



# ACCESSIBILITY GUIDE

**NEW YORK / NEW JERSEY STADIUM**





## GETTING THERE, ARRIVAL, & ACCESS



### ACCESSIBLE PARKING

Available through the Official FIFA World Cup 2026™ Parking Page. Pricing may vary by match. Fans must present a prepaid accessible parking pass and a valid DMV-issued disability placard, plate, or permit upon entry to the stadium lot.



### ACCESSIBLE PICK-UP & DROP-OFF ZONES

The designated accessible pick-up and drop-off location will be in the accessible lot adjacent to Gate 2.



### PUBLIC TRANSIT ACCESSIBILITY NOTES

Routes and schedules may vary. Explore accessible services at [njtransit.com/accessibility](https://njtransit.com/accessibility).



### WHAT TO EXPECT BEFORE ENTERING

All gates have a designated accessible lane for fans attending with mobility, sensory, cognitive, or other accessibility needs.



## INSIDE THE STADIUM - MOBILITY, SEATING, & RESTROOMS



### ELEVATORS & OPERATORS

Elevators are available at the northeast and southeast corners, along the west side, and at premium entrances on the east and west sides.



### WHEELCHAIR ESCORTS & MOBILITY ASSISTANCE

Request wheelchair escorts at mobility assistance points after each entrance or if arriving with your own device. Wheelchairs are for escort use only, not full-match use.



### ACCESSIBLE SEATING & TICKETING SUPPORT

Accessibility-related seat relocation is subject to availability. Visit a Fan Info Point, Stadium Ticket Office, or Ticket Resolution Point. For ticket info, visit [FIFA.com/tickets](https://www.fifa.com/tickets).



### ACCESSIBLE RESTROOMS & CHANGING FACILITIES

Family restrooms are located in Sections 104, 108, 118, 123, 128, 134, 143, 149, 207a, 208, 220a, 232a, 244, 245a, 318, 333, and 345.

Fans needing an adult-sized changing table are welcome to visit a first aid station, which are located in Sections 103, 128, 301, and 326.



## SENSORY & COMMUNICATION SERVICES



### SENSORY ROOMS

Sensory rooms are presented in collaboration with Hisense and located near the elevator lobbies on the third floor plaza level.



### SENSORY BAGS

Visit any Fan Info Point or concierge desk in the stadium to pick up a sensory bag, free of charge.



### CLOSED/OPEN CAPTIONING

Closed captioning in English is available at the stadium on the ribbon board beneath the video screens. Captioning is also available on the televisions mounted on the concourse section signs.



### ASSISTIVE LISTENING DEVICES

Stream live stadium audio on your mobile device using the ListenWiFi app. Download the app, connect to stadium Wi-Fi, enter the IP address 10.210.240.40, then select your preferred listening stream.



### AUDIO DESCRIPTIVE COMMENTARY

Audio Descriptive Commentary, providing detailed match narration, is available in English and Spanish via the the FIFA Audio Description App. Fans using ADC are encouraged to bring their own headsets.



### SIGN LANGUAGE COMMENTARY

Real time sign language coverage of match action and stadium moments is available for all matches on the stadium section of the FIFA Tournament app. Select your stadium, open accessibility services and select Sign Language to launch the live stream.



## GETTING HELP & ACCESSIBILITY SERVICES



### HOW TO REQUEST ACCESSIBILITY SERVICES

Call +1 201 559 1515 or visit a Fan Info Point.  
Available on event days only.



### FAN INFO POINTS

Fan Info Points can be found in the following locations:

- Inside Gates ML, V, H, and M.
- Near Sections 124, 149, 227, 249, 303, 324, 328, and 349



### ON-SITE STAFF SUPPORT

Contact Fan Services at +1 201 559 1515 or visit a nearby Fan Info Point.



### SERVICE ANIMALS

Service animals are welcome. Relief areas are located in the plaza-level flower beds along the perimeter fence. Visit a Fan Info Point for directions.