



Fan Expo HQ Accessibility Policy

Fan Expo HQ is committed to providing an equal and accessible fan experience to all of our customers, including persons requiring accessibility services. We are also committed to giving people who require accessibility services the same opportunity to access all of our goods and services and allowing them to benefit from the same services in the same place and in a similar way to all our fans. Below we have outlined the Fan Expo HQ Accessibility Policy, please email info@fanexpohq.com with any questions and queries.

Where do I go to enter the event?

If you have any accessibility requirements or restrictions, please go to the Accessibility Services Desk in the ticketing and entrance hall to buy a ticket or redeem one bought in advance.

What if I have a medical companion?

Fans who require accessibility services and have a medical companion with them will receive a complimentary admission pass for their medical companion. The medical companion will receive a general admission one-day pass and will be granted access to the same areas of the show as the fan requiring assistance e.g. if a VIP pass is purchased, their companion will receive a free day pass and will be given access to all VIP areas, lines and lounges etc. to aid the fan who requires their assistance. Medical companions are required to stay with and assist the disabled patron they are accompanying. The medical companion is not entitled to any merchandise benefits, "line-jumps" or exclusive benefits for the ticket holder.

The complimentary admission pass must be collected from the Accessibility Service Desk on the same day it is to be used. Please note that if the attendee is planning on attending the show for more than one day, that is, has a multiple-day pass, the companion must retrieve their free day pass every day individually from the Accessibility Service Desk.

Fan Expo Special Events are regarded as independent events and the policies vary from show to show. Please contact customer service with your request in advance via email at info@fanexpohq.com if you'd like to inquire about the policy on a particular special event you'd like to attend and require a medical companion for. Your request will then be reviewed by a Manager, and we will notify you of our ability to accommodate your needs.

Is there accessibility seating in Panels and Screenings?

We provide accessibility seating for fans who require accessibility services. Please be aware that all seating for Panels and Screenings are on a first come, first served basis and we cannot guarantee seating for everyone.

Fans who require accessibility services should plan to arrive to a Panel at least 15 minutes prior to the event. Please keep in mind that all our events are very popular and we want to make certain everyone gets to see the panel(s) most important to them, so please plan accordingly and leave additional time for lines.

What about Autographing and Photo Ops?

Unfortunately, we cannot allow priority access to signings at the convention. Guests often sign for limited amounts of time and to be fair for all attendees, we cannot allow a fan to bypass any autographing lines – unless you have a VIP pass.

If you have a companion, they may wait in line for you. If you do not have a companion, please speak with one of our Staff members so they can facilitate a Line Placeholder for you. We ask that you wait to the side and do not leave the queue area. When your spot reaches the front of the line, you may re-join for your signing.

Is the Convention Centre fully-accessible? Is there accessibility parking available onsite?

The convention centre is fully accessible and will have onsite accessibility parking – our show maps have all elevator locations marked. Alternatively, to plan ahead of time, go onto the convention centre website where the event will be hosted to see where their accessibility parking lots are located.

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

Fan Expo does not provide or rent special equipment. If you require such services, please check with the convention centre directly or acquire one independently prior to the show.

I am hearing impaired - do you provide an interpreter?

Fan Expo can accommodate requests up to 4 weeks before the event for Panels in our main large theatre only. Because of demand for interpreters, we cannot guarantee to accommodate your request after that time. Onsite requests for interpreters cannot be facilitated.

If you would like to request an interpreter, please contact us with your personal information (Name, preferred e-mail, phone number) at info@fanexpohq.com and we will be in touch to arrange an ideal schedule.

Are service animals permitted inside the show?

Guide dogs and service animals are welcome at our shows, provided they are leashed or under similar control as appropriate and are wearing vests that identify them as service animals.

We ask attendees to have a certification license for service animals. Attendees with service animals onsite at the event assume complete responsibility for their animal for the duration of their time at the event.

For any questions and enquires please email: info@fanexpohq.com