

# Accessibility Information

- Accessible Seating
  - BMO Field offers barrier-free sections throughout our stadium. These sections are designated with an “A” following the section number (eg. 105A). Fans with tickets in section 124A, 321A and 325A must enter through Gate 4. Section 124A is only reachable via the media hallway on the main level. Sections 321A and 325A can only be accessed by taking the Gate 4 elevator to the media level. All ticket holders in these sections will be redirected outside the stadium around to Gate 4.
  
- Accessible Tickets
  - BMO Field is committed to providing an exceptional experience for all fans and is pleased to offer accessible seating throughout the venue. Accessible seating sections are barrier-free and feature removable seating that can accommodate wheelchairs. An accessible section is indicated by an “A” following the section number. When available, accessible seats may be purchased through Ticketmaster online or by phone at 1-855-985-4625. Seats may be purchased as a single or in pairs to accommodate the fan and a support person. Two weeks prior to each game date, any accessible seats that have not been sold will be released for purchase by the general public. It is recommended that fans that require an accessible seat purchase this type of ticket in advance. Fans in possession of a standard seating ticket but that require an accessible seat will need to exchange their ticket prior to the event based on availability.
    - Season Seat Holder – Season Seat Holders looking to exchange their standard seat for an accessible ticket should contact the Toronto FC GOAL Line at 416-360-GOAL (4625) to confirm availability. If an accessible seat is available, the exchange will be processed.
    - Gifted directly from a Season Seat Holder – If a fan is given a standard seat ticket from a Season Seat Holder and requires an accessible ticket, they should contact the Toronto FC GOAL Line at 416-360-GOAL (4625) to confirm availability. If an accessible seat is available, the fan will be asked to contact the Season Seat Holder and have them contact the GOAL Line or their Service Representative to request and confirm the exchange. This permission/confirmation will be required in writing.
    - Ticketmaster Purchase – If a fan purchases a standard seat ticket through Ticketmaster and requires an accessible ticket, they should contact Ticketmaster at 1-855-985-4625 to confirm availability. If an accessible seat is available, the exchange will be processed.
    - Third Party/Unknown – If a fan purchases a standard seat ticket from a third party, or any other method that cannot be traced, and they require an accessible ticket, an exchange or refund cannot be offered. These fans should contact the Toronto FC GOAL Line at 416-360-GOAL (4625) to inquire on the availability of an accessible seat to purchase.

At the event, fans who show up and require, but do not hold, an accessible seat ticket, should visit our Fan Services team just inside Gate 1. They will work with our Ticket Office to try to find a solution for the fan. Accommodations will be based on availability and cannot be guaranteed.

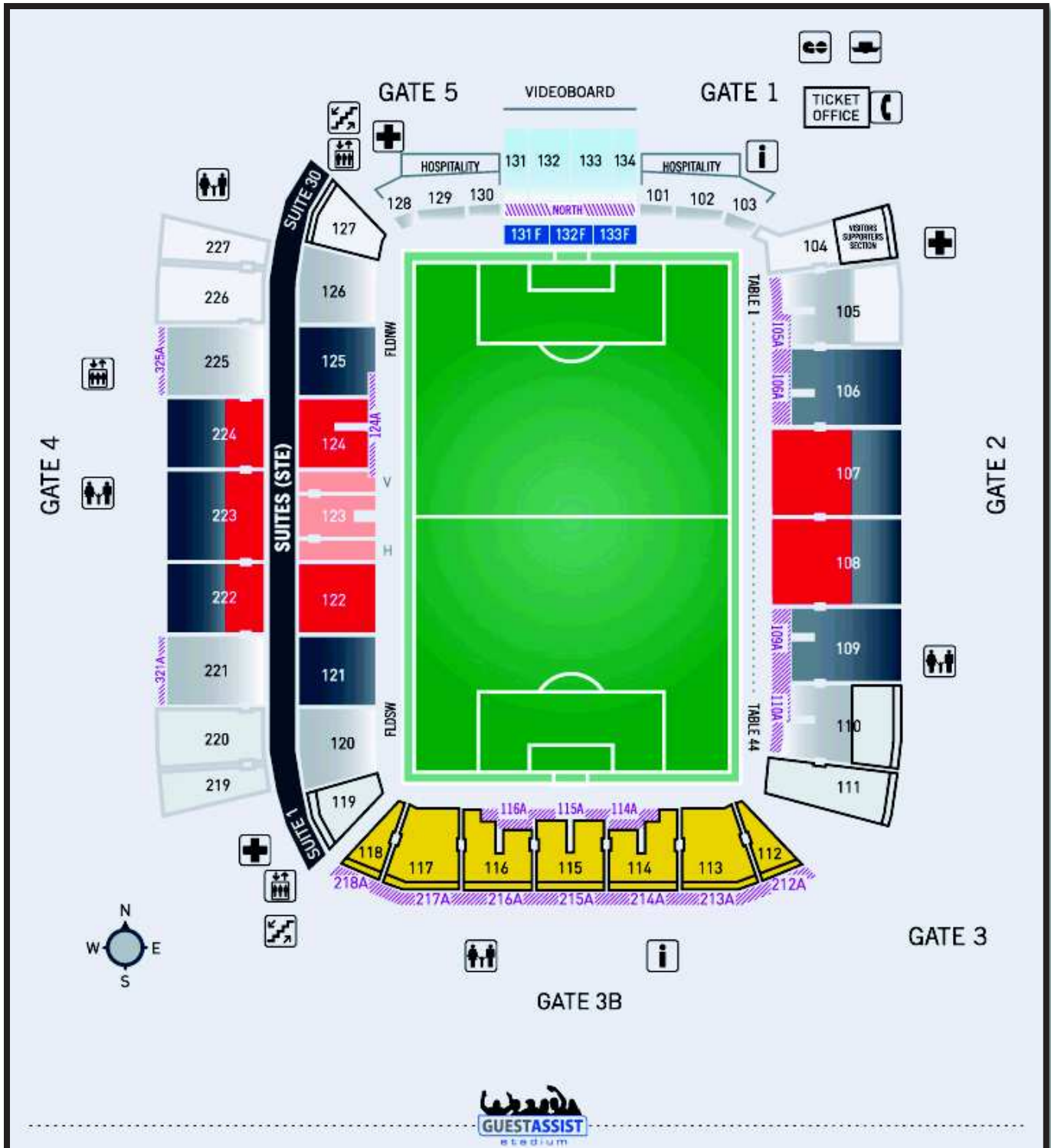
- Assistive Devices
  - BMO Field will welcome our fans with disabilities and allow them to use their own personal assistive devices. BMO Field also offers Assistive Listening Devices, GuestAssist text messaging and wheelchair escorts. We will keep these items in good working order and will inform our fans of their availability or any disruption of service.
  
- Assistive Listening Devices
  - BMO Field is pleased offer Assistive Listening Devices for our fans to borrow. Units are available from our Fan Services Booth at Gate 1 near the Ticket Office. It is recommended that fans provide their own earphones. A deposit will be required.
  
- Elevators
  - BMO Field has three elevators available for fans that may be unable to use the stairs. Elevators are located on the west side of both the North Plaza and south concourse and will assist fans moving to and from the upper west concourse. The third elevator is inside Gate 4 and available only to fans needing access to the Media Tribune, VIP Club, Suites or 300 Level seating.

- Fan Feedback
  - BMO Field is committed to providing exceptional fan service. We appreciate feedback from our fans on all issues, especially related to the way we provide goods and services to people with disabilities. All feedback should be directed to our Fan Services team in the method preferred by the fan. In person during an event, fans may visit our Fan Services team at our booth locations near Gate 1 or Gate 3. For all other methods, please use the contact information below.

BMO Field Fan Services  
170 Princes' Blvd., Toronto, ON, M6K 3C3  
Phone: 416-815-5982, Fax: 416-815-6050

To send an email, fans should go to [www.mlse.com/contactus](http://www.mlse.com/contactus). Feedback should include the date of their visit and seating location. If they wish to be contacted about their feedback, fans should provide their name and contact information. We strive to respond to all feedback within two business days of receipt.

- Oxygen Tanks
  - Fans requiring the use of oxygen may bring it with them into the building. For your safety, please contact Fan Services at 416-815-5982 to confirm that your seating location is suitable for your tank.
- Parking
  - Accessible parking for BMO Field is found in Exhibition Place Lot 2, located just south of Gate 3. Fans being picked up or dropped off by private vehicle or Wheel-Trans may do so at Gate 1 near the Ticket Office, or at Gate 3 just off Princes' Boulevard on the south side of the building. Please note that for many events, access to these areas (or sections of the ExPlace grounds) may be closed to vehicular traffic. For accessible parking information, please contact Exhibition Place Parking at 416-263-3646 or online at [www.explace.on.ca](http://www.explace.on.ca).
- Service Animals
  - BMO Field welcomes our fans with disabilities and their service animals. Service animals may accompany the fan in any areas open to the general public. To ensure the safety of our fans and their service animals, we require that they be seated in an accessible seating section. Please contact Fan Services at 416-815-5982 to confirm that your seating location is suitable.
- Service Disruption
  - BMO Field will provide notice to the public when there is a temporary disruption of facilities or services usually used by our fans with disabilities to access our goods or services. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available. We will post this notice in reasonable places including the Ticket Office, Fan Services booths and, where possible, at the point of disruption. When possible, disruptions that are known in advance will be posted online. These facilities or services include our concourse passenger elevators, family washrooms, accessible stalls in all mens and womens washrooms; wheelchairs, Assistive Listening Devices and GuestAssist text messaging program.
- Support Persons
  - BMO Field welcomes our fans with disabilities and their support person. All fans entering our venue, including those acting as a support person, are required to hold a valid ticket. Tickets for a support person will be charged according to standard event pricing. If a fan and their support person come to an event and have tickets in different sections, our Fan Services team will do our best to relocate them to a location where they can be seated together. Our ability to do this will be based on availability and cannot be guaranteed. If they cannot be seated together, we will ensure that our fan can access their support person while in our venue. If a support person does not have a ticket to the event, our Ticket Office will work with the fan to allow them to purchase a ticket, when available.
- Washrooms
  - Every washroom at BMO Field is accessible to all of our fans. We also offer family washrooms which are suitable for use by a fan in a wheelchair or someone that may require an attendant. Family Washrooms are located near sections 109, 116, 223 and 227.
- Wheelchair Escort
  - Fan Services is happy to provide a wheelchair escort from the gates to your seat. To inquire on the availability of this service, please contact Fan Services at 416-815-5982 prior to the event day.



**LOOKING FOR AN ATM? IS YOUR SEAT BROKEN?**  
 TEXT "BMO" & YOUR ISSUE & YOUR LOCATION TO 78247  
 \*\*STANDARD TEXT MESSAGE RATES APPLY.

Legend					
	ACCESSIBLE SEATING		ELEVATOR		FAMILY WASHROOMS
	FAN SERVICE		FIRST AID		PAYPHONES
	GO TRANSIT		TTC		STAIRS
	SUPPORTER SECTION				