

COACHELLA

2024 ACCESSIBILITY GUIDE





CONTACT

If you require immediate assistance, please notify a nearby Festival staff member. We are constantly looking to upgrade and expand our accessibility efforts so that more people can enjoy the Coachella experience.

For questions, comments, and suggestions after the event, please contact ada@coachella.com.



ACCESSIBILITY SERVICES HUBS

YOU MUST COME HERE TO RECEIVE YOUR ACCESSIBILITY WRISTBAND

We have Accessibility Services Hubs located at:

- Main Festival Entrance (accessible from Camping Lot 8 and the Venue Lobby)
- VIP Entrance (Gate A)
- Accessible Parking (Lot 14C)

At these locations, you can:

- Learn about accessibility services and receive answers to your questions
- Receive an Accessibility Wristband
- Register service animals

SEE VENUE MAP FOR EXACT LOCATIONS.

SENSORY SUPPORT

Sensory bags, provided by Kulture City, will be available for families and individuals who have sensory needs/non-visible disabilities. A limited number of sensory bags, equipped with noise canceling headphones provided by Puro Sound Labs, fidget tools, and verbal cue cards, will be available for guests to use and take home at no additional cost. Sensory bags are available at all Accessibility Services Hubs, while supplies last.



INFO KIOSKS

For additional assistance, there are multiple Info Kiosks located throughout the festival and camping areas. See maps for exact locations.



MEDICAL

There are multiple medical locations throughout the festival grounds, as well as one in the campgrounds. See maps for exact locations.



PARKING

Accessible Parking is available in Lot 14C for guests with disabilities. Guests must present proper placards or plates, corresponding DMV documentation, and ID. Parking is strictly enforced and limited.



CAMPING

Accessible Camping is available for those with accessibility needs. Accessible Camping includes close access to paths, entrances, exits, Accessibility Shuttles, accessible restrooms, and accessible showers. One companion vehicle is allowed to accompany.



RIDESHARE

Rideshare services will be available in Lot 1D
See maps for exact locations.



ACCESSIBLE CONCESSIONS

Accessible concession stands can be found in most food service areas.



MOBILITY DEVICE CHARGING

If you need to recharge your mobility device or other medical equipment, you may do so at any of the Accessibility Hubs and the Main Stage Accessible Viewing Areas. Guests should bring all cords and accessories needed to charge their devices. Chargers must use a 110-volt, 20-amp circuit.



ACCESSIBLE ENTRY

ACCESSIBILITY WRISTBAND REQUIRED

An accessible entry lane will be available at each entrance to the festival grounds for guests who require it.



ACCESSIBLE SHUTTLE SERVICE

ACCESSIBILITY WRISTBAND REQUIRED

Shuttle service is available for guests with disabilities that require it. Pick-up locations include Accessible Parking, Lot 2A Day Parking, Rideshare Lot, Friends & Family Pick Up Lot, Hotel Shuttles Lot, Main Entrance, Lot 10A Info Kiosk, Marketplace Shuttles, and Camping Central. In order to request a shuttle, please use the QR codes located at the accessible shuttle pick-up locations in each of these areas.

The typical wait time is up to 40 minutes.

During egress hours (Fri & Sat: 12am-2am, Sun: 11pm-1am), rides will only be given from the Accessibility Services Hub at the Main Entrance. ALL guests must go to this hub for a ride back to their respective locations.

Shuttle Hours

Thu: 9am-10pm

Fri & Sat: 10:30am-3am

Sun: 10:30am-2am

With reduced shuttle coverage overnight.



VIEWING PLATFORMS

ACCESSIBILITY WRISTBAND REQUIRED

Elevated platforms with seating are available at every stage for guests with disabilities. Seating is available on a first-come, first-serve basis. One companion is allowed to accompany the disabled guest.

Look for lighted signage in the crowd to locate them at night.



RESTROOMS

ACCESSIBILITY WRISTBAND REQUIRED

All public restroom areas will feature accessible stalls or ADA-compliant portable restrooms.

FOR ACCESSIBILITY PATRONS ONLY; COMPANIONS MAY NOT USE THESE RESTROOMS.



ASL INTERPRETATION

Sign Language Interpretation is available for a number of acts at Coachella. Please visit an Accessibility Services Hub for more information.



ASSISTED LISTENING DEVICES (ALDS)

ALDs are available for check-out at the Accessibility Services Hub inside the venue.



VISUAL DISABILITIES

Visit any Accessibility Services Hub to request a guided tour of the venue.



SERVICE ANIMALS

Only legitimate service animals are permitted in the festival grounds and camping. Emotional support animals or pets are not permitted. Please do not leave your furry companions in your vehicle.

ALL SERVICE ANIMALS MUST BE REGISTERED AT AN ACCESSIBILITY SERVICES HUB IMMEDIATELY.



DIETARY OPTIONS

Vegan, raw vegan, gluten-free, and kosher food selections will be available in the Terrace. There will also be a variety of vegetarian options available throughout the festival. Refer to the official Coachella app or visit any Accessibility Services Hub for locations and options.

