



A caregiver's guide to a sensory-friendly  
experience at the Durham Bulls Athletic Park

Before the game



# Parking

- There is a parking lot right beside this entrance (South Deck and North Deck) but they can get very crowded and full very quickly.
- **Recommended**
  - Other parking lots around the back of the stadium -- **Justice Center Deck** or **East Parking Deck** (which backs into the DPAC)



# Getting your tickets

- This is the ticket office. The lines can get long, but move quickly. This is in close proximity to the main entrance, so it gets loud.
- **Recommended**
  - Get your tickets online:  
<https://www.milb.com/durham/tickets/single-game-tickets>



# Entering the stadium

- All gates open 1 hour before game time.
- This is the front entrance of the park. This is the largest one that 75% of guest will use- it can get really crowded and loud. There will likely be longer lines here, so it is not a preferred entrance for children with sensory concerns.
- From time to time there are also musical performances outside this gate, leading to an even louder experience.
- **Recommended**
  - **Baker Roofing Gate**
  - **CEI Left Field Gate**
- See the next slides for more information



# Access to Baker Roofing Center Field Gate

- It is located at the back of the park, this entrance is quiet with no speakers and usually no long lines.
- It is easiest to access if you park at the Justice Deck or East Parking Deck.
- It automatically puts you on the second floor of the stadium.
- \*Of note: you must buy your tickets beforehand in order to access the stadium from this gate, as there is no ticket office located here\*





# Access to CEI Left Field Gate

- It is located at left field (left of the main entrance).
- This entrance will have less people, but there are speakers at this gate. That means there is potential for music, announcers, and other loud sounds.
- \*Of note: you must buy your tickets beforehand in order to access the stadium from this gate, as there is no ticket office located here\*



# Wheelchair access

- The doors circled in red have access to the lobby and elevator. It is labeled “administration.”
- Of note, this area tends to be loud and crowded.





# Where to sit

- The music and PA reads are loudest if you are sat in the main seating bowl as this is where the most speakers are.
- **Recommended**
  - The Outfield seats (sections 124-134 and Lawn) are quietest places to be.



# Prepare for...

- Approx. an hour before game start time: There will be music on the loudspeakers in front of main gates, on the concourse, and in the seating bowl throughout pregame
- Approx. 20 mins before first pitch (most games): Wool E. Bull will make his entrance in a go kart
- Approx. 10 mins before game time: The team will take the field and the National Anthem will be played

During the game:



# Prepare for...

- Music will be played over the loudspeaker throughout the game. An announcer will also be speaking in between plays.
- Wool E. Bull may go to the top of the dugout throughout the game. He will rally fans with music and loud drumming.
- Wool E. Bull usually drives around the field in his go-kart once per game (usually around the end of the 8th inning)
- When a home run is hit, a horn will go off. The large bull sign will light up and smoke will come out of his nose. A whistle and siren also play.
- There will be crowds, especially near food vendors, bathrooms, and Lowes Foods Guest Services.
- Post-game fireworks happen on all Fridays, Saturdays (from mid-May), July 3rd, and July 4th.



# Need help?

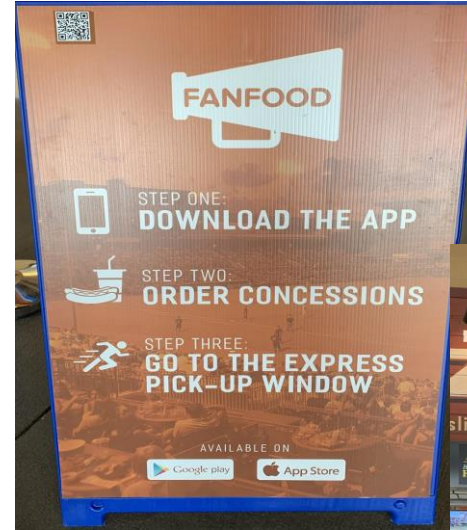


- If you have questions, need help locating the quiet space, or need help locating guest services, please seek out any of the Durham Bulls staff member. Staff with the “How May I Help You” signs are especially helpful.



# Other tips

- Avoid the crowded lines by ordering your food on the “FanFood” app.
- The order pick up is located by the Pie Pushers stand at the front entrance of the stadium.
- In-seat delivery is also available during select games.



If your child needs  
a break...



# If your child needs a break, you can...

1. Access a designated “Quiet Space” located on the perimeter of the stadium
2. Request a Sensory Bag from guest services
3. Exit the ballpark. Take your ticket with you. You ARE allowed to re-enter.

See the following pages for more information.

# Access to “Quiet Areas”

- Access a designated “Quiet Area” located on the perimeter of the stadium. These spaces will be less crowded and have less noise.
- One of the quiet spaces is located behind the big bull in this picture.
- You can use the stairs in the second photo in left field to access it at. Or you can use the elevator in right field right field (next to the Pepsi-Cola sign for wheelchair access), then use the walkway around the back of the park to access the space.



# “Sensory Cool Down” Space (July 28th, 2019 only)

- The “Sensory Cool Down” space can be accessed at anytime during the game on July 28th, 2019.
- The Emerge Pediatric Therapy staff will be present and available to help support and offer sensory tools to your child.
- In this space, you will find a variety of sensory tools that may be beneficial to your child. These tools will include, but are not limited to:
  - Large pillows for crashing, sitting, or providing squishes
  - A swing (weight limit is 170 lbs)
  - Calm down bottles for holding and looking at
  - A weighted lap band for deep pressure input
  - Headphones to cancel or decrease noise from the environment
  - Sensory bins for tactile input



# Access to the “Sensory Cool Down” Space (July 28th, 2019 only)

- The “Cool Down Space” is located in Suite 8, also known as “Crash Davis”
- For walking access:
  - Use the walkway across the back of the park to access the suite. Follow the green clothed gates and then enter breezeway next to the green sign.
- For elevator access:
  - The elevator to access this space is located under to “Pepsi-Cola” sign at right field.

Walking access:



Elevator access:



# Access to the “Sensory Cool Down” Space (July 28th, 2019 only)

- The photograph on the left is the breezeway where the “Sensory Cool Down” space will be located. It is on the right in Suite 8.
- The photograph on the right a picture of the suite where the “Sensory Cool Down” area will be set up.



# Guest Services and First Aid

- Any medical emergencies should be brought to this area.
- This location is loud and fairly crowded at times.
- Sensory bags can be picked up here before and during the game. These kits can be checked out and returned with a driver's license.
  - These kits can be checked out and returned with a driver's license.
  - In this kit, you will find a variety of sensory tools that may be beneficial to your child. These tools will include: noise-reducing headphones, sunglasses, fidget toys, an emotions chart.
  - You can also check out the weighted lap blanket if needed



This guide was created by the Occupational and Speech-Language therapists at Emerge Pediatric Therapy.

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