

Just like
HEAVEN

**2024 ACCESSIBILITY/ADA
ACCESS 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 Just Like Heaven experience.

For questions, comments and suggestions after the event, please contact adafestivals@goldenvoice.com and include 'Just Like Heaven' in the subject line

ACCESSIBILITY SERVICES HUBS

YOU MUST COME HERE TO RECEIVE YOUR ACCESSIBILITY WRISTBAND

We have Accessibility Services Hubs located at:

- Within the Rose Bowl concourse
- Directly outside of the Main Entrance

[SEE VENUE MAP FOR EXACT LOCATIONS.](#)

EMERGENCY ACTION PLAN

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.

ACCESSIBLE PARKING (ADA)

Accessible Parking is available for guests with disabilities near the main festival entrance in Lot F. Accessible spots are also available in Clubhouse parking. Guests must present proper placards or plates, corresponding DMV documentation, and ID.

[PARKING IS STRICTLY ENFORCED AND LIMITED.](#)

ACCESSIBLE VIEWING AREAS

ACCESSIBILITY WRISTBAND REQUIRED

Elevated areas with seating are available at both stages, as well as within VIP at the main (Orion) stage. Seating is available first-come, first-serve. One companion is allowed to accompany each guest with a disability.

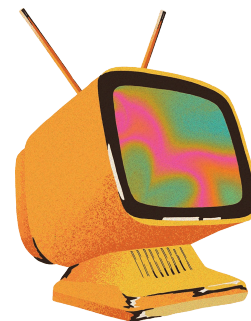
[LOOK FOR LIT SIGNAGE IN THE CROWD TO LOCATE THESE AREAS AT NIGHT.](#)

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.](#)





ASL INTERPRETATION

Sign language interpretation may be available for some acts. Please inquire at an Accessibility Services Hub onsite for a list of interpreted acts.



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

Service animals are permitted within the festival site. Emotional support animals or pets are not permitted. Please do not leave your furry companion in your vehicle.

[ALL SERVICE ANIMALS MUST BE REGISTERED AT AN ACCESSIBILITY SERVICES HUB IMMEDIATELY.](#)



DIETARY OPTIONS

A variety of vegetarian, vegan, raw vegan, gluten-free, and kosher food selections will be available throughout the festival.

[REFER TO THE OFFICIAL CRUEL WORLD APP OR VISIT ANY ACCESSIBILITY SERVICES HUB FOR LOCATIONS AND OPTIONS.](#)



INFO/LOST & FOUND

For festival-related questions, please visit our guest services team at an Info/Lost + Found location.

[SEE VENUE MAP FOR EXACT LOCATIONS.](#)



RIDESHARE/DROP-OFF

Guests with disabilities can be dropped off by friends and family or a rideshare in the Lot H Rideshare Lot.



MEDICAL

There are various Medical locations throughout the festival site. If you, or a friend, require medical assistance please locate your nearest medical location.

[SEE VENUE MAP FOR EXACT LOCATIONS](#)



ACCESSIBLE CONCESSIONS

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



MOBILITY DEVICE CHARGING

If you need to recharge your motorized wheelchair or other medical equipment, you may do so at the Accessibility Services Hub. Guests should bring all cords and accessories needed to charge their devices.

[CHARGERS MUST USE A 110-VOLT, 20 AMP CIRCUIT.](#)





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ACCESSIBILITY / ADA MAP



GA VIP CLUBHOUSE

- ACCESSIBLE VIEWING AREA
- MEDICAL
- FOOD
- WATER STATION
- GENERAL STORE
- RESTROOM
- INFO/ LOST & FOUND
- EMERGENCY EXIT

ADA ACCESSIBILITY SERVICES HUB

Come here to obtain your Accessibility Wristband, register your service animal, and receive answers and info for all needs including device charging, concessions, routes, and activations.

★ There is a Service Hub located in Lot F just outside of the Main Entrance

