ADA ASSISTANCE PROGRAM/ANTI-HARASSMENT POLICY/SAFETY & WEAPONS POLICY

For assistance, please contact our Service Department at (888) 605-6059 or email Inquiry@NYComicCon.com.

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NYCC ADA ASSISTANCE PROGRAM

https://www.newyorkcomiccon.com/About/Fans-With-Special-Needs/

New York Comic Con is welcoming to individuals of all abilities, and is a fully accessible event. We are dedicated to continually improving our efforts to ensure full access and we encourage all feedback and suggestions in order to improve your experience.

The following explains all accommodations provided this year. For any accessibility-related questions, please email us at adanycc@reedpop.com. We will do our very best to help you have an epic experience.

PLEASE NOTE: There is an ADA Entrance located at the Blue Crystal Palace Entrance at the Javits Center that is dedicated to ADA all day. However those with an ADA Wristband will be able to use any entrance into the show.

**ADA wristbands are for the use of one individual only throughout the course of New York Comic Con 2019. ADA wristbands cannot be redistributed, resold, or reallocated. Failure to comply with this will result in revocation of your badge without refund and the inability to attend future ReedPOP events.**

We provide priority seating for fans with disabilities as available. All seating for panels and screenings are on a first-come, first-served basis and we cannot guarantee seating for everyone.

Guests with disabilities should plan to arrive to a panel at least 30 minutes prior to the event so that we can best accommodate you. Keep in mind that all of our events are very popular and we will make every effort to help you access the panels that are important to you.

We provide expedited line access for all autographs and photo ops that are not wristbanded or lottery giveaways. Please be advised that our guests often sign for limited amounts of time, so we ask you to arrive closer to the beginning of our signing time. When our guest reaches capacity, we will close the line.
ADA Assistance Program/Anti-Harassment Policy/Safety & Weapons Policy

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ADA Access Center - There will be ADA Accessibility Centers located at the show (locations coming soon!). Here you can:

- Obtain your ADA wristband.
- Ask any questions regarding accessibility for any NYCC events happening at the Javits Center, The Hulu Theater at Madison Square Garden, Hammerstein Ballroom at the Manhattan Center, or any offsite venue.
- Learn about other accessibility services.

Please Note: You must stop at one of the ADA Access Centers to get your ADA wristband credential. The ADA Access Centers locations will be announced soon.

Wristband Policy

- ADA wristbands are valid for all days of the event.
- Please DO NOT remove your wristband for the duration the event.
- One companion wristband will be issued for each ADA patron; exceptions will be made for families with young children.
- If a guest wants to switch their companion, please bring the old companion wristband to the ADA Access Center to be reissued.

Service Animals - Service animals are permitted throughout the venue; however, this DOES NOT include:

- Emotional support animals
- Therapy animals
- Companion animals

Pets are not allowed and will be turned away. Only legitimate service animals that are properly trained and under the proper care of their owners will be allowed into the event and provided with the appropriate credentials.

- All service animals must remain by the handler's side at all times and must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- Service animals must be housebroken and should use the service animal relief area.
- Anyone bringing an animal will be responsible for and liable for any damage or injury caused by the animal.
- All animals should have legally required vaccinations.

Wheelchair Accessibility - The Javits Center has sidewalk ramps, automatic doors at all street levels, restrooms and elevators accessible for persons with mobility disabilities. Payphones are accessible and are equipped with volume and TTY capability for those with speech and hearing disabilities.

There is no on-site parking at the Javits Center. However, there are many parking garages in the vicinity. The average price for event day parking is usually starts at around $50 a day and is subject to change.
For assistance, please contact our Service Department at (888) 605-6059 or email Inquiry@NYComicCon.com.

depending on the Center’s activity. See parking garages and directions on how to get to the Center by car or truck.

**Is there anywhere I can rent a wheelchair/walker/cane?**

Motorized Mobility Vehicles are available for rent at the Javits Center. Please make an advance reservation for a motorized mobility vehicle rental by clicking here. Please call 212.216.2196 for more information.

A limited number of manually operated wheelchairs are available at no fee. Please call 212.216.2196 before you arrive for information on reserving a manually operated wheelchair.

**Effective Communication Requests** - If you would like to request ASL Interpretation for any performance, please contact us at adanycc@reedpop.com. Keep in mind, requests must be made no later than three weeks before the event to allow for sufficient processing time.

Requests for Closed Captioning, Braille/Large Font Print, Guided Tours and/or other forms of Effective Communication, should also be directed to adanycc@reedpop.com.

The deadline to request ASL Interpretation and/or other forms of effective communication will be posted closer to the show.

**Additional Services**

- **ATMs & Concessions:** All ATMs and concessions are fully accessible and located throughout the venue. If assistance is required, please speak with an NYCC staff member.
- **First Aid:** We have several First Aid locations throughout the venue, indicated on the event maps and in the Mobile App. Professional medical staff can help you with your medical needs at these locations.
- **Quiet Room:** If you need a break from the noise and crowds, we have a Quiet Room and will be announcing the location closer to the show. Please be courteous to others when utilizing the space, this room will be monitored by Crew and Staff.
- **Cold Storage Availability:** We have cold storage available for medications on a first come first service basis located in the show office. However please be aware that space is limited. Speak with one of our Staff onsite or email adanycc@reedpop.com prior to the show for more information.

**Comments, Questions, Suggestions** - The NYCC accessibility team will consider any request by a guest with disability for reasonable modification of its policies, practices, or procedures or for auxiliary aids and services that will permit the guest equal enjoyment of the services offered at the event. We encourage you to make any such request as far in advance as possible to enhance our ability to evaluate and fulfill the request.

In continually trying to make New York Comic Con more accessible, we encourage you to contact us at adanycc@reedpop.com for any of your accessibility-related needs. Additionally, if you have any questions about ADA policies or our services please reach out to us.
ADA ASSISTANCE PROGRAM/ANTI-HARASSMENT POLICY/ SAFETY & WEAPONS POLICY
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NEW YORK COMIC CON

NYCC ANTI-HARASSMENT POLICY
https://www.newyorkcomiccon.com/About/NYCC-Fan-FAQs/
New York Comic Con has a ZERO TOLERANCE POLICY for harassment of any kind, including but not limited to:
- Stalking
- Intimidation
- Offensive Verbal Comments
- Physical Assault And/Or Battery
- Harassing Or Non-Consensual Photography Or Recording
- Sustained Disruption Of Panels, Signings, And Other Events
- Bathroom Policing
- Inappropriate Physical Contact
- Unwelcome Physical Attention
- Hate Symbols

In relation, but not limited to:
- Race
- Color
- National Origin
- Gender
- Gender Identity
- Gender Presentation
- Sexual Orientation
- Age
- Body Size
- Disability
- Appearance
- Religion
- Citizenship
- Pregnancy

Hate symbols are not permitted at New York Comic Con (NYCC), including as part of cosplay, and NYCC will not allow costumes that contain hate symbols or appropriate the symbolism of hate groups, including, but not limited to, historical/comic-related/satirical costumes that are associated with Nazis. Whether a behavior or a costume violates this policy shall be determined by NYCC in its sole discretion.

To report an incident via the NYCC App, tap the NYCC Anti-Harassment Policy icon and follow the steps under Report Harassment. Please fill out the form in as much detail as possible so we can address the situation immediately and thoroughly. If you're still in the area where the incident took place and it's safe to stay where you are, our Security Team will meet you there.

If a person engages in harassing behavior, NYCC Staff will take prompt action in any form they deem appropriate, including expulsion from NYCC with no refund. Our policy applies to EVERYONE at the convention. Exhibitors, fans (attendees), speakers, guests, professionals, press, staff, crew, and security are all subject to our Anti-Harassment Policy.
For assistance, please contact our Service Department at (888) 605-6059 or email Inquiry@NYComicCon.com.

Anyone can report harassment. If someone’s behavior has made you uncomfortable, or if you witness the same happening to someone else, you should immediately contact NYCC Staff, Security Team, or a Crew member. You may also come to NYCC's Show Office or report the incident via the NYCC App.

If necessary, we will contact local law enforcement, provide escort, offer a safe place or otherwise assist those experiencing harassment to make sure they feel safe for the rest of NYCC. Keep your hands to yourself. If you would like to take a picture with or of another NYCC fan, always ask first and respect that person's right to say no. When at NYCC, be respectful, be nice, be cool and be kind to each other.

ReedPOP’s mission is to create a fun, safe, welcoming, awesome event where fans of all kinds can come together and celebrate. We want you to not only have the most amazing weekend ever, but to experience it in an environment where you are safe and accepted. As fans ourselves, we understand the importance of creating a safe space for everyone who attends NYCC.

**NYCC SAFETY AND WEAPONS POLICY**

https://www.newyorkcomiccon.com/About/NYCC-Fan-FAQs/

**What are the security expectations at NYCC?** The safety and security of our staff, exhibitors, and fans is our priority. We work closely with the venue, corporate security, state, local, and federal law enforcement authorities to identify risks, assess them, and develop security plans for our events.

**Everyone attending NYCC should be aware that the following are in place:**
- Security may approach you to assist outside, at entry, or inside NYCC
- Everyone must wear their NYCC badge at all times. This includes exhibitors, vendors, fans (attendees), speakers, guests, artists, professionals, press, staff, and crew.
- Security procedures are fully operational at our events to keep the supervillains at bay
- Bag checks are in operation at our events to keep out tesseracts and the like
- Walkthrough or hand held scanners may be in operation at our events
- CCTV in operation at our events is monitored and recorded
- Uniformed and covert (secret identities ftw!) Security Guards and Police are in attendance at our event
- Canine Security and Detection is in operation at some of our events

**Everyone attending NYCC is requested to:**
- Keep personal property with you at all times and don't leave any items unattended
- Report anything that looks unusual, suspicious, or just out of place to NYCC Staff, Security, or Crew
- Remain patient and courteous with NYCC Staff and Security undertaking security checks. We have your best interests at heart and want to get you inside the building as quickly as possible
- Follow the instructions of NYCC Staff at all times
- On the final day you're attending NYCC, keep your badge as a souvenir or dispose of it inside the venue or when you've returned home. Don't sell it to scalpers who may be outside on the streets. Don't throw it away in trash cans outside the venue. Scalpers are sneaky and will find a way to grab it and upsell it to an unsuspecting fan who doesn't have a badge
- Carry a recognized form of photo ID at all times (of your actual identity, not your secret one)
What do I do if I find/lose something? Please bring all found items to the Show Office or the Security Office. The Lost and Found is located in the Security Office.

What if I get hurt? If you're hurt reach out to the NYCC Staff, Crew, or nearby Security and we'll get you the help you need.

What if I'm harassed? If a person engages in harassing behavior, New York Comic Con (NYCC) Staff will take prompt action in any form they deem appropriate, including expulsion from NYCC with no refund. Our policy applies to EVERYONE at the convention. Exhibitors, Fans (Attendees), Speakers, Guests, Professionals, Press, Staff, Volunteers, and Security are all subject to our Anti-Harassment Policy. For more information and details on reporting harassment, please visit our Anti-Harassment Policy Page.

What does NYCC think of weapons and firearms used as cosplay props? Please be advised that The Theater at Madison Square Garden has specific rules regarding cosplay. You can find the rules and regulations here.

Failure to follow this policy may result in your removal from the convention without refund. This policy applies to any and all venues hosting New York Comic Con events. Hate symbols are not permitted at NYCC, including as part of cosplay, and NYCC will not allow costumes that contain hate symbols or appropriate the symbolism of hate groups, including, but not limited to, historical/comic-related/satirical costumes that are associated with Nazis.

At the discretion of Security onsite, the following may be allowed:

- Lightweight Plastic and Metal Shields
- Lightweight Plastic/PVC Props/Lightsabers
- Toy guns as long as they do not look like real ones, cannot function or shoot projectiles and have an orange tip on the barrel. The barrel of all prop firearms must be covered with brightly-colored caps.
- Prop bows will be allowed providing all arrows have soft tips made of foam or cardboard and the bow itself is de-strung. If it is not, our security team will be de-stringing the bow.

If any of the above items are deemed unsafe by NYCC Security, they will not be allowed inside the building. If you're bringing, buying or selling something that could maim, damage or cause bodily harm, we're going to take issue. They will only be allowed as long as they are deemed safe and will not cause harm onsite.

Can I fly a drone around NYCC? Nope, drones are not allowed inside the Javits Center or at NYCC.

Are Selfie Sticks Allowed? No, Selfie Sticks are not allowed at NYCC.

What does NYCC think of Bootlegs? The buying and selling of counterfeit / knock-off / unlicensed materials is not tolerated at New York Comic Con. NYCC is a celebration of the best of pop culture, and bootlegs have no place in the Show. Violation of this rule will result in one and only one warning. A second violation and you'll be removed from the Show.
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Weapons and Bag Check  Management shall have sole discretion in any matter that it believes may affect public safety or be important to protect the integrity of the event. We will perform bag checks of attendees as well as tagging prop weapons with a different color band every show day. This will take place at the entrance tent on the Inner Roadway as well as the Crystal Palace.

Can You Watch My Kids?  Sorry, New York Comic Con does not provide Child Care services at this time.

What should I do if my child, friends, family or I get separated?  Find a NYCC Staff member or Security Guard and we will help you locate your missing party. We suggest that when you arrive at NYCC you and your party pick a location to meet in case anyone does get lost.

Can You Page Someone For Me?  There is no PA system available inside the Javits. Arrange a time and a place to meet beforehand, or we suggest using those cool cell phone things.