

## Recording Academy Accessibility + Disability Network (RAA+D) GRAMMY Week

The Recording Academy is proud of its **Recording Academy Accessibility and Disability Network (RAA+D)**. **RAA+D** is dedicated to achieving true accessibility for everyone in our music community, going beyond mere compliance. **RAA+D** ensures that all members can fully engage in our programs by providing elements such as live ASL interpreters, ramps, and closed captioning, to name a few, thus including all attendees. **RAA+D**'s initiatives are driven by a commitment to foster an inclusive environment where accessibility is a priority. Please see below for Accessibility options at Recording Academy hosted venues taking place during GRAMMY Week.

### Current Programs/Initiatives

- On-site spaces are **ADA compliant**, including the Academy building, the Museum, and the office suite for Advocacy.
  - Events hosted by the academy have invited ADA requests in advance and are also disabled-friendly, including but not limited to On The Hill and Acceptance stages for the Premiere Ceremony and Special Merit Awards.
- **Recruiting process** and resources have expanded to further include people with disabilities.
  - The job listings are available on websites such as disabilityconnect.com and are accessible and available to every individual.
- The Recording Academy currently has **programming** that brings awareness to people with disabilities including some editorial content and workshops from MusiCares, Membership & Industry Relations, the Museum, and with our RAA+D community partner RAMPD..
- The Recording Academy technological features have been increasing **ADA enhancements** including the launch of the new website, using closed captions at the GRAMMY Museum's exhibits, and have **softwares with accessibility features**.
- The Recording Academy has worked with organizations including the Braille Institute of America to develop the **braille envelopes** for the awards, and Jazz Hands for Autism and RAMPD to help musicians with sensory sensitivities and music professionals with disabilities find more opportunities.
- The 2024 Recording Academy Honors presented by the Black Music Collective event featured two **ASL Interpreters**.
- The Recording Academy provided **live streaming** access to all GRAMMY U members for the GRAMMY U Masterclass hosted at GRAMMY House.
- All Recording Academy departments keep inclusivity top of mind when planning annual programming.
- **GRAMMY Telecast:**
  - Telecast stage is ADA compliant
  - Ramp backstage
  - Ramp in the Media Center

- ASL Interpreters on the Red Carpet and in the Media Center
- Low-profile platforms on the Red Carpet
- **GRAMMY Ticketing**
  - ADA-compliant seating is available. The Recording Academy will make every effort to grant seating accommodations.
  - Guests can submit ADA seating requests at [customerservice.grammy.com](https://customerservice.grammy.com) or by calling 310.314.8281
  - In addition, guests can also visit the Crypto.com Arena's Guest Services office to request ADA accommodations.

### GRAMMY Week Venues

#### **Crypto Arena**

- **Assistive Listening Devices** are available for hearing-impaired guests at all Crypto.com Arena events.
- **Accessible/disabled seating** is available on all levels of the arena.
- **Audio description services** for guests who are blind or have low vision.
- **Captioning Service** - All in arena announcements and emergency announcements made on the Public Address System. Real-time captioning is available anywhere, anytime throughout our arena on your browser-based mobile phone.
- Crypto.com Arena is equipped with elevators that access all public areas of the arena, and allows **Service Animals** and **Disabled Parking**.
- The arena has 5 lactation & nursing pods, medical & parental bags, sensory sensitivity accommodations, and all restroom facilities are wheelchair accessible.
- Crypto.com Arena and Peacock Theater are the first arena and theater to be named as **Safe Spaces** for members of the LGBTQ+ community as part of the SIGBI Safe Spaces Certification Program.
- **Emergency Evacuation Procedure** - Crypto.com Arena personnel have been properly trained in emergency evacuation procedures to ensure the safe evacuation of all guests, including those with disabilities, in the case of an emergency.
- **Mobility Devices** - Manual and motorized wheelchairs, four-wheeled mobility scooters and other mobility aids that are used as mobility devices for a person with a disability are permitted.
- **Sign Language** - Signed performances for our hearing-impaired guests for select concert events. Interpretation services are not guaranteed for every event; however, we will make every effort to accommodate each request with appropriate advance notice, at least two (2) weeks prior to the event.
- **Wheelchair Escorts** - Complementary and available upon request.
- If you have additional questions about the venue's accessibility features or a request related to accessibility, please contact Crypto.com Arena Guest Services at **(213) 742-3260**. For wheelchair escorts or general inquiries. Guests with hearing or speech impairments may use TDD/TTY at **(213) 742-7889**.

#### **Beverly Hilton**

- Accessible concierge desk
- Accessible elevators

- Accessible exercise facility
- Accessible guest rooms with mobility features with entry or passage doors that provide 32" of clear width
- Accessible hotel restaurant
- Accessible meeting rooms
- Accessible parking
- Accessible parking spaces for cars in the self-parking facility
- Accessible public entrance
- Accessible registration desk
- Accessible route from the accessible public entrance to the accessible guestrooms
- Accessible route from the accessible public entrance to the registration area
- Accessible route from the hotel's accessible entrance to the meeting room/ballroom area
- Accessible route from the hotel's accessible public entrance to at least one restaurant
- Accessible route from the hotel's accessible public entrance to the business center
- Accessible route from the hotel's accessible public entrance to the exercise facilities
- Accessible route from the hotel's accessible public entrance to the swimming pool
- Accessible swimming pool
- Accessible transportation with advance notice
- Assistive listening devices for meetings upon request
- Automatic opening of bedroom door from the inside
- Bathroom doors at least 32 inches wide
- Bedroom doors at least 32 inches wide (812 mm)
- Braille elevator
- Closed captioning on televisions or closed captioning decoders
- Hotel complies with all local and/or national disability laws (outside U.S.) or the Americans with Disabilities Act of 1990 (for U.S. hotels only)
- Grab bars in bathroom
- Hotel complies with ADA Guidelines
- Level or ramp entrance into the building
- Lowered emergency evacuation instructions
- Public Areas/Facilities accessible for physically challenged
- Rooms accessible to wheelchairs (no steps)
- Service Animals Welcome
- Strobe alarms
- TTY for guest use
- Valet only parking
- Visual alarm for hearing impaired
- Visual alarms for hearing impaired in hallways
- Visual alarms for hearing impaired in public areas

- If you have additional questions about the hotel's accessibility features or a request related to a disability, please contact the hotel directly and select the option to reach the front desk. (310-274-7777)

### Fairmont Century Plaza

- Accessible areas include...
  - Public entrance
  - Route from accessible public entrance to: registration area, accessible guestrooms, restaurants, meeting room/ballroom area, fitness center, swimming pool, and spa services.
  - Registration desk
  - Concierge desk
  - Public restrooms
  - Restaurant
  - Fitness Center
  - Swimming pool
- Accessible guest rooms with mobility features have doorways that provide 32" of clear width
- Hotel's valet parking accepts vehicles specially outfitted for wheelchair drivers
- Accessible guest transportation
- Accessible guest transportation with advance notice
- Hotel has a TTY for guest use
- Hotel provides assistive listening devices for meetings upon request
- Guest room televisions have closed captioning or closed captioning decoders provided
- Signage is provided for permanent rooms and spaces have Braille and tactile characters
- Service animals are welcome
- For guests who are blind or have low vision, hotel employees will read printed/visual information and provide verbal directions to areas of the hotel
- Request More Information here - 1-888-650-1331, [cpz.reservations@fairmont.com](mailto:cpz.reservations@fairmont.com)

### GRAMMY Museum

- GRAMMY Museum is a **certified Autism Center** with Sensory Friendly Saturday's.
- ADA compliant
- Wheelchairs
- Services Animals / Guide Dogs
- Accessible / Disabled Seating
- Certified Autism Center
- Assistive Listening Devices
- Disabled Parking
- Restrooms Handicap accessible
- Elevators
- Reach out to the GRAMMY Museum here - [guestservices@grammymuseum.org](mailto:guestservices@grammymuseum.org) & (213) 725-5700.

## The Novo

- All entries accessible
- ADA viewing is available on the second tier of the main floor, house left, and on a platform on the house left side of the balcony.
- All restrooms have accessible stalls. Single occupancy accessible restrooms are available on all floors on the house left side of the venue.
- The elevator is located on the house left side of the venue.
- ADA parking is available directly below the venue in the LA Live East Parking Garage. Elevators are accessible from parking to the Novo entrance.
- To request a sign language interpreter, please email us at: [thenovoinfo@aegpresents.com](mailto:thenovoinfo@aegpresents.com). We kindly ask that you submit your request at least two weeks prior to the concert date. This allows us adequate time to secure the services of a qualified interpreter. While we will do our best to accommodate late requests, advance notice is greatly appreciated.
- For any ADA inquiry, please email us at: [thenovoinfo@aegpresents.com](mailto:thenovoinfo@aegpresents.com). You may also look for a venue representative when you arrive.

## GRAMMY House (DTLA)

- 100% ADA compliant.
- The Greenhouse is ground level and has a wheelchair accessible restroom
- The Showroom has two ramps and wheelchair accessible restrooms
- Both spaces feature wide, accessible pathways, and service animals are welcome.
- Staff are available to assist with accessibility needs onsite.
- For additional accessibility questions or to request accommodations at Rolling Greens DTLA, please contact [dtla@rollinggreennursery.com](mailto:dtla@rollinggreennursery.com)

## Beverly Wilshire

- Accessible Guest Room General Features
- Larger water closet
- Lowered peepholes in door
- One full marble bathroom with separate tub/shower
- Roll-in shower
- Grab bars for shower, tub & toilet
- Raised vanity. Lowered toilet
- TTY / TDD phones which includes keyboard connection to the phone as well as vibration plate in place of ringer (available upon request)
- Due to the age of the building the main exercise facility is accessible but some of the weights are not accessible, the Hotel will do its best to make this accessible
- No accessible route to the business centre but full amenities will be made available on request
- Registration will be done in the guest room or in a convenient location for the guest

- Service animals are permitted
- Restaurant is accessible
- Accessible route from Hotel entrance to accessible guest rooms
- Accessible guest rooms have doors which are 32" clear width
- Meeting room and ballroom areas are accessible
- Upon arrival, please advise drivers of cutout on Wilshire Blvd for drop-off
- To help us best accommodate you during your stay, please contact our Guest Relations team prior to your arrival
- For accessibility-related questions or to request specific accommodations, please contact the Beverly Wilshire Guest Relations team at +1 (310) 275-5200 or [guestrelations.beverlywilshire@fourseasons.com](mailto:guestrelations.beverlywilshire@fourseasons.com)

### The Preserve LA

- ADA Compliant & Accessible
- Service animals are welcome
- On-site staff can assist with any accessibility needs throughout the event.
- For additional accessibility questions or to request accommodations at The Preserve please contact [events@thepreservela.com](mailto:events@thepreservela.com)

### L'Ermitage

- ADA Compliant
- The following areas are accessible:
  - Public entrance
  - Route from the hotel's public entrance to the registration area
  - Route from the hotel's public entrance to the accessible guestrooms
  - Route from the hotel's public entrance to all areas where food and beverages are sold
  - Route from the hotel's public entrance to the meeting room/ballroom area
  - Route from the hotel's public entrance to the fitness center
  - Route from the hotel's public entrance to the swimming pool
  - Route from the hotel's public entrance to the business center
  - Route from the hotel's public entrance to spa
  - Registration desk
  - Concierge desk
  - L' Restaurant
  - Swimming pool
  - Business center
  - Accessible parking spaces for cars in self-parking facility
  - Accessible parking spaces for cars and vans in self-parking facility. The hotel provides complimentary valet parking for vans with disability placards.
- Additional accessibility information:
  - Accessible guest rooms with mobility features have doorways that provide 32" of clear width
  - Hotel's valet parking accepts vehicles specially outfitted for wheelchair users
  - Accessible guest transportation

- Hotel has a TTY for guest use
  - Hotel provides assistive listening devices for meetings upon request
  - Guest room TVs have closed captioning or closed caption decoders provided
  - Service animals are welcome
  - Braille and tactile signage is provided for permanent rooms and spaces
  - Hotel employees will read menus and other printed/visual information to guests who are blind/low vision
- Information about our accessible guest rooms:
  - Rooms designated as mobility accessible have features for guests with mobility disabilities, including, but not limited to:
    - Roll-in shower, tub with grab bars, or transfer shower (specific bathing fixture type is indicated for each room)
    - Lowered light switches and thermostats
    - Toilets with grab bars
    - Accessible vanity
    - Accessible route to all parts of the room
  - Rooms designated as hearing accessible have features for guests who are deaf or hard of hearing, including visual alarms and notification devices.
- Please contact us at [info@lighthousebeverlyhills.com](mailto:info@lighthousebeverlyhills.com) should you have further questions about accessibility.

### Wilshire Ebell Theatre

- Designated parking
- Automatic entry & exit doors along with ADA compliant manual doors
- Elevators that provide access to all areas of the facility
- ADA compliant drinking fountains
- ADA compliant signage for elevators, restrooms throughout the facility
- ADA compliant restrooms
- Wheelchair lift in the foyer
- Assistive listening device receivers and earphones are available to the hearing impaired upon request on the day of the performance.
- The entrance to the Wilshire Ebell Theatre is handicapped accessible, with no steps or stairs required to enter.
- Wheelchair accessible seating as well as companion seats are located downstairs in the Orchestra section, Row Z. Please refer to the theatre seating chart for detail. There are no elevators in the theatre to access upstairs seating.
- For additional accessibility questions or to request accommodations, please contact [info@ebellofla.org](mailto:info@ebellofla.org)

### Peacock Theatre

- ADA compliant
- Designated parking is available for guests with disabilities. These spaces, including van-accessible spaces, are designated for vehicles displaying a current state-issued disability placard or license plate. Accessible spaces are filled on a first-come, first-serve basis in Lot W and East Garage so please plan accordingly. Please visit our [Getting](#)



[Here](#) page for maps, directions, and additional information or call our Parking Services (213) 765-6815.

- Accessible/disabled seating is available on all levels of Peacock Theater.
- Assistive Listening Devices are available for hearing-impaired guests at all Peacock Theater events. Please visit our Guest Services Center located in the Orchestra Lobby and request an Assistive Listening Device. Guests will be required to leave valid identification such as a driver's license as collateral. This is a complimentary service.
- Equipped with elevators that access all public lobby areas of the theater.
- Peacock Theater personnel are properly trained in emergency evacuation procedures to ensure the safe evacuation of all patrons, including guests with disabilities, in the case of an emergency.
- Medical/Parental Bags Bags that are smaller than 14"x14"x6" will be permitted inside Peacock Theater.
- All restroom facilities are accessible
- **Sensory Sensitivity Accommodations**
  - Peacock Theater has partnered with KultureCity to improve our ability to assist and accommodate guests with sensory needs. Our objective is to provide an inclusive and seamless experience for all guests for all events including those with sensory needs. We strive to raise awareness of the needs and challenges faced by individuals with sensory processing disorders by supplying our Team Members with continuous training and by offering the resources and accommodations below to our guests.
- **Sensory Bags**
  - Sensory bags containing special KCVIP badges, fidget tools, noise canceling headphones and other resources are available for checkout (at no cost by leaving an ID) at Guest Services in the Basement Lounge Lobby. You can use the items in these bags to help better enjoy the event with your group.
- **Weighted Lap Pads**
  - Weighted lap pads are also available upon request (at no cost by leaving an ID) at Guest Services in the Basement Lounge Lobby.
- **Quiet Areas**
  - Quiet areas are available inside of our Parents Lounge located on the Loge Lobby (second floor). If you start to feel overwhelmed, you can visit this quiet area to recharge and rejoin the fun when you are ready.
- Trained service animals and service animals in training for guests with disabilities. Service animals are welcome inside the venue, but must remain on a leash or in a harness at all times. Service animals will rest in the seating area of the individual with a disability, rather than in the aisle. Guests may take their service animal outside of the venue to relieve itself, but must speak with a Guest Services Supervisor prior to leaving the venue. A guest whose service animal poses a threat to the safety of other Peacock Theater guests and employees may be asked to escort the animal off the premises.
- Peacock Theater is pleased to provide signed performances for our hearing-impaired guests for select concert events. Interpretation services are not guaranteed for every event; however, we will make every effort to accommodate each request with appropriate advance notice, at least two (2) weeks prior to the event.
- All guests, including those with disabilities, are welcome and encouraged to contact the [Guest Services](#) department. Hearing/speech-impaired individuals, who have access to a TTY machine, may call our TTY line at (213) 763-6031.



- Accessible/disabled seating is available on all levels of Peacock Theater. Accessible seating is reserved exclusively for guests with accessible needs and their companions. Depending upon availability, seats for additional guests will be located as close as possible to the accessible space. This policy ensures that we are able to accommodate all guests who need accessible seating.
- Peacock Theater Guest Services provides complimentary wheelchair escorts to guests with special needs when requested.
- Guests who wish to transfer to a seat from their wheelchair or other mobile device (i.e. scooters, walkers, crutches, segways, etc.) must store their wheelchair or mobility device at our Guest Services location for the duration of the event in order to keep our guests safe and aisles clear from any obstructions or trip hazards. Our staff will make arrangements to return the wheelchair or mobility device to you at the end of the event, or any other time you would prefer.

### LACC South Hall

- ADA Compliant
- Designated parking
- Automatic entry & exit doors along with ADA compliant manual doors
- Elevators that provide access to all areas of the facility
- ADA compliant drinking fountains
- ADA compliant signage for elevators, restrooms throughout the facility
- ADA compliant restrooms
- Wheelchair lift in the foyer
- If you need more information, please [contact LACC here](#).

### Recording Academy Year-Round Efforts:

- Formally announced RAA+D with our community partner RAMPD
- Find ways to spotlight the nominees/winners with disabilities for the awards team
- Increase accessibility in the voting ballots
- DEI training to educate staff on disability employee needs and ways to raise staff awareness
- Work to provide accessibility standards for all Chapter events, both in person and online through our Accessibility Checklist
- And more to come...