



Heinz Field Disabilities Guide

Overview

Welcome to Heinz Field, which has been designed and built to create a fan-friendly environment for all guests.

Information concerning the amenities in and around Heinz Field for people with disabilities is set forth in this guide. For additional information, please refer to the Heinz Field Fan Guide located at www.steelers.com/tickets-and-stadium/gameday-information.html or, for the University of Pittsburgh's football games, at www.pittsburghpanthers.com/facilities/pitt-facilities-heinz.html. You can also contact Heinz Field Guest Services at (412) 697-7146.

Drop-Off Points

There are two drop-off points at Heinz Field. One is located at the corner of Art Rooney Avenue and Reedsdale Street at Gate B. The other is located along North Shore Drive, directly across from the Carnegie Science Center. Please contact Heinz Field Guest Services at (412) 697-7146 for additional information regarding assistance at these drop-off points.

Accessible Parking

Alco Parking Corporation operates a number

of parking lots in close vicinity to Heinz Field that offer accessible parking. A valid placard or license plate is required for access to these spaces. All guests are encouraged to arrive early in an attempt to secure parking that best accommodates their needs.

More information concerning accessible parking for Heinz Field events can be found at www.alcoparking.com/stadium.html or you can call Alco Parking Corporation at (412) 323-4455. Guests requiring accessible parking for Pitt football games may also contact the University of Pittsburgh Ticket Office at (800) 643-PITT (7488).

Ticketing and Seating

The Steelers Ticket Office is located on the east side of Heinz Field adjacent to Gate B. The University of Pittsburgh Ticket Office for Pitt football games is located on the east side of Heinz Field adjacent to Gate A. Both ticket offices are easily accessible for guests with disabilities.

Accessible seating for persons with disabilities is available at all levels of Heinz Field, including the Club and Suite levels. Seating platforms located throughout Heinz Field are designed to accommodate persons using wheelchairs and their game-day companions. Additionally, a number of aisle seats are equipped with removable or folding armrests for ease of access.

Guests who require accessible seating but who do not have tickets for accessible seats are encouraged to contact either the Steelers Ticket Office or for Pitt football games, the University of Pittsburgh Ticket Office as far in advance of an event as possible to arrange for seating that appropriately meets their needs.

Please contact Heinz Field Guest Services at (412) 697-7146, the Steelers Ticket Office at (412) 323-1200, or the University of Pittsburgh Ticket Office at (800) 643-PITT (7488) to determine whether a given accessible seating location will meet your particular accessibility needs, or to request additional information regarding ticket and seat related issues.

Concessions

All concession stands in Heinz Field are accessible. Accessible public drinking fountains are also available on all levels throughout the stadium. Please refer to the Heinz Field Fan Guide for additional information, including the locations of all concession stands and public drinking fountains.

Restrooms

There are 52 restrooms located throughout Heinz Field. All restrooms are accessible and have accessible stalls. Please refer to the Heinz

Field Fan Guide for further information, including the location of all restrooms throughout Heinz Field.

Mobility/Transportation Assistance

Entry gates are Gate A (South), Gate B (Northeast) and Gate C (Northwest). Gates open for guest entry two (2) hours prior to kick-off. All gates are accessible. Guests are encouraged to arrive early.

Elevators are located at the Press Entrance (Southwest corner of Heinz Field across from the Carnegie Science Center), Gate C Suite Lobby and Gate B Suite Lobby for use by disabled guests and guests holding suite tickets.

A limited number of wheelchairs are available for transporting guests who are disabled to their seating location. Guests can be transported from the gates to their seats. If a wheelchair is needed for the duration of the game, guests must supply their own wheelchairs. Wheelchairs cannot be reserved in advance. Upon arrival, guests can arrange for a wheelchair at any entrance of Heinz Field. Guests needing assistance after the game should contact a seat attendant or visit one of the Guest Services Rooms. Guests can then

receive wheelchair transportation back to the gate. Wheelchair storage is available at any Guest Services location.

Guest Services

Guest Services assists disabled guests before, during and after each event at Heinz Field, including assistance related to closed captioning mobile devices and hearing impaired amplifiers. Guest Services Rooms are located behind Section 104 in the Coca-Cola Great Hall, behind Section 123 in the Lower Level North, behind Section 504 in the Upper Level East, and behind Section 528 in the Upper Level West.

First Aid / Emergency Contact Information

First aid rooms are located behind Section 103 in the Coca-Cola Great Hall, behind Section 123 in the Lower Level North, the Northeast Club Level, behind Section 517 in the Upper Level East, and behind Section 541 in the Upper Level West. Medical services are provided before, during, and for a reasonable amount of time, after each event. **In the event of an emergency, please notify the nearest stadium personnel, dial (412) 697-7766,**

or text PITT33 to the number 78247.

Assistive Listening Devices

Assistive Listening Devices are available during all major events. Please visit any of the Guest Services locations throughout Heinz Field for assistance.

Assistive Animals

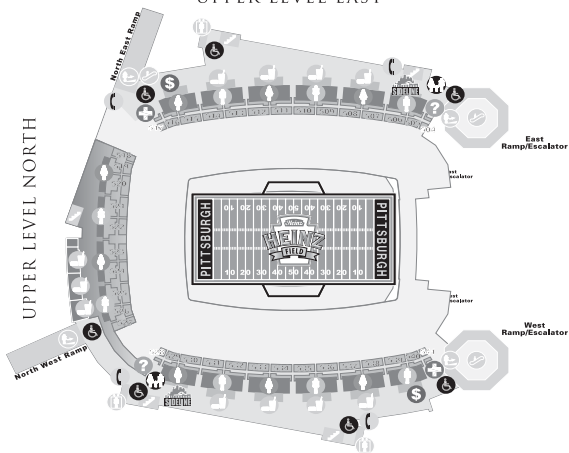
Heinz Field welcomes guests with disabilities and their assistive animals. While it is not necessary, we encourage guests with assistive animals to contact Heinz Field Guest Services at (412) 697-7146 in advance of game day in order to most appropriately accommodate the needs of the guest and his or her animal.

Contact Information

For any questions you have which are not covered by this Disabilities Guide, please refer to the Heinz Field Fan Guide or please contact Heinz Field Guest Services at (412) 697-7146, the Steelers Ticket Office at (412) 323-1200 or, for Pitt football games, the University of Pittsburgh Ticket Office at (800) 643-PITT (7488).

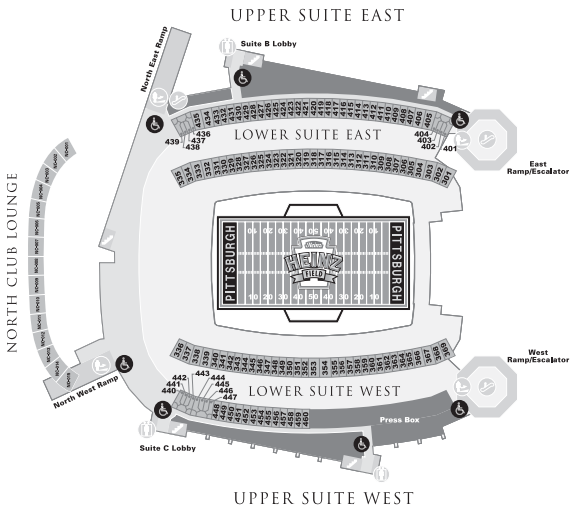
Upper Level

UPPER LEVEL EAST

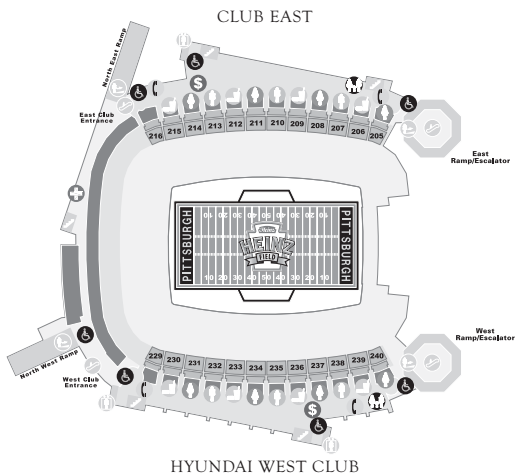


UPPER LEVEL WEST

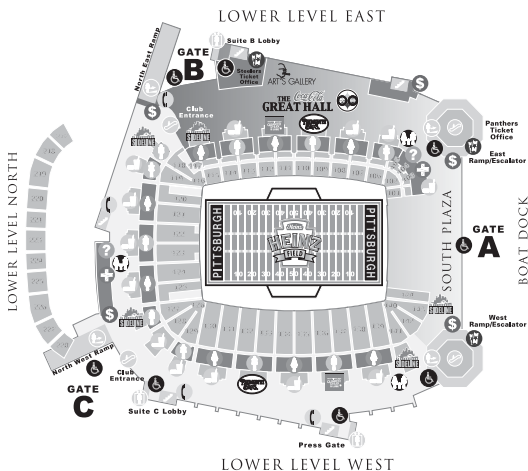
Suite Level



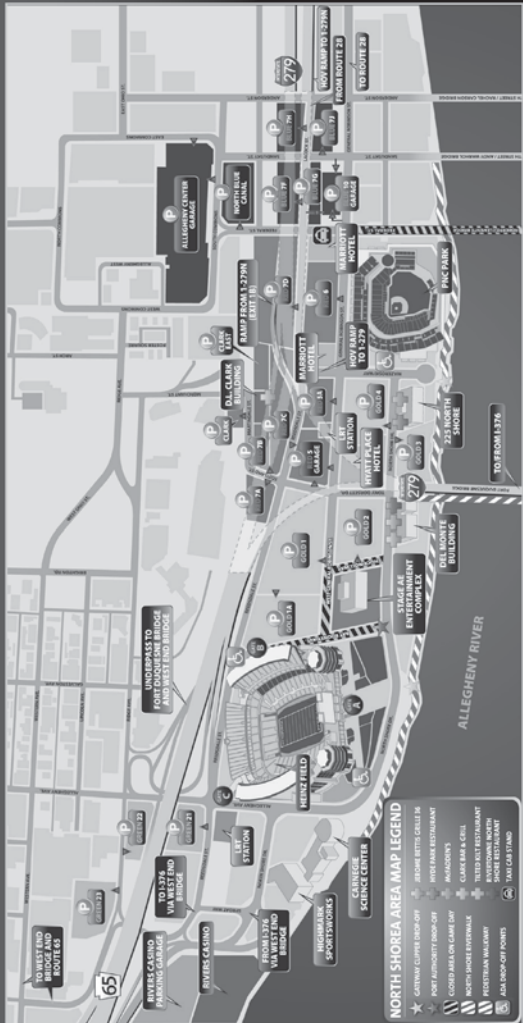
Club Level



Lower Level



HEINZ FIELD/NORTH SHORE AREA MAP



NORTH SHORE AREA MAP LEGEND

- ★ GATEWAY CLIFFS DROP-OFF
- ✚ PORT AUTHORITY DROP-OFF
- 🚶 GLOBED AREA ON GAME DAY
- 🚶 NORTH SHORE EREWALK
- 🚶 PEDESTRIAN WALKWAY
- 🚶 EVERDOWNE NORTH SHORE RESTAURANT
- 🚶 ADA DROP-OFF POINTS
- 🚗 TAXI CAB STAND
- 👤 JEDDIE BETTS GALLERY IM
- 🍽️ HYDE PARK RESTAURANT
- 🍽️ MADDEN'S
- 🍽️ CLARK BAR & GRILL
- 🍽️ TITLED BILT RESTAURANT
- 🍽️ EVERDOWNE NORTH SHORE RESTAURANT
- 🚗 TAXI CAB STAND