



Access Guide for Guests With Disabilities

Welcome to T-Mobile Park, home of the Seattle Mariners. T-Mobile Park was designed to meet all structural and service requirements of the Americans with Disabilities Act. All restrooms, ticket windows, drinking fountains, ATMs and counters at points of service are accessible to Guests with disabilities.

The Mariners take pride in serving all our Guests and hope the T-Mobile Park experience will bring you back many times in the future.

- [Accessible Parking](#)
- [Accessible Seating/Companion Seating](#)
- [Assistive Listening Devices](#)
- [Automated Teller Machines \(ATMs\)](#)
- [Autism Services](#)
- [Batting Practice](#)
- [Captioning](#)
- [Dietary Restrictions](#)
- [Drop-off/Pick Up Areas](#)
- [Electrical Outlets](#)
- [Elevators/Escalators](#)
- [Emergency Evacuation](#)
- [Entry and Carry in Policy](#)
- [Fan Texting](#)
- [First Aid](#)
- [Guest Services](#)
- [Public Transportation](#)
- [Ramps](#)
- [Restrooms/Family Restrooms](#)
- [Service Animals \(Policy & Pet Relief Area\)](#)
- [Stadium Seating Chart](#)
- [Suites](#)
- [Telephone/TTY](#)
- [Ticket Information](#)
- [Water Fountains](#)
- [Wheelchair Services](#)
- [Wheelchair Storage](#)
- [Comments/Suggestions/Questions/Reasonable Modifications/Auxiliary Aids and Services](#)

Accessible Parking

Guest Parking is available in the Mariners Parking Garage and at numerous surrounding locations near the ballpark. Gameday rates for cars range \$20-\$40. The Mariners Parking Garage can accommodate vehicles height of 7' or less.

Parking spaces at the Mariners Garage for Guests with disabilities are available on a pre-sold and limited day-of-game basis. Only vehicles with state-issued disabled parking plates or permits are allowed in these areas. To pre-purchase disabled parking, please call (206) 346-4001. For more information, visit **[Mariners.com/parking](https://www.mariners.com/parking)**.

[Back to Top](#)

Accessible Seating/Companion Seating

Accessible and companion seating are available at a wide range of price levels. Guests should indicate when buying tickets if they require accessible and/or companion seating. Elevators are located throughout the facility for wheelchair access.

[Back to Top](#)

Assistive Listening Devices

Assisted listening devices that transmit ballpark audio are available for Guests with hearing or visual impairments for complimentary use during games. Please stop by the Main Guest Service Center at Section 128 to pick up the devices or for more information.

[Back to Top](#)

Automated Teller Machines

There are eight BECU ATMs located at the ballpark. ATMs are accessible.

ATM Locations:

- Inside: 128 (2), 186, 223, 329 (2)
- Outside: HP Gate, LF Gate

[Back to Top](#)

Autism Services

T-Mobile Park does not currently have a quiet room. Noise-cancelling headphones are available for complimentary use. Please visit the Main Guest Service Center at Section 128 for more information.

Fireworks: Please be advised that there will be fireworks during every Mariners home game after the performance of the National Anthem, after every Mariners home run and after every Mariners win.

[Back to Top](#)

Batting Practice

The Mariners offer an ADA Batting Practice program for Guests who are mobility-impaired and unable to navigate the seating bowl stairs on the Main Level. This program allows mobility-impaired Guests to have equal access to the field during batting practice (night games only). Due to limited availability, Guests are encouraged to make reservations at least two (2) business days prior to arriving at the ballpark. Due to MLB regulations, no reservations will be taken inside of 24 hours. Guests can inquire about date availability and make reservations by contacting the Mariners ADA Services at MarinersADATeam@mariners.com or (206) 346-4224.

[Back to Top](#)

Captioning

For our Guests with hearing impairments there is closed captioning of ballpark audio. These captions will be displayed on the right field and third base Club Level fascia scoreboards.

[Back to Top](#)

Dietary Restrictions

Food brought into the ballpark must be wrapped, bagged or inside a container. Items such as apples and oranges must be quartered. Personal food items cannot be carried into any of the restaurants, lounges or Suites.

No bottles, cans or outside beverages (including water, ice and factory-sealed water bottles) may be brought into T-Mobile Park. Exceptions are made for Guests with medical needs, baby bottles and unopened, soft-sided, single-serve containers (such as small milk cartons and juice boxes; no resealable or screwtops allowed). Guests may bring in empty plastic bottles and fill them at any of the 66 water fountains located throughout the ballpark.

[Back to Top](#)

Drop-off/Pick Up Areas

Vehicles displaying state-issued disabled parking permits will be allowed to drop off and pick up passengers in designated areas around the ballpark. No waiting will be permitted. This location will vary due to anticipated road construction projects throughout the season. Please contact the Mariners at (206) 346-4001 for the most up-to-date information and drop off areas.

[Back to Top](#)

Electrical Outlets

Electrical Outlets are available for charging electrical scooters and wheelchairs on all levels of the ballpark. For specific outlet locations Guests should speak with any T-Mobile Park Team Member.

[Back to Top](#)

Elevators/Escalators

Elevators:

- Home Plate Gate: Servicing All Levels
- Left Field Gate: Servicing All Levels
- SEC 114: Servicing All Levels
- SEC 191: Servicing Street, Main and CF Bleachers only
- SEC 106: Servicing Main Level, Hit It Here Café & Bar, Suite Level and View Level

Escalators:

- Home Plate Gate: Access between Street Level and Main Level
- Left Field Gate: Access between Street Level and Main Level
- SEC 143: Access between Club and Suite Levels and Main and View Level
- SEC 125: Access between Main and View Level

[Back to Top](#)

Emergency Evacuation

T-Mobile Park Team Members have been trained in emergency preparedness including the appropriate ways to evacuate Guests with disabilities. Should an emergency evacuation occur, emergency information would be displayed on the video board, and announced on the assistive listening devices and public address system.

[Back to Top](#)

Entry and Carry-in Policy

All T-Mobile Park entrances are accessible. The Club Level Sky Bridge, accessed from Level 5 of the parking garage, is also available for Guests with disabilities. Guests who wish to leave the ballpark but plan on returning, must have their ticket scanned for re-entry by a Gate Host at an entrance gate (Home Plate, Left Field, Center Field, Right Field or Sky Bridges) prior to exiting.

Any Guests wishing to enter T-Mobile Park are subject to the established ballpark screening guidelines.

All bags will be searched upon entry and we utilize metal detector screening for all Guests. While our prohibited items list has not changed, we have better tools to control the items being brought into our ballpark.

For the comfort and safety of all Guests, the following items are prohibited inside the ballpark:

PROHIBITED ITEMS/PERMITTED ITEMS

- Backpacks or bags larger than 16" X 16" X 8"
- Drones, remote-controlled unmanned aerial vehicles or other motorized vehicles/devices
- Fireworks or other incendiary device
- Hard-sided coolers
- Hoverboards, Segways, skateboards, scooters or Razors
- Inflatable items including balloons and beach balls
- Laser pointers
- Noisemakers including air horns, sirens, whistles, drums, cow bells, bullhorns or loudspeaker
- Bottles, cans and outside beverages (including water, ice and factory-sealed water bottles)*
- Outside alcoholic beverages in thermoses, glass, plastic or aluminum containers
- Photographic support tools such as tripods, detachable telephoto lenses, and selfie sticks
- Pets (service animals with proper documentation are permitted)
- Weapons including, but not limited to guns, tasers, knives, pepper spray, brass knuckles, loose batteries, wires and box cutters
- Any item deemed by management to be dangerous or inappropriate

* Exceptions are made for Guests with medical needs, baby bottles and unopened, soft-sided, single-serve containers (such as small milk cartons and juice boxes; no resealable or screwtops allowed).

PERMITTED ITEMS

- Bags smaller than 16" X 16" X 8"
- Binoculars
- Empty plastic or aluminum sport or water bottles
- Individually sealed children's drinks including juice boxes, soft-sided single serve pouches and milk containers (no twist-tops allowed)
- Outside food wrapped in clear plastic bag or containers

Guests are encouraged to leave prohibited items at home or in their car. All items are subject to search prior to entry. Any Guest intentionally possessing a prohibited item inside T-Mobile Park is subject to ejection from the ballpark and may be subject to criminal arrest and prosecution.

The Seattle Mariners reserve the right to adjust T-Mobile Park entry policies at their sole discretion without prior notice. For everyone's safety, T-Mobile Park uses video surveillance cameras at all entry gates and inside the ballpark that are monitored 24 hours each and every day.

If you have a question about what may or may not be brought into T-Mobile Park, please email FanCare@Mariners.com or call (206) 346-4001 before you arrive.

[Back to Top](#)

Fan Texting

Fan Help Hotline (206) 773-6300 call or text. Text **STOP** to cancel or **HELP** for info. Message and data rates may apply.

[Back to Top](#)

First Aid

First Aid Stations are located at SEC 128 and 329 and are staffed by Seattle Fire Department Medics. If you need immediate assistance please notify any T-Mobile Park Team Member or visit the nearest First Aid Station. Minors (under the age of 18) should be accompanied by an adult in order to receive treatment.

[Back to Top](#)

Guest Services

Guest Experience Hosts can assist with a wide variety of services including: help with questions, comments, challenges, stroller and wheelchair storage, First Game Certificates and Birthday Buttons, finding lost Guests or items and transportation needs.

To contact the Guest Experience Team:

- Guests can send a tweet to [@MarinersAssist](#)
- Guests can call or text the Fan Help Hotline at (206) 773-6300
- Visit a Guest Service Center at SEC 128, 329 or The 'Pen

[Back to Top](#)

Public Transportation

King County Metro has a variety of accessible services for passengers coming to the ballpark; however no regular-route stops are located adjacent to the ballpark.

Metro's ACCESS service and paratransit vans are directed to load/unload passengers along the east curb of Occidental Avenue S. next to the parking plaza. For information on the many transportation options available to and from the ballpark, guests can visit our website at [Mariners.com/Transportation](#) or call (206) 346-4001.

[Back to Top](#)

Ramps

Ramps are located at SEC 114 (Right Field) and SEC 143 (Left Field) to access all levels of the ballpark. Portions of the Right Field ramp have slopes that exceed standards and may prove difficult to use for persons with mobility disabilities. Elevators are available throughout T-Mobile Park to access all levels of the ballpark.

[Back to Top](#)

Restrooms/All-Gender Restrooms

All restrooms are ADA accessible and most feature baby changing areas.

All-Gender:

- Main Level: 105, 120
- Club Level: 234
- Upper Level: 319, 327, 333

Men:

- The 'Pen
- Main Level: 107, 112, 123, 135, 146, 150, 183, 185, 194
- Club Level: 213, 217, 224, 233, 239, 246
- Upper Level: 307, 313, 316, 321, 331, 339, 344

Women:

- The 'Pen
- Main Level: 108, 114, 121, 133, 144, 151, 184, 186, 194
- Club Level: 213, 218, 224, 234, 240, 246
- Upper Level: 306, 310, 316, 321, 327, 334, 340, 345

[Back to Top](#)

Service Animals (Policy and Pet Relief Area)

Service animals or service animals-in-training for a Guest with disabilities are welcome at T-Mobile Park. Companion tickets for service animals can be requested through the Ticket Office at (206) 346-4001. T-Mobile Park Team Members are available to should escort any Guest who needs the service animal relief area to the nearest convenient area outside the ballpark.

[Back to Top](#)

Stadium Seating Chart

For more detailed information, visit the **T-Mobile Park Seating Map**.

[Back to Top](#)

Suites

All private and group suites have accessible seating.

[Back to Top](#)

Telephone/TTY

T-Mobile Park does not offer public pay phones or TTY. Cell Phone Charging Stations are located at SEC 123, 133, 224, 329 and in The 'Pen presented by ROOT SPORTS™.

[Back to Top](#)

Ticket Information



T-Mobile Park offers accessible and companion seating throughout the ballpark, available proportionately in a wide range of price levels and subject to availability. Every effort is made to provide seats adjacent to wheelchair locations for the entire party attending the game.

Guests can purchase tickets to upcoming Seattle Mariners home games in a number of ways:

- Internet: **[Mariners.com/Tickets](#)**
- By Telephone: (206)346-4001
- In Person: T-Mobile Park Box Office

Please mention your need for accessible seating or other modifications, aids, or services at the time of ticket purchase.

At T-Mobile Park, Guests can purchase tickets in person in a number of ways:

- Main Box Office located next to the Home Plate Gate, open seven days a week, excluding holidays, 10 a.m.-6 p.m. (or end of game on home gamedays), starting in early March and ending after the last home game
- Left Field Box Office opens 2-1/2 hours prior to home games and closes at the end of the 4th inning
- Ticket Windows inside the ballpark at SEC 128 and 329

[Back to Top](#)

Water Fountains

Drinking fountains can be found throughout T-Mobile Park, located outside most restrooms. Each drinking fountain location has an ADA accessible fountain.

[Back to Top](#)

Wheelchair Services

Wheelchair escorts are available on a first-come, first-served basis to assist Guests to and from the entry gates or the Mariners Parking Garage. This service is available by asking any T-Mobile Park Team Member once inside the gates and is intended only for arrivals and departures. Wheelchair service may not be used to bring guests from seats to concessions, clubs, retail locations, or anywhere else in the ballpark other than a designated exit gate. T-Mobile Park does not lend or rent wheelchairs or other mobility devices.

[Back to Top](#)

Wheelchair Storage

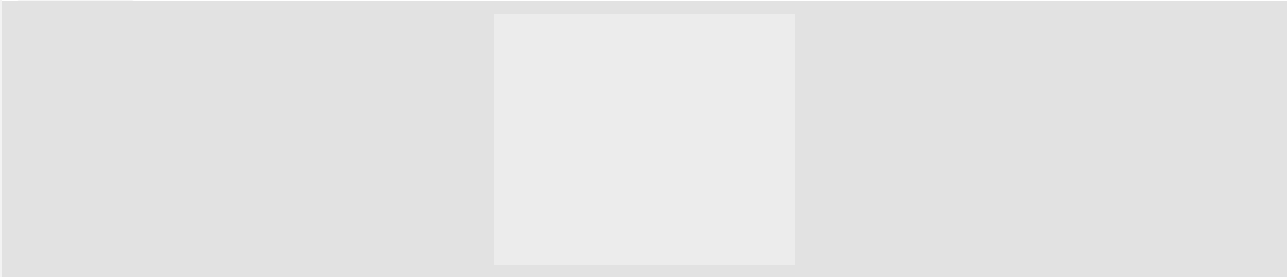
Wheelchair storage is available at the Guest Service Centers at SEC 128 or 329. Guest Experience Hosts will provide claim tickets. The Mariners have no liability for any lost or stolen items. T-Mobile Park does not check coats or personal items such as backpacks or purses.

[Back to Top](#)

Comments/Suggestions/Questions/Reasonable Modifications/Auxiliary Aids and Services

The Seattle Mariners take pride in continually improving stadium accessibility. It is our goal to make sure all Guests can to enjoy Mariners baseball in a safe and comfortable environment. Guests with disabilities may make requests for reasonable modifications of policies, practices or procedures or for auxiliary aids and services, which will be considered on a case-by-case basis. Please feel free to email **MarinersADATeam@mariners.com** or call (206) 346-4224 with any comments or suggestions on how we can improve your experience.

[Back to Top](#)



Inside T-Mobile Park

- T-Mobile Park Virtual Venue
- T-Mobile Park Amenities Map
- Ballpark Guide
- T-Mobile Park Information
- The 'Pen
- Getting to T-Mobile Park
- T-Mobile Park Tours

- T-Mobile Park
- Metal Detector
- Upcoming T-M
- Non Gameday
- Mariners Hall o

- [Official Info](#)
- [Help/Contact Us](#)
- [Accessibility](#)
- [Job Opportunities](#)
- [Partnership Opportunities](#)

- [Terms of Use](#)
- [Privacy Policy \(updated May 24, 2018\)](#)
- [Legal Notices](#)
- [Contact Us](#)
- [Cookie Preferences](#)
- © 2018 MLB Advanced Media, LP. All rights reserved.