



Disability Access/Accommodations 2009

We want to make sure that all music lovers have access to the Lollapalooza experience! Please check back for updates.

Getting there

All Chicago Transit Authority bus lines and most rail stations are accessible. Click [here](#) to find out more about accessible transportation in and around the city.

Click [here](#) to use CTA's handy trip planner.

Parking

Parking is not available on the festival grounds. The Millennium Park Garage on Columbus between Monroe & Randolph, the East Monroe Street Underground Garage at Monroe & Columbus, and the Grant Park Underground Garage entrances located at Michigan at Madison and Michigan at Randolph are all fully accessible.

Entering the Festival

There are special designated lanes at the festival entrances for our patrons with disabilities. Look for the signs above the entrance lanes or ask a volunteer to direct you to the lanes.

The Access Center

Our Access Center is located just inside the festival grounds, near Buckingham Fountain, and is marked on all Festival maps. Please feel free to visit the Center to ask any questions specific to the Access Program and to find information relevant to our patrons with disabilities.

Programming information is available in Braille and in large print for reference at the Access Center. Assistance with reading will be available upon request. In addition, assistive listening devices are available for loan at no cost, with a valid ID required as deposit.

Wristband Program

Visit the Access Center for information on our wristband program. If you have mobility limitations or are Deaf or Hard of Hearing and you will be given a specially-colored wristband. This wristband is to show security/volunteers/staff that you (plus one companion) are eligible to enter the wheelchair platform areas or the Deaf or Hard of Hearing areas. **Note:** the wristband does not guarantee a spot in these areas. Both areas have a limited capacity and the platforms and Deaf or Hard of Hearing areas are available on a first-come, first-served basis. The wristband is good for the entire weekend and is non-transferable.

Patrons with Mobility Limitations

The Festival grounds are wheelchair accessible, but please be aware that this is a large venue with great distances between stages. In addition, it is an outdoor music festival situated in a park. Therefore, most travel is over natural terrain. If it should rain, there will be mud in some places.

Two-wheeled scooters, golf carts, and vehicles other than power wheelchairs and three or four-wheeled scooters are not allowed.

Lollapalooza does not provide personal care assistance, golf cart rides, or wheelchair push service. Please bring an attendant if needed.

Lollapalooza does not provide wheelchairs for rent or loan, so please make prior arrangements.

Check back for a map of the festival grounds with wheelchair platform locations identified. And be sure to visit the Access Center for the latest updates. The wheelchair platform areas are reserved for people with mobility impairments plus one companion at all times. Please note that these areas have limited capacity and are available on a first-come, first-served basis. To provide unobstructed lines of sight to the stage, patrons in the wheelchair platform area will be asked to sit during the performance and folding chairs will be available on a first-come, first-served basis. Failure to comply with the above Access Area policy will result in immediate expulsion from the Access Area.

Accessible portalets are available at the ends of each row of restrooms.

ASL Interpretation

Lollapalooza provides many American Sign Language (ASL) interpreted music performances for patrons who are Deaf or Hard of Hearing. Visit the Access Center for more information.

Check back for a list of interpreted shows. If you would like to request interpretation of a specific performance, please email access09@lollapalooza.com as soon as possible or by close of business on July 24th or visit the Access Center and we will do our best to accommodate the request.

Check back for a map of the festival grounds with Deaf/Hard of Hearing areas identified or visit the Access Center for a map. The Deaf/Hard of Hearing areas are reserved for people with hearing impairments and one companion. Please note that these areas have limited capacity and are available on a first-come, first-served basis.

Special Dietary Needs

Outside food and drink (except for bottled water) is not allowed in the festival, but if a patron has special medical dietary restrictions, items will be allowed if accompanied by a doctor's note.

Service Animals

Pets are not allowed within the Lollapalooza festival grounds. However service animals, which have been trained to provide assistance to an individual with a disability, are welcome. The owner of the animal may be asked to describe the type of service the animal provides.

If you have any questions, please contact access09@lollapalooza.com.