

PAC NYC ACCESSIBILITY GUIDE

WELCOME TO PAC NYC

- You are going to PAC NYC to see a show!
- At PAC, you may be coming to see a variety of performances: plays, musicals, operas, dance, and more!
- Whether you are coming to PAC NYC to see a show on one of our mainstages, a free performance on our Lobby stage, or to eat a delicious meal at Metropolis, we want you to feel as comfortable as possible. This guide is here so you know what to expect and you can plan for a positive experience, especially if you are joining us for the first time.

GETTING TO PAC NYC

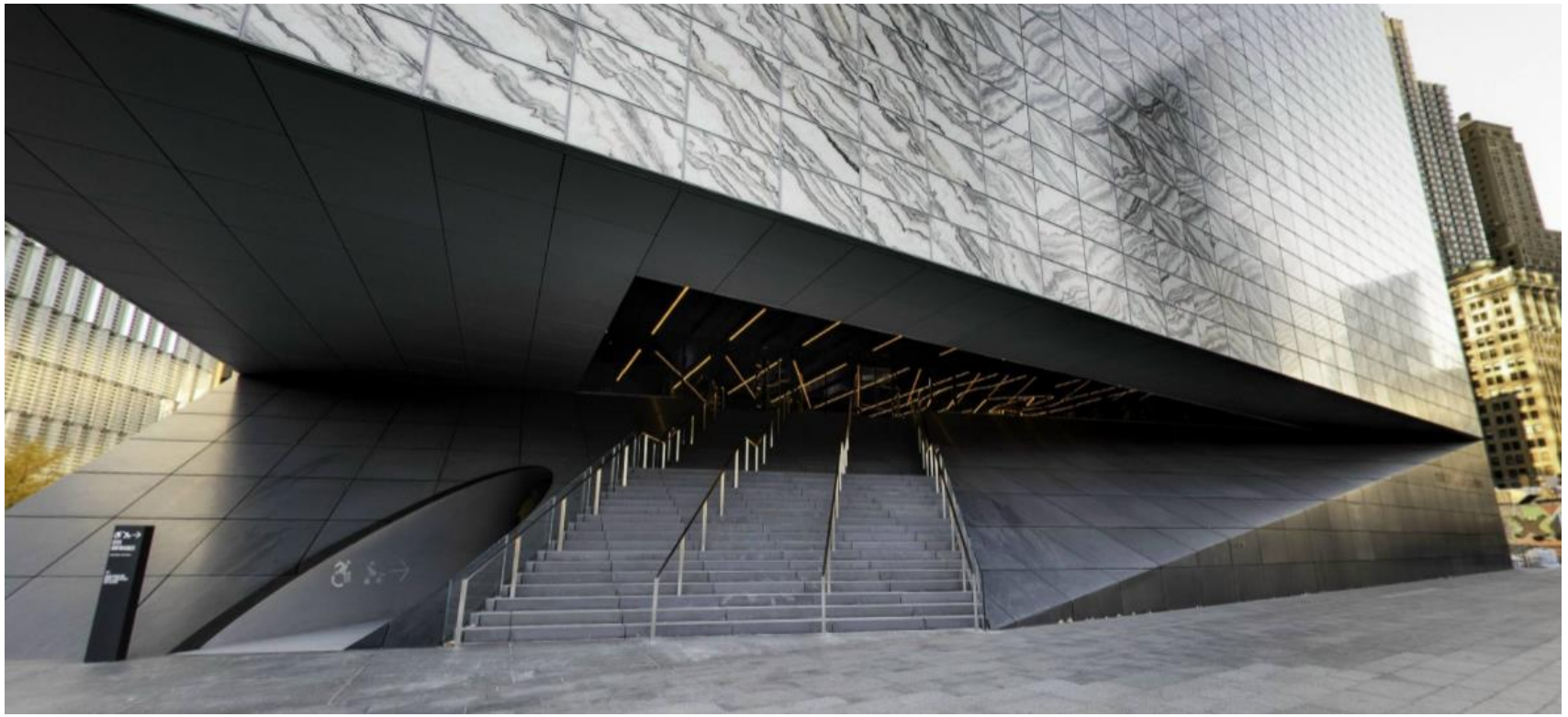
- The PATH train from New Jersey and ferries to both New Jersey and Staten Island are both within walking distance.
- If arriving by car, you can be dropped off at the front of PAC NYC on Fulton St, entering through West Broadway between Barclay and Vesey Streets. Be prepared for NYPD to conduct a brief vehicle inspection.

Subway Line	Stop
1	WTC Cortlandt
2 / 3	Park Place or Fulton St.
4 / 5	Fulton St.
A / C	Fulton St. or Chambers St.
R / W	Cortlandt St.
E	World Trade Center
J	Fulton St.

- PAC NYC is located on the World Trade Center campus. This is a very busy area with many people. Some people may bump into you or rush past you.

ENTERING THE PAC NYC BUILDING

- You will enter the theater through the main entrance at 251 Fulton Street.
- There will be a flight of stairs that you will go up to enter the building. There are 34 steps to enter the building.
- If you don't want to use stairs, there is an elevator through a tunnel to the left of the stairs that will take you to the lobby level as well.



ENTERING THE PAC LOBBY DOORS

- You will enter the Lobby through the revolving doors on your right. There is also an accessible entrance to the right of the revolving doors. You can press a button next to the door, and the door will automatically open for you.
- When you enter, you will walk have to go through PAC's metal detectors. There will be friendly PAC security guards helping. Everyone needs to do this. The metal detector may make a beeping noise; this doesn't mean anything bad.
- If you have a bag with you, you may be asked to have your bag checked. If you do, you will go to the security table, which is in between the two sets of revolving doors. A PAC security guard will ask you to open you bag to check what is inside.

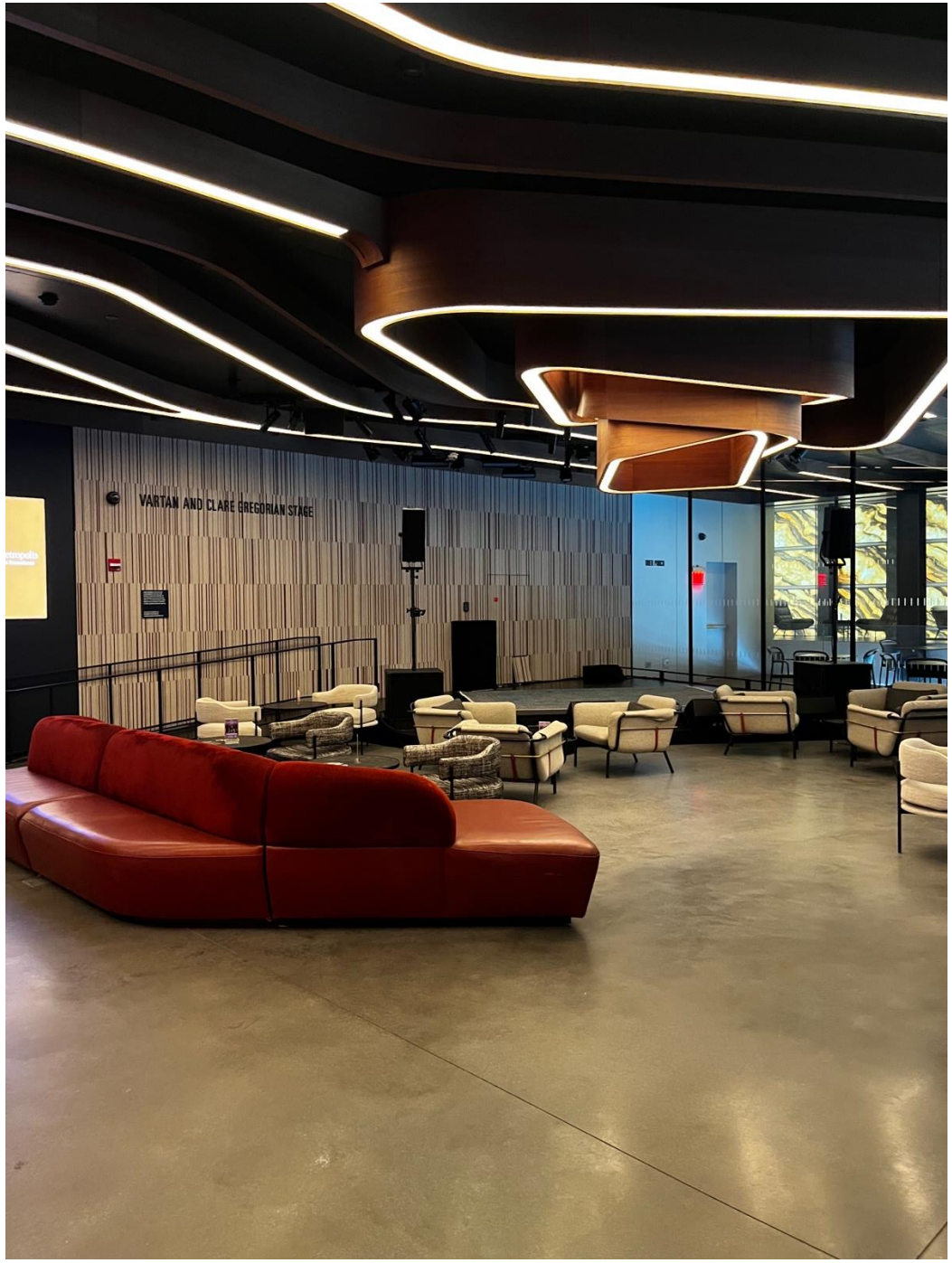
THE LOBBY

- The Lobby is a large entryway to everything here at PAC NYC. It is the second floor of the PAC NYC building.
- When our Lobby is open to the public there are many different aspects to explore!
- Our Lobby homes our Lobby Stage, which hosts free performances many times a month; the South Bridge, a quiet area where guests can sit and relax; Metropolis by Marcus Samuelsson, and an outdoor terrace.
- The Lobby is where you and other people seeing the show will wait for the show to begin. Everyone must wait for the House (the theater space where the show will take place) to open.
- The Lobby also may have concessions and a merchandise kiosk open (that sells PAC-branded items, and sometimes items from the show such as shirts and souvenirs).
- It can get noisy and very crowded in the Lobby. If you need a quiet spot to get away from the crowd or the noise, a member of the Audience Services' team would be happy to help.

THE LOBBY STAGE

- Performances on the Lobby Stage are completely free.
- If you are coming for a performance on the Lobby Stage, you do not need to RSVP, and you do not need a ticket.
- Seating is first come first serve*.

*If there are no more available seats and you need a seat for ADA needs, please let a member of Audience Services know.



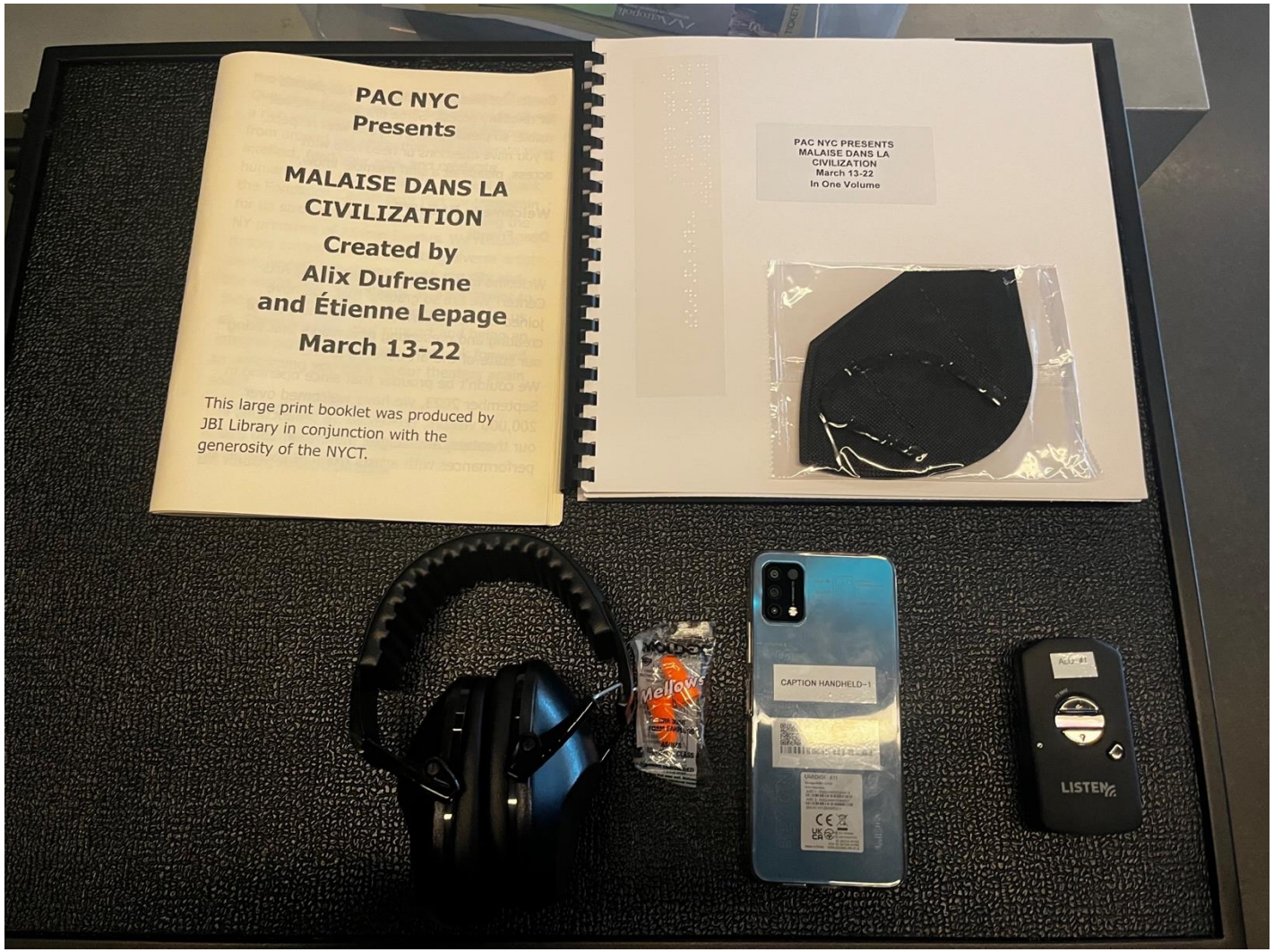


TICKET AND INFORMATION DESK

- If you have already purchased your tickets but don’t have them yet, you will wait in line at the Ticket and Information Desk from the line labeled “Will Call." You can also purchase a ticket at the Information Desk if you don't have one yet.
- The Ticket and Information Desk is a large desk located on the left side of the lobby.
- The Ticket and Information Desk is also where you can ask Audience Services staff any questions you may have and pick up any access services items you may need.

ACCESS ITEMS

- PAC NYC offers a variety of different access items to any guest who may want them, including:
  - ALDs (for use with headphones, t-coils, and audio description headphones)
  - Closed Captioning devices for applicable shows
  - Earmuffs and ear plugs
  - Braille programs for applicable shows
  - Large print programs for applicable shows
- Access items are available for use for all mainstage shows as well as shows on the Lobby Stage.



SENSORY KITS

- Sensory Kits are available at the Ticket and Information desk. You can also ask a member of our Audience Services staff for a Sensory Kit once you are on the Theater level. You can ask for a Sensory Kit at any time during a performance.
- Sensory Kits are free to borrow* and include:
  - Ear plugs
  - Fidget toys
  - Sunglasses
  - Earmuffs

  *Photo ID required. Subject to availability.





TACTILE MAPS

- Tactile Maps are maps that are designed to be read by touch. They are primarily for the blind and visually impaired
- Tactile Maps are located on the lobby level to the right of the Ticket and Information Desk and on the theater level directly ahead of the elevator banks.

METROPOLIS

- There is a restaurant in the Lobby called Metropolis.
- If you are going to have a meal at Metropolis, you will enter the building through the same entrance you would go through to see a performance.
- Once you go through the metal detectors, you will continue going straight ahead to the host stand. At the host stand, there will be a restaurant host who will welcome you and help you find your table.
- You can book a reservation for Metropolis online, or you can walk in without a reservation. If you don't have a reservation, you may have to wait for a table to become available.

LOBBY BATHROOMS

- PAC has bathrooms on the Lobby level. These bathrooms can be used any time you are visiting PAC NYC, even if you are not eating at Metropolis.
- The Lobby bathrooms are all accessible. There are three gender neutral, private stalls, which are located behind the restaurant.
- To get to the bathrooms from the Lobby, you will go through the metal detector, then go all the way to the right until you get to the marble wall. Then, you will take a left and go all the way down the hall until you see the glass wall. Then, you will take another left until you see the bathroom door. This door will be before you enter the back of the restaurant.

THIRD FLOOR BATHROOMS

- There are also bathroom stalls and accessible bathroom stalls on the third floor, which is one flight up from the Lobby level.
- These bathrooms can be accessed using the elevators on the right side of the Lobby, or by using the sets of stairs around the corner from the elevators.
- When you enter the bathroom, you will go to the right for bathrooms with urinals. You will go to the left for bathrooms without urinals. You are welcome to use whichever bathroom is best for you!
- There are two fully private, gender neutral, and accessible bathroom stalls on the third floor. You will find them immediately to your left when entering the bathroom area.





THIRD FLOOR BATHROOMS

- Above the stalls are glowing lights. If the light is green, it means the stall is empty and okay to use. If the light is red, it means the stall is being used and you will need to wait for it to turn green before you can use it.
- There are two wheelchair-accessible bathroom stalls in the men's room, and two wheelchair-accessible stalls in the women's room.
- There is a water fountain located in between the two private bathroom stalls.

HOUSE OPEN

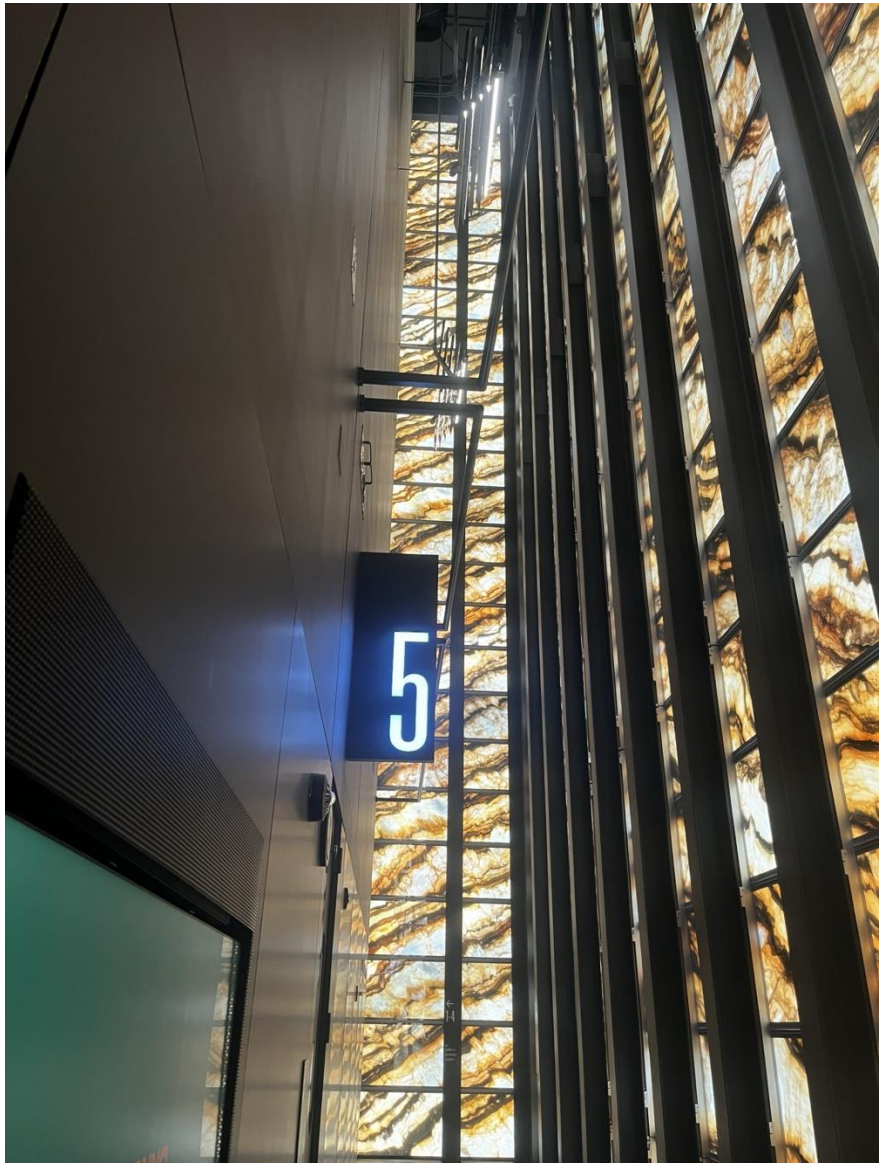
- The "house" refers to the place where the audience sits to watch the show. You can also call this the theater.
- The house usually opens around 30 minutes before the performance, but you can ask a staff member what time the house will open for your performance.
- The house may sometimes be delayed in opening for a variety of reasons. If this happens, be please patient. A staff member will let you know as soon as the house opens.
- If it gets too crowded in the lobby, a staff member can help you find a quieter place to wait.
- Once the house opens, you will take either an elevator or a staircase up to the Theater level.
- A member of Audience Services can help you if you have any questions.

STAIRS

- There are 34 steps to get from the ground level to the Lobby level.
- There are 32 steps separated into two flights going from the Lobby level to the third floor.
- There are 27 steps separated by two flights going from the third floor to the fourth-floor theater level.

HOUSE DOORS

- The house door you use to enter the theater is based on the door number listed on your ticket.
- The door numbers will be glowing above whichever door number is on your ticket.
- A member of our Audience Services staff will guide you to the correct door when you arrive on the Theater level.
- When the doors open to the house, you can head up to the Theater level and enter the house. An Audience Services staff member will be at the door to help you.



TICKET SCANNING

- Once you arrive at the door listed on your ticket, a member of Audience services staff will be there to scan it! The scanner may make a noise.
- If you have printed tickets, please make sure to have them all out and ready to be scanned or given to each member of your group.
- If you have e-tickets, please make sure you have all tickets pulled up and have your brightness turned all the way up so the staff member can easily scan your tickets.
- After your tickets have been scanned, keep them out so a member of Audience Services inside the house can help you get to the seat listed on your ticket!

INSIDE THE THEATER

- The theater house has lots of seats and a stage.
- Because the PAC NYC theaters are transformable, the theater might look different each time you come to see a show here!
- Each level of the theater house is accessible without using stairs. You can take the elevator to the Orchestra, Lower Balcony, and Upper Balcony. Or the Orchestra and Mezzanine depending on which space you are in.
- There are 19 steps to get from the Orchestra/Parterre level to the Lower Balcony. There are 15 steps to get from the Lower Balcony to the Upper Balcony.
- If you need an access item but forgot to pick it up in the lobby, you can ask a staff member to get it for you. You do not need to go back to the Lobby level.
- There are booster seats available if you get to your seat and feel you need a little extra height to see the stage. A staff member will be happy to provide a booster for you if you would like one!

Access Items Inside the Theater

- If you need an access item but forgot to pick it up in the lobby, you can ask a staff member to get it for you. You do not need to go back to the Lobby level.
- There are booster seats available if you get to your seat and feel you need a little extra height to see the stage. A staff member will be happy to provide a booster for you if you would like one!
- If you are having issues with an access item such as an ALD or a Closed Captioning device, don't be afraid to ask for assistance, a member of Audience Services will always be around and are happy to help!

SEATING

- Your ticket will have a letter and a number on it, which tells you where your seat is located.
- The letter will tell you which row you are sitting in. The number will tell you which seat in that row that you will be sitting in.
- A member of Audience Services can help you find your seat(s), which are in rows that are alphabetical. The row is labeled on the aisle with a letter, and the seat number is on the part of the seat that folds down. There will be people you don't know sitting around you.
- If there is something wrong with your seat, or you need to be moved for any reason, you are allowed to ask to be moved. While there might not always be the possibility to move, the House Manager will always do their best to make all guests as comfortable as possible.





THE STAGE

- The show happens on the stage. Only performers and people that work at the theater are allowed on the stage, unless a performer invites the audience to come onstage.
- Bright lights, loud sounds, and effects like fog and haze might happen on stage. These are used to help enhance the show and will not hurt you or the performers.

- Sometimes a performer might come off the stage and move through the house. If you would like to know if this is going to happen before the show starts, ask a member of Audience Services.

START OF THE SHOW

- The lights in the theater will go darker when the show is about to begin. Sometimes people will clap when the show is about to start because they are excited to see the show. People also sometimes clap:
  - after a song (short)
  - at the end of the first act before the intermission (short)
  - at the end of the show (long clapping)

- You can clap at these times, too, if you want to. If the clapping is too loud you can put on headphones or cover your ears.

INTERMISSION

- Some shows have a break that is called an intermission. The part of the show before the intermission is called Act 1 and the part after is called Act 2. You can stay in your seat during intermission, or you can move around.
- Intermission is a good time to get a snack, use the bathroom, or talk with your family/friends. Usually, there will be snacks and drinks available at Concessions. The Concessions stand will be available on the Lobby level, the Theater level, or sometimes both! You can ask a member of the Audience Services staff for more information on where Concessions will be for your performance.
- Most intermissions are 15 to 20 minutes and Audience Services staff will give you timing updates, so you know when it is time to be back in your seat. If you would like to know how long intermission will be for your show, you can ask a staff member.

END OF THE SHOW

- At the end of the show, performers may take a bow on the stage and people clap for them to tell them “good job”.
- When people really like a show, they might stand up at the end while they are clapping. This is called a Standing Ovation. It is your choice to stand or sit!
- Sometimes, especially for a concert, a performer might leave the stage, but the lights in the theater may stay off. People will continue to applaud, and the performer will come back onstage to perform for a little while longer. This is called an encore.
- You will know the show is over when the lights in the theater turn on.

LEAVING THE THEATER

- Everyone in the theater will want to leave when the show is over, so it will take some time to get out of the theater.
- It will be crowded. You may stay in your seat until it gets less crowded if you do not want to be in the crowd of people.
- You will exit the theater level by going down one of the staircases, or you will use one of the elevators.