

# **ACCESSIBLE INFORMATION FOR THE RYMAN AUDITORIUM**

## **Disabled Services**

The Ryman provides a full range of accommodations for Guests with disabilities to ensure their safety, comfort and enjoyment of our events and facilities. Please contact us with any feedback, questions, and concerns. You can send an email to [rymanauditorium@ryman.com](mailto:rymanauditorium@ryman.com).

## **WHEELCHAIRS**

The Ryman Auditorium provides complimentary wheelchair escorts to Guests with special needs when requested during nighttime events. Escorts are available at any entry point. Your escort will not remain with you throughout the show; they will only provide an escort to your ticketed seat.

## **WHEELCHAIR STORAGE DURING CONCERTS**

For Guests who arrive with their own wheelchairs, we provide wheelchair storage should you wish to switch from your chair to your ticketed seat. Or, if you have not made advance arrangements, please inform your ticket taker that you wish to store your chair and we will provide an escort as soon as one is available.

## **WHEELCHAIRS DURING DAYTIME TOURS**

Both our guided and self-guided tours are fully wheelchair accessible for patrons.

## **ACCESSIBLE/DISABLED SEATING**

Accessible/disabled seating is available on the Main Floor and Balcony. Accessible seating is available through participating ticket outlets and in person at the Ryman box office. You will need to indicate that you have special seating requirement. We have wheelchair accessible and disabled seating available for every public event at the Ryman.

For questions/concerns regarding accessible seating and services, please contact 615-458-8700.

## **DISABLED PARKING**

There are several paid parking lots and street meters around the Ryman. Please visit [parkitdowntown.com](http://parkitdowntown.com) for public parking information. If you are staying at Gaylord Opryland, please visit the concierge for information about our shuttle services.

## **Wheelchair and Accessible Seating Policy**

Accessible/disabled seating is available on the Main Floor and Balcony of the Ryman. Accessible seating is reserved exclusively for patrons with accessible needs and their companions. Patrons purchasing accessible seating may purchase one (1) accessible seat and one (1) companion seat adjacent to the accessible seat. Depending upon availability, seats for additional guests will be located as close as possible to the accessible space. This policy ensures that we are able to accommodate all those that need accessible seating.

## **SERVICE ANIMALS/GUIDE DOGS**

Service animals are welcome in the Ryman Auditorium. Service animals must be wearing proper identification [i.e. red vest] and/or individuals must have proof of certification or a license for the service animal.

## **EMERGENCY EVACUATION PROCEDURES**

Ryman Auditorium personnel have been fully trained in emergency evacuation procedures to ensure the safe evacuation of all patrons, including those guests with disabilities, in the case of an emergency. Please take note of the nearest exit to your seat when you arrive at the venue. On the Main Floor there are exits on the West, North and East sides of the building. Upstairs in the Balcony, your nearest exits will be on West and East sides of the building. Please take caution when using the stairs during an evacuation. Elevators will be locked for your safety and not in operation in case of an evacuation.

## **RESTROOMS**

All restrooms facilities at the Ryman are accessible by wheelchair. There are restrooms in both the upper and lower lobbies. Downstairs the restrooms are directly across from the Box Office. Upstairs restrooms, only available during concerts, are located adjacent to the concession counter.

## **ELEVATORS**

The Ryman is equipped with one elevator in the lobby that accesses the balcony. Should you require special assistance in reaching your seat, please contact [WHO WILL BE THE CONTACT] in advance or see any Guest Service staff member during the event. There is also an elevator available backstage so those taking the Backstage Tour have accessibility to all areas of the tour.