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**Policies: Accommodations for Guests with Disabilities**

* Support Volunteer and Interpreter - Services & Accommodations Offered
* Companion Policy for the Music Festival
* Accepted Documentation for Proof of Disability

**Support volunteer and interpreter - Services & Accommodations Offered**

Our support volunteers and interpreters are able to assist with the following activities:

* Assistance in purchasing and, when needed, carrying food purchases to your seating area
* Interpret at Information and Vendor Booths
* Guide within the Music Festival for guests with Cognitive, Intellectual and Developmental Disabilities, Mobility or Visual Impairments
  + - for locating and visiting information booths and vendors inside the Music Festival and outside to the 211 San Diego and the Lesbian Wellness Project
    - from Music Festival to the Shuttle Stop
* Usher to accessible seating and/or viewing areas at the Rally, Parade, and at the Music Festival’s 3 performance stages (let us know if you want to be picked up after the event or performances)
* Support volunteer can push manual wheelchairs

**Services NOT provided to our Music Festival Guests**

Our service providers and interpreters are not able to assist with the following:

* bodily functions such as eating or toileting
* handling money for your purchase transactions
* dispense medication
* physically move an individual via lifting or carrying

**Companion Policy for the Music Festival**

Should you need assistance not provided by our Accessibility team or feel more comfortable with a friend or family member, one (1) companion/assistant can be admitted free of charge.  To request this service, use the Main Gate Accessibility Ticket Line. Bring one (1) form of documentation which provides proof of disability, as you may be asked to show this documentation at time of request.

* identified by a displayed blue disability icon and is the line closest to the sidewalk
* Main Gate Accessibility Ticket Line narrative in MS Word format – Coming Soon

**Accepted Documentation for Proof of Disability**

* Medicare card (no non-disabled individual under the age of 65 will possess one)
* Valid Senior/Disabled ID card issued by MTS, NCTD or equivalent
* DMV Placard: proof of disabled placard or ID card issued by California Dept. of Motor Vehicles or equivalent from another state
* Card endowing specialized admission privileges to state or federal parks based on disability status
* Letter from a physician

Please explore the Accessibility Website for additional information. If you have further questions, email us at [accessibility@sdpride.org](mailto:accessibility@sdpride.org).

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**Bag Screening and Metal Detectors**

Often people with disabilities experience challenges when dealing with security screenings. It is our hope that we can provide you with some information that will make your security screening and bag search a smooth process. In preparation, please read our list of Prohibited Items.

Accessibility team members will be present. If you need assistance please request it at the accessible ticket line or at the screening area.

The screening and bag searches will be done by CSC, a professional company with significant experience with large events, including the Superbowl, inaugurations and the World Series. Hiring a company with an excellent reputation and extensive experience should make the screening process as unobtrusive as is possible.

For your convenience, a specific lane at the Main Gate on Balboa Drive, has been set aside for anyone with accessibility needs, as well as for those who are VIPs. The lane for accessibility is the first lane on the eastside of Balboa Dr. People with accessibility needs are **NOT** required to use the accessibility lane.

**Please note the following:**

If you are unable to go through a metal detector, please let the screener know. There is a wand available in the accessibility lane and is an alternative method of search.

If you are accompanied by a service dog, their leash or other items they wear may set off the detectors. This means your dog may be subject to a wand scan or physical pat down.

Wheelchairs, crutches, walkers, and other assistive devices may set off the detectors are subject to search. A wand scan may prove to be ineffective as a screening method. You may need to have a physical search. A private area is available for this process and there will be both a male and female person present during the search.

If you are Deaf and feel your communication needs will be best addressed by having an ASL interpreter present, please request one from the screener or one of the Accessibility Team members that will be stationed in the gate area, wearing a teal Pride accessibility shirt.

If you feel your physical safety is at risk from a physical search, we do have medical staff on site and they can be requested. Please be patient as they are not stationed near the gates.

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**ITEMS PROHIBITED WITHIN FESTIVAL GROUNDS**

* **Weapons**
* **Projectiles**
* **Laser pointers**
* **Air Horns, or other noisemakers**
* **Alcohol**
* **Illegal drugs**
* **Outside Beverages including all reusable water bottles, canteens, and hydration packs \*\*\*These must all be empty**
* **Bicycles (There is a secure area for storage outside festival grounds.)**
* **Skates, and Skateboards**
* **Un-Approved Pamphlets, Handouts or Advertisements**
* **Pets, Except for Service Animals**

**Please read**[**What is a Service Dog?**](http://www.sdpride.org/what-is-a-service-dog/)**If you need clarification on what constitutes a service animal.**

[**Click here for our FAQ**](http://sdpride.org/faq)**.**

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**No Pets Please**

Fake service dogs can hurt the reputation and acceptance of valid service dogs and the disabled persons who truly need those dogs to assist them.

Please **don’t** try to pass off your pet as a service animal. “It is … criminal to attempt to gain access and advantage by impersonating someone who relies on dog guides for his or her daily life.” Anyone bringing a pet dog will be turned away.[**California Penal Code 365.7**](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PEN&sectionNum=365.7.)

[**https://leginfo.legislature.ca.gov/faces/codes\_displaySection.xhtml?lawCode=PEN&sectionNum=365.7**](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PEN&sectionNum=365.7)**.**

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### **Service Dogs Policy: Paws at Pride**

Pride welcomes trained service dogs and documented emotional support dogs as a cherished part of our LGBT family. At the Festival, please stop by one of the Senior Cool Zones or the Accessibility Booth where your four-legged helper can have a cool drink of water and enjoy a shady place to rest.

**Service Dogs**

To make sure everyone understands their rights and responsibilities, we offer the following guidelines:

* A service dog handler can be asked if they have a disability
* The handler can be asked what specific tasks the dog has been trained to perform
* An otherwise qualified service dog or documented emotional support dog can be asked to leave if they pose a direct threat to another person or animal

Service dogs perform tasks for their handlers related to the individual's specific disability. The person does not need to have a physical disability to have a qualified service dog. For example, an individual with a mental health disability may have a service dog that is trained to [perform a physical task](http://www.iaadp.org/psd_tasks.html) (<https://adata.org/factsheet/service-animals>) as well as providing emotional support. (Examples of such tasks may include bringing medication needed for a symptom flare-up like a panic attack, barking to gain attention and assistance if the handler is having a flashback, providing external stimulus to bring an individual out of a dissociative state, or stabilizing a person who is experiencing dizziness as a medication side effect.) Such a dog is by law considered a service dog and granted all the rights of any other service dog.

**Emotional Support Dogs**

Dogs that are exclusively emotional support dogs, however, are not trained to perform a specific task related to a disability. Instead, they benefit a person with a disability simply by the unique nature of the bond between canine and human. Such dogs are not legally granted the same rights as service dogs. Recognizing that some individuals with certain disabilities may need their canine companion to fully participate in events at Pride, Pride will admit an emotional support dog that has documentation of the role they play in their handler’s life. We even created a form! Click [here](http://sdpride.org/wp-content/uploads/2014/07/Emotional-Support-Dog-Documentation-formatted-1.docx) to download.

Please realize that while San Diego Pride is going beyond what the law requires, other entities may not. Emotional support dogs do **not** have the same right to access as service dogs. For further information, please check out the [Department of Justice’s guidelines](http://www.ada.gov/service_animals_2010.htm). https://www.ada.gov/service\_animals\_2010.htm

To help make the Music Festival enjoyable for all, please keep the following in mind:

* Never leave your dog alone for any reason at any time, including when you use the restroom.
* Keep your dog on a leash at all times, unless it directly impacts your service dog’s ability to do their job.
* Pride Team Members are not permitted to take control of service dogs.
* Other dogs at the festival are trying to do their job under stressful conditions. Please help by keeping your dog at least five feet from other dogs.
* If you need to approach another dog and their person, please give verbal warning. Blind and visually impaired individuals especially need this.
* For everyone’s comfort, please clean up your dog’s waste.
* You are responsible for keeping your dog under control. If your dog becomes a direct threat, you will be asked to remove the dog from the festival grounds.
* Sun and heat are especially hard for our furry companions. Please take advantage of the Senior Cool Zones and the Information Booth where there is shade and water for your furry helpers.

We appreciate your cooperation and adherence to this policy. We wish everyone a safe and fabulous Pride!

**Outside the Music Festival**

Service animals are welcome to use any open outdoor area for relief as long as the owner picks up after the animal and leaves the area clean.

* Balboa Park’s Dog Park

The Nate's Point Dog Off-Leash Area is located on the West Mesa of Balboa Park, immediately south of El Prado / Laurel Street and east of Balboa Drive [[map]](http://maps.google.com/maps/ms?hl=en&ie=UTF8&msa=0&ll=32.731444,-117.156487&spn=0.021624,0.028796&z=15&om=1&msid=105206659117094748936.00043febab37232ff937e). The off-leash area is approximately 2.3 acres in size.

(Alex, here is the map’s URL: https://www.google.com/maps/d/viewer?ll=32.73144378679646%2C-117.15649509416835&spn=0.021624%2C0.028796&hl=en&msa=0&z=15&ie=UTF8&om=1&mid=107J6T4GaVt2lF5WI7uKZlPLs02A).

**Quick links:**

**Service Animals and Emotional Support Animals Booklet: Definitions of service animal and support animal, handler’s responsibility and rights (**<https://adata.org/publication/service-animals-booklet>**)**

**Service Animals Fact Sheet:** <https://adata.org/factsheet/service-animals>