

Assistance for Patrons who are Deaf or Hard of Hearing

Assistive Listening Devices are available in all theatres at the Denver Performing Arts Complex. Patrons wishing to use this service should see a lobby attendant for information. A photo ID is required as a security deposit. Please specify if you require a hearing aid compatible unit.

Denver Center Theatre Company, Denver Center Attractions and National Theatre Conservatory offer ASL-interpreted performances of productions on select dates.

Denver Center Attractions' Broadway tours offer Open Captioning for patrons who are Deaf or Hard of Hearing on select dates. Contact the box office for tickets and details; see page 6.

Contact other presenting organizations directly for ASL-interpreted performances; see page 6.

While not a captioning device, Opera Colorado utilizes a seat-back translation system, which displays lyrics in both English and Spanish.

Assistance for Persons who are blind or have low vision

Colorado Ballet, Denver Center Theatre Company, Denver Center Attractions, National Theatre Conservatory and Opera Colorado offer audio-described performances of productions on select dates. Contact the appropriate box office for tickets and details; see page 6.

Contact other presenting organizations directly to see if they offer audio-described performances.

Playbills for all Denver Center Theatre Company, Denver Center Attractions and National Theatre Conservatory productions are available in Braille, Large Print and mp3 versions at the box office and are posted online at www.denvercenter.org. For printed materials in alternate formats at other performances, contact the presenting organization.

Services continued...

Courtesy Wheelchairs

Courtesy wheelchairs are available for all theatres at the Denver Performing Arts Complex.

The Buell Theatre, Boettcher Concert Hall and the Ellie Caulkins Opera House have courtesy wheelchairs that patrons may use on a temporary basis to assist guests from the Arts Complex Garage or the 14th Street entrance to their seats. Please contact the House Manager upon arrival to request use of these wheelchairs. Alternatively, you may arrange for use in advance by calling (720) 865-4200.

Patrons needing wheelchair assistance in the Garner Galleria Theatre, Stage Theatre, Space Theatre, Ricketson Theatre, Jones Theatre, Donald R. Seawell Grand Ballroom or Conservatory Theatre should contact an usher or Patron Services upon arrival.

Accessible Drop-off Locations, Ramps & Seating

Wheelchair accessible ramps are located throughout the Arts Complex starting curbside at 14th and Curtis streets. Additional drop-off locations at curbside ramps are located at 13th Street underneath the Arts Complex and outside The Jones Theatre at the corner of Speer & Arapahoe.

Wheelchair ramps are located in the parking garage on levels 3, 4 and 5.

Lobby ushers in each theatre can direct patrons to interior elevators and ramps, which lead to wheelchair seating.

Wheelchair and companion seating are available in each theatre. Please speak with each event's box office staff for exact seating locations and availability; see page 6.

General Information

Drinking Fountains and Water Dispensers

All lobbies have water fountains or water dispensers.

Food, Beverages, Concessions

Beverages and snacks are sold in lobbies and restaurants throughout the Arts Complex; food and drink are not allowed into theatres during performances unless otherwise noted with the exception of bottled water.

Elevators

All buildings with multiple levels are equipped with elevators. The Ellie Caulkins Opera House has accessible lifts on each side of the house that provide wheelchair access to the orchestra level.

Restrooms

Accessible restrooms are located on all levels of the Ellie and the Buell Theatre. The accessible restrooms for Boettcher Concert Hall are located in the lobby. Accessible restrooms for the Stage and Space theatres are located in the main lobby of the Helen Bonfils Theatre Complex. Accessible restrooms of the remaining theatres are located in their respective theatre lobbies.

Transportation

RTD regular service vehicles are equipped with wheelchair lifts. For persons who are not able to utilize the regular service, RTD offers Access-A-Ride service. Details for all services are available at www.rtd-denver.com.

Volunteer

Volunteer opportunities are available for anyone in the community. When calling the individual tenants to make a ticket purchase, ask for information on community outreach and volunteer opportunities or visit the websites of organizations that perform at the Arts Complex.

Will Call Windows

Will Call windows are located in each of the theatres and are typically open one hour before performances.

Accessible Tours

Persons of all abilities are fascinated by backstage tours of the Denver Performing Arts Complex. Guided tours provide a unique look at rarely seen areas of this City-owned facility, which is considered to be the largest in the world featuring ten performance spaces connected by an 80-foot-tall glass roof. Participants explore interesting aspects of this four-block, 12-acre site such as Actor's Alley where door-size, hand-painted and cast-signed replicas of Broadway show posters adorn the walls. Participants may see design and construction of props, costumes and sets being created for theatre productions. Guests will view stunning artwork on display throughout the Arts Complex.

Wheelchair-accessible tours are always available. If you have a special need or requirement that would make your tour more enjoyable please let us know.

Regularly scheduled tours are offered Mondays and Saturdays at 10am.

Additional dates and times are available upon request for groups of ten or more. Reservations are required two weeks in advance.

These 90-minute tours are \$6 per person and begin in the Helen Bonfils Theatre Complex lobby.

For reservations call (303) 893-4100, or go online to www.denvercenter.org/tours.

Due to performance related activities, theatre access changes daily and may not be available for all spaces.