

# JAS LABOR DAY EXPERIENCE

## ACCESSIBILITY / ADA GUIDE

Labor Day Weekend | September 4–6, 2026 | Snowmass Town Park

Jazz Aspen Snowmass welcomes all people with disabilities. We are dedicated to continually improving our efforts to ensure attendees have access to all festival goods and services, regardless of ability.

### ACCESS GUIDE & MAPS

View our dedicated Accessibility / ADA Access Guide (coming soon) and our Venue Access Map (coming soon). Download or screenshot them and keep copies on your phone for easy use on site.

### ELIGIBILITY

It is not acceptable to fake or exaggerate a disability to gain access to disability accommodations. Our Accessibility department has finite resources and needs to focus them on those who legitimately require assistance.

### ACCESSIBILITY SERVICES HUBS

Two Accessibility Services locations support attendees on site: at Accessible Parking and at the GA Viewing Deck. Locations are labeled on the guest-facing map.

At a Hub, you can:

- Learn about accessibility services and get your questions answered
- Receive an accessibility wristband
- Request mobility assistance between the two hubs
- Register service animals

#### Hours (subject to change)

Friday: 3:30pm–10pm · Saturday: 12:30–10pm · Sunday: 12:30–10pm

### MOBILITY DISABILITIES

Patrons with mobility disabilities are encouraged to use personal wheelchairs, scooters, crutches, walkers, or canes. Mobility devices are not available to rent on site.

#### Accessible Routes

The venue is navigable for people with mobility disabilities; note that the terrain is grass. VIP areas are ADA accessible for guests with VIP-level tickets. For help finding your most accessible route, visit an Accessibility Services Hub.

### ACCESSIBLE CART SERVICE

A shuttle service runs between designated stops for disabled attendees who need it. Carts operate only on the designated route and cannot deviate for public-safety reasons. Two dedicated Accessibility Carts are available first come, first served between the Hub in Accessible Parking, the GA Viewing Deck, and the VIP Entrance.

- An Accessibility Wristband (issued at a Hub) is required to use this service
- Pick-up points: Hub in Accessible Parking, VIP Entry, GA Viewing Deck
- Wait times may run up to 40 minutes during heavy volume

#### Charging

Recharge motorized wheelchairs or other medical equipment at any Accessibility Services Hub or the GA Accessible Viewing Area.

- Bring all cords/accessories needed to charge your devices
- Chargers must use a 110-volt, 20-amp circuit
- Wheelchair/scooter rentals are not provided

### ACCESSIBLE VIEWING AREAS

Elevated viewing areas are available at designated locations for guests with disabilities and one (1) companion who may need to see above the crowd. Visit a Hub for access information.

#### Rules

- Companions may be asked to stand at the back if capacity is reached
- Viewing areas are non-smoking
- Spots cannot be saved
- Areas left unattended over an hour may be reassigned
- Do not block the view of guests behind you
- All seating is first come, first served

### EFFECTIVE COMMUNICATION

#### Interpreters & Additional Services

ASL interpreters are available for select performances. Requests for interpretation or other services must be emailed at least 30 days before the event to allow time to prepare: [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com).

### ADDITIONAL SERVICE REQUESTS

JAS will consider any request for reasonable modification of its policies, practices, or procedures, or for auxiliary aids and services, that permits equal enjoyment of the festival. Please submit requests as far in advance as possible.

Contact [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com) with any accessibility-related needs or questions about our policies and services.

Responses may take up to two business days (weekends excluded); during event week, expect a response within 24 hours. If you're already on site and need assistance, visit any Accessibility Services Hub.

### DIETARY NEEDS

JAS food vendors offer gluten-free, dairy-free, and vegan options. A personal amount of food is permitted for guests with dietary needs beyond festival food service. Questions: [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com).

### SERVICE ANIMALS

Service animals are permitted throughout the festival.

#### Rules

- No emotional support, therapy, or companion animals
- Pets are not allowed and will be turned away
- Only trained, legitimate service animals receive credentials
- Must stay at the handler's side; harnessed, leashed, or tethered
- If devices interfere with the animal's work or the handler's disability prevents their use, control must be maintained via voice, signal, or other effective means
- Must be housebroken; handlers are responsible for waste clean-up
- Handlers are liable for any damage or injury caused by the animal
- Vaccination records may need to be verified
- A service animal credential from a Hub is required to enter the venue

Questions: [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com).

### CONCESSIONS

All concessions are accessible and located throughout the venue. Ask any festival staff member if assistance is needed.

### MEDICAL

Several fully equipped medical sites staffed by trained personnel are located throughout the festival; see the festival map for exact locations. The medical tent is in the main Festival field.

#### Nursing Mothers

A dedicated nursing area is available within the Medical Tent; inquire there for access.

#### Medications

Prescription medications must be in the original manufacturer container labeled with your name, matching your government-issued photo ID. Bring only enough medication for the event's duration. Medications are cleared by the medical team at event entry — ask for a crowd management supervisor to connect you with medical staff.

### FEEDBACK

We welcome your feedback and suggestions — email [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com). We'll do our best to help you have an unforgettable experience.

[JAS Accessibility](#) · [JazzAspenAccess@gmail.com](mailto:JazzAspenAccess@gmail.com) · [jazzaspensnowmass.org](http://jazzaspensnowmass.org)