



Accessibility Policy

These policies and procedures apply to all performances and events that are produced, co-produced, or presented by American Musical Theatre of San Jose. Organizations that rent, lease or contract to use space in the name of American Musical Theatre of San Jose are required to adopt these policies and procedures outlined below.

Policies outlined below will be in place through June 2009 and will be reviewed and revised annually after that in June of each year, or as necessary.

Policy for Assistive Listening Devices

POLICY: It is the policy of American Musical Theatre of San Jose to provide assistive listening devices at all performances and to advertise these performances to the public.

Policy for Audio Study Guides

POLICY: Generally, it is the policy of American Musical Theatre of San Jose to provide audio study guides for each AMTSJ-produced show and some touring productions and to advertise these performances to the public.

Policy for Audio Described Performances

POLICY: It is the policy of American Musical Theatre of San Jose to provide audio description at select pre-scheduled performances and to advertise these performances to the public. Generally, American Musical Theatre of San Jose will schedule six audio-described performances for each AMTSJ-produced show in the season if the run of the production is two weeks and two audio-described performances for productions that run only one week, which includes touring productions.

Policy for Braille Programs

POLICY: Generally, it is the policy of American Musical Theatre of San Jose to provide Braille programs for each AMTSJ-produced show and some touring productions, and to advertise these performances to the public.

Policy for Captioned Performances

POLICY: It is the policy of American Musical Theatre of San Jose to provide open captioning at select, pre-scheduled performances and to advertise these performances to the public. Generally, American Musical Theatre of San Jose will schedule six captioning performances for each AMTSJ-produced show in the season if the run of the production is two weeks and two captioning performances for productions that run only one week, which includes touring productions.

Policy for Large Print Programs

POLICY: Generally, it is the policy of American Musical Theatre of San Jose to provide large print programs for each AMTSJ-produced show and some touring productions, and to advertise these performances to the public.

Policy for Mobility Accommodations:

POLICY: It is the policy of American Musical Theatre of San Jose to provide wheelchair seating at every performance, and provide assistance upon request to patrons using walkers, canes, etc.

POLICY for Service Animals:

POLICY: Service animals are welcome, including service animals in-training. According to the Americans with Disabilities Act (ADA), a service animal is defined as "any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items."

Requirements of all service animals and their owners include:

- Dogs must be licensed in accordance with county regulations and wear a vaccination tag.
- Animals must be in good health.
- Animals must be on a leash at all times.
- The owner must be in full control of the animal at all times.

Reasonable behavior is expected from service animals. The owners of disruptive and aggressive service animals may be asked to remove them from the premises.

Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner is expected to clean and dispose of all animal waste.

Policy for Sign Interpreted Performances

POLICY: It is the policy of American Musical Theatre of San Jose to provide sign language interpreters at select, pre-scheduled performances and to advertise these performances to the public. Generally, American Musical Theatre of San Jose will schedule two sign interpreted performances for each AMTSJ-produced show in the season, and most touring productions.

Policy for TTY Line

POLICY: It is the policy of American Musical Theatre of San Jose to provide a TTY line for our programs and services and to advertise these to the public.

PROCEDURES: For sign interpreted performances, pre-scheduled by American Musical Theatre of San Jose, seats will be held for patrons who are deaf and/or hard of hearing in a section of seats where the patron may easily see both the interpreter and the stage. This seating area will be called the "ASL Section."

ASL Section seats will be sold to patrons who are deaf and hard of hearing and the members of their party or any patron who will be utilizing the interpreting accommodation on a first come, first served basis. Tickets not purchased by individuals who are deaf or hard of hearing in the ASL section will be released for sale to the general public at full-price according to the following schedule:

- 72 hours before show – 50% of remaining seats released for sale
- 48 hours before show – 50% of the remaining seats released for sale
- 24 hours before show – all seats released for sale

Additionally, AMTSJ reserves the right to offer specially-priced, regular single tickets in the ASL Section ONLY due to the nature of access service which must be provided in a prime seating area of the house. AMTSJ will provide up to three price points in the ASL Section for equal access.

For patrons needing mobility accommodations, seats will be held for patrons who need wheelchair accessibility seating in a section of seats called the "Wheelchair Section."

Wheelchair section seats will be sold to patrons who are disabled and the members of their party or any patron who will be utilizing the mobility accommodation on a first come, first served basis. These seats are **priority seats for persons with disabilities**.

Tickets not purchased by individuals who are disabled in the wheelchair section will be released for sale to the general public at full-price according to the following schedule:

- 72 hours before show – 25% of remaining seats released for sale
- 48 hours before show – 25% of the remaining seats released for sale
- 30 minutes before show – all seats released for sale

The above procedures do not apply to interpreted, captioned, or audio-described performances provided "upon request." It is the policy of American Musical Theatre of San Jose to make every effort to provide sign language interpreter(s) captioning, or audio description upon request with at least two weeks advance notice based upon availability of seats, room for placement for the interpreter, the availability of a qualified sign language interpreter and/or audio describer, and/or captioner, and at the discretion of the management. Tickets for "upon request" performances are sold at full price, no discount.

TICKETING:

1. AMTSJ will provide equal access for purchasing tickets.
2. AMTSJ will provide equal opportunity through reasonable modifications.
3. AMTSJ will identify accessibility services and seating to the general public.
4. AMTSJ will notify patrons of the location of accessibility seating and if accessibility seating is sold out or any other necessary information.
5. AMTSJ will provide season ticket opportunities for access users.
6. AMTSJ will inform patrons requesting an accessibility service that requires a specific seating area: **THIS SEAT IS A PRIORITY SEAT FOR PERSONS WITH DISABILITIES. IF YOU DO NOT NEED ANY ACCESSIBILITY SERVICES, WE RESERVE THE RIGHT TO MOVE YOU TO ANOTHER SEAT.**
7. AMTSJ will offer tickets for access patrons at the access price for one user, and one companion.
8. AMTSJ forbids secondary ticket sales.