

Assistance for Disabled Customers

Crown Center does not discriminate against any person in the provision of any public accommodations on the basis of race, gender, disability or any other legally protected status. Crown Center welcomes all of its customers and strives to provide a pleasant experience at its accommodations, including the Crown Center Shops.

Crown Center Shops Customer Service personnel will provide reasonable assistance to disabled customers entering or exiting the Crown Center Shops via one of the main public entrances (i.e., the main entrance on Grand Blvd or one of the public entrances from the attached parking garage or the attached hotel).

"Reasonable assistance" means such things as opening doors that do not have an electronic opening device, and escorting a disabled customer who is entering or leaving the Crown Center Shops

- from one of the main public entrances to a desired location in the Crown Center Shops, and/or
- from a location in the Crown Center Shops to one of the main public entrances.

Crown Center Shops Customer Service personnel will provide such assistance to the extent that it does not jeopardize the safe and proper operation of the Customer Service department (i.e., the department may not be closed in order to provide assistance, nor may it be left unattended or with insufficient personnel to safeguard the cash register, items left by customers for gift wrapping, or other personal property).

Disabled customers who require assistance entering or exiting the Crown Center Shops are asked to provide reasonable advance notice (preferably, at least 2 hours) to Customer Service, to assist us in facilitating their arrival and departure. During peak or unusually busy periods (such as major holiday seasons, if a festival, concert or other special event is being held at Crown Center, etc.), Customer Service may request that a disabled customer who is planning a visit to the Crown Center Shops provide at least a day's notice if he or she will need assistance entering or exiting the Crown Center Shops.

Information regarding accessible parking, wheelchair accessibility, and handicap van accessibility is available from Customer Service personnel or [by clicking here](#).

Customers with questions about this policy or who would like to request assistance may contact Crown Center Shops Customer Service at **816.274.7251**.