

**ADA Title III  
Places of Public Accommodation  
Event Venues, Ticketing, and Parking**

- **Can I request an accessible seat for an event?**
  - Yes. Venues must sell tickets for accessible seats in the same way as all other tickets. This means if general admission tickets are available for purchase online, tickets for accessible seats must also be available online.
  
- **Can a venue charge more for an accessible ticket?**
  - No. Venues cannot charge higher prices for accessible seats than for non-accessible seats. All accessible seats should be the same price as non-accessible seats in that section.
  
- **Is the venue required to have accessible parking spots?**

Yes. The ADA provides standards for the number of accessible parking spaces that must be available at each facility or business.

Examples:

- If a lot has 1-25 spaces, at least one spot must be an accessible parking spot
- If a lot has 26-50 spaces, at least 2 spots must be accessible parking spots
- If a lot has 51-75 spaces, at least 3 spots must be accessible parking spots

The following link provides a full chart for calculating the number of accessible parking spots that a facility should have: <https://www.ada.gov/topics/parking/>

- **What if a venue denies my request for accessible seating or parking?**
  - We always recommend addressing your concerns directly with the business involved. This can be the fastest way to reach a resolution. We suggest that you put your complaint in writing and include your desired outcome. If bringing your complaint directly to the business is not successful, you have other options.
  
  - You can file a complaint with the Iowa Civil Rights Commission.
    - **Iowa Civil Rights Commission**  
6200 Park Avenue, Suite 100  
Des Moines, IA 50321-1270  
[515-281-4121](tel:515-281-4121)  
<https://icrc.iowa.gov/file-complaint>
    - You can also contact the Department of Justice ADA Information Line
      - **Department of Justice ADA Information Line:**  
800-514-030, [www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)

Still have questions about ticketing? Additional information can be found here:

[https://archive.ada.gov/ticketing\\_2010.htm](https://archive.ada.gov/ticketing_2010.htm)