Accessibility FAQ for the Obama Presidential Center

1. Wheelchair Availability & Pick-Up

- Question: *Can I reserve a wheelchair in advance, and where do I pick one up when I arrive?*
- Answer: Complimentary manual wheelchairs are available on a first-come, first-served basis; advance reservations are not offered. We maintain an ample supply across campus, and you can pick one up upon arrival at either the Entry Pavilion Amenities Desk (Museum Building) or the Forum Coat Check (Forum Building), both situated directly off the main John Lewis Plaza. We recommend arriving at 15-30 minutes before your scheduled entry time for the best availability. Elevators service all floors to ensure full mobility throughout your visit. LINK TO CAMPUS MAP

2. Guided Tours & Physical Demands

- Question: *Are your guided tours (such as the Campus Experience Tour) walking tours, and are they wheelchair/scooter accessible?*
- Answer: Yes. The Campus Experience Tour is a guided walking tour covering areas across our 19-acre campus. The entire tour route, garden pathways, and building entrances are fully graded and accessible for wheelchairs, mobility scooters, and other mobility devices. If you or a member of your party prefer to use a wheelchair during the tour, you are welcome to pick up a complimentary loaner wheelchair prior to meeting your guide.

3. Ticketing Assistance & Accommodations

- Question: *I have accessibility needs or use assistive technology and am having trouble purchasing tickets online. How can I get help?*
- Answer: If you experience difficulty using our online ticketing platform with screen readers, voice-activated software, or other assistive tools, our team is here to assist you directly. Please contact us at tickets@obama.org or call (773) 900-0044 with your desired dates, group size, and any specific accommodation requests. Additionally, if you require a Personal Care Attendant (PCA) to accompany you during your visit, complimentary PCA companion tickets are available.

4. Accessible Parking & Campus Arrival

- Question: *Where is accessible parking located, and how easy is it to navigate from the garage onto campus?*
- Answer: Accessible parking spaces are located inside our on-campus parking garage (accessible off Stony Island Avenue between the Forum and Home Court). Accessible stalls are primarily on the lower level near the exits, with additional designated spaces on the north end of the upper level. Elevators and graded paths connect the garage directly to ground level. Parking is $22 with museum validation (ticket holders can validate their parking at the Museum or Forum Coat Check desks). If you rather be dropped off before your part parks, there is a large drop-off zone at the John Lewis Plaza. LINK TO CAMPUS MAP