

COACHELLA

2025 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 Festival experience.

For questions, comments, and suggestions after the event, please contact ada@coachella.com and include 'Coachella' in the subject line.



ACCESSIBILITY SERVICES HUBS

YOU MUST COME HERE TO RECEIVE YOUR ACCESSIBILITY WRISTBAND

We have Accessibility Services Hubs located at:

- Main Festival Entrance (next to Accessible Camping)
- 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

If you require sensory support on account of neurodiversity or a cognitive disability please stop by any of the Accessibility Service Hubs to receive a complimentary sensory support bag, provided by KultureCity. In addition at our hubs, guests can receive a complimentary Sunflower Lanyard, which discreetly identifies a hidden disability to our staff.



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 a disability 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 each night of the festival. 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 and Sahara Stage Accessible Viewing Areas. Guests should bring all cords and accessories needed to charge their devices. Guests are responsible for any damaged property or theft that is charging-related. Chargers must use a 110-volt, 20-amp circuit.



ACCESSIBLE QUEUING

ACCESSIBILITY WRISTBAND REQUIRED

An accessible entry lane will be available at each entrance to the festival grounds for guests who require it. For Yuma Tent and Merchandise use the queue with the palm tree sign.



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, 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 fill out the online Ride Request Form by using the QR codes located at the accessible shuttle pick-up locations in each of these areas. New for 2025 we've added a tram to move guests with disabilities from Heineken House to Sahara Stage and visa-versa.

The typical wait time is up to 40 minutes.

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

Shuttle Hours

Thu: 9am-10pm

Sun: 10:30am-2am

Fri & Sat: 10:30am-3am

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 guest with a disability.

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



ACCESSIBLE 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.



SIGN LANGUAGE INTERPRETATION

Sign language interpreters will be available for select performers. Due to the crowd size at the end of the night on the Main Stage, some performances will have their ASL interpretation present on the new ASL viewing deck attached to the Right ADA Deck (see photo in map). Please visit any Accessibility Services Hub to ask how to access interpreted sets.



REAL TIME CAPTIONS

Captions will be available for select performers. Please visit any Accessibility Services Hub to ask how to access interpreted sets.



ASSISTED LISTENING DEVICES (ALDS)

ALDs are available for check-out at any Accessibility Services Hub.



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.



2025 VENUE MAP

- | | | | | |
|----------------------------|--|--------------|------------------|--------------------------------|
| ACCESSIBILITY SERVICES HUB | ACCESSIBLE VIEWING AREA | WATER REFILL | MEDICAL | EMERGENCY EXIT |
| ANKER CHARGING STATIONS | RESTROOMS | INFO KIOSKS | WIFI | NEUTROGENA SUNSCREEN DISPENSER |
| ACCESSIBLE CART STOP | GENERAL STORE | HEINEKEN BAR | FOOD | SHADED AREA |
| ASL INTERPRETATION | FIND LOOP MOBILE BIKES ROAMING THE GROUNDS | every one | GV BLACK X PIMLR | LOCKERS |
| | | | | CASH EXCHANGE |

PARKING MAP

- Accessibility Services Hub
- Accessible Cart Stop





EMERGENCY ACTION PLAN (EAP)

In the event of an emergency, guests, and companions should decide if it is safest to shelter in place on the platform or to evacuate via the nearest emergency exit.

Accessible exit routes will be available from all areas in the venue and staff will be knowledgeable of these routes. Emergency exits will be identified with bright red and white signage. Emergency instructions may also come from stage speakers, stage videos, or public safety and festival staff.

