

Accessibility Guide

California Academy of Sciences

General Information

Parking

Accessible parking is available in the underground garage on Music Concourse Drive (enter the park from 9th street and then take a right on Music Concourse Drive to enter the garage). The front entrance to the museum can be accessed from the garage by elevator.

Entrance & Exit

The Academy entrance and exit are fully wheelchair-accessible from either street level or the underground parking garage. All entrance lines accommodate wheelchairs.

Directions

For detailed information on how to get to the Academy, please visit www.calacademy.org/visit/getting_here/

Service Animals

Dogs trained to do work or perform tasks for a person with a disability, including guide, signal, and service dogs ("service animals") are permitted in all areas of the museum except in the Rainforest of the World, Early Explorer's Cove, and the Raptor Mews. While we understand that animals other than dogs may provide services to disabled persons, no other species of animal is considered a service animal. No animals other than service animals (and, under certain circumstances, miniature horses) are permitted at the Academy.

If you plan on bringing a service animal to the Academy or would like additional information on the Academy's service animal policy, please visit http://www.calacademy.org/visit/service_animal.php or contact the Academy's Contact Center line at (415) 379-5230.

On-floor Assistance

If you have questions or concerns during your visit, please ask a Guest Services staff member and he or she will be able to assist you.

Exiting during an Emergency

Academy security and select staff are trained to assist you in the event of an emergency. In case of a fire, earthquake, or another emergency, move toward the lighted exit sign where staff will assist you to safely exit the building.

Mobility Devices

The safety of our visitors to the Academy is extremely important to us. The Academy is primarily a pedestrian environment. By "pedestrian" we mean any individual who moves within the walking areas without the use of walking-assistive devices such as crutches, leg braces, wheelchairs, or other devices. Visitor attendance is often near capacity, resulting in busy routes and crowded aisles between exhibits. Our goal is to maintain a safe pedestrian traffic flow for all visitors while allowing for the use of mobility devices that can be operated in accordance with the Academy's legitimate safety requirements.

Wheelchairs (which term includes manual and electric wheelchairs, electric mobility scooters and other manually-operated or power-driven devices designed primarily for use by individuals with disabilities, including walkers, crutches, canes, braces, and other similar devices) are allowed in all areas of the Academy, which is fully accessible for wheelchair users.

Manually-operated wheelchairs may be borrowed from the Academy, free of charge, with the deposit of a photo I.D. at Coat Check. They are available in limited numbers, on a first-come, first-served basis, for use inside the Academy only.

No other type of manually-operated or power-driven mobility devices (including, but not limited to, tricycles, carts, and Segways) are permitted at the Academy. Given the type, size, weight, dimensions, and speed of other manually-operated and power-driven mobility devices, and the high volume of pedestrian traffic, the Academy's design and operational characteristics (such as indoor corridors, elevated walkways, and open tanks of wild—and, in some cases, dangerous—animals), and the substantial risk of harm to exhibits, other visitors, and the operator of the other manually-operated or power-driven mobility device, other manually-operated and power-driven mobility devices that are not wheelchairs are not permitted at the Academy. If your mobility device is not permitted, the Academy will provide a manually-operated wheelchair free of charge (available in limited numbers on a first-come, first-served basis, as provided above), and will store the device in a non-public area during your visit.

Access to the Planetarium

When picking up your pass to the Planetarium, please ask the staff for assistance and they will escort you to the accessible entrance on the third floor.

Access to the Rainforest

The entrance is located on Level 1 and is accessible to everyone through the queue that wraps along the Northern California Coast walkway.

The ramp in the Rainforest is built to ADA requirements for upward travel.

Reserved Seating

Reserved seating is available for wheelchairs in both the Planetarium and 3-D theater in the Forum.

Restrooms

In addition to accessible public restrooms located in the Academy, family restrooms are located on Level 1 near the Early Explorer's Cove and next to The Swamp between the main set of public restrooms.

Services for Visitors Who are Deaf or Hearing-impaired

Transcripts are available for the regularly scheduled Planetarium shows and all multimedia in the Academy.

Assistive listening transmitters are positioned in the Planetarium. Receivers are available at the Guest Services desk with deposit of a photo ID.

An interpreter accompanying a visitor who is deaf or hearing impaired for the purpose of interpreting is admitted free-of-charge.

Sign language interpreters for the 3-D Theater in the Forum, the Planetarium or exhibit tours are available with two weeks advanced notice. For more information or to book a service visit www.calacademy.org/visit/

Blind and Partially Sighted Visitors

The Academy has free audio content available for your cell phone or for download to a PDA device. Inquire at the Guest Services desk for more information.

In addition, comprehensive audio tours highlighting the Academy's exhibits and providing directional information are provided free-of-charge to special needs guests. They are available at the Guest Services desk with a deposit of a photo I.D.

All exhibits have built-in detection points for the blind and public elevators are equipped with auditory signals. Wherever possible, exhibits have been made tactile for an enhanced experience.

A person who accompanies and performs the task of interpreter for a visitor who is blind or visually impaired, is admitted free-of-charge.

Readers and specially-trained tour guides are available with two weeks prior notice. For more information or to book a service please call Reservations at 415.379.8000 or visit www.calacademy.org/visit/

Contact and Reservations

Groups

Groups may be eligible for a reduced admission rate; find out by contacting Reservations and scheduling an appointment in advance. Please request special arrangements at that time. Call 415.379.8000 or visit www.calacademy.org/visit/

For More Information

Please contact an Academy ADA coordinator to answer any questions you may have about accessibility:

Director of Building Operations
Academy Accessibility
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