Accessibility at INBOUND 23
As we welcome thousands of attendees, accessibility is at the forefront of our minds. We want to ensure INBOUND is a quality experience for everyone so we’ve created this FAQ to provide insight into options for attendees. If you have any questions that are not answered by this guide, please reach out to us at help@inbound.com.

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IN-PERSON ACCESSIBILITY AT INBOUND

Special Requests: Throughout this guide, you will see several areas that are available by request only. Please use the Accommodation Request Form (link provided at the end of this article). Some types of reasonable accommodations can take several weeks to arrange, thus the deadline for submission was August 3, 2023. If you are submitting a request after this date, we will work with you to find the best solution that’s possible within the time that we have.

In-Person Accessibility

Q: Where is the event located? Is there a separate entrance for attendees with accessibility needs?

A: INBOUND takes place at the Boston Convention and Exhibition Center (BCEC) located at 415 Summer Street in Boston, MA 02210. The venue is fully accessible. All attendees are required to enter through the North Lobby where registration will be located. We will have two accessible check-in desks which you can access by entering any registration line.
Q: Are shuttles provided? Will there be an area for ADA pick up and drop-off at the BCEC?

There is no transportation or shuttle service provided by INBOUND to/from the airport or to/from the Boston Convention Center each day. For our attendees with accessibility needs, each day we are offering pre-scheduled transportation to the BCEC from our hotel block, but you must have requested this by August 3, 2023.

There are accessible parking bays available in the South Lot and a fully accessible South Lot Shuttle to take attendees to the North Lobby. This shuttle is complimentary to all attendees.

For any Uber/Lyft/rideshare pickups and drop offs, your vehicle should take Summer Street towards the BCEC and turn onto World Trade Center Ave for pick-up or drop-off. Any guests arriving at this location should enter through the BCEC North lobby.

Q: Where can I go to get my accessibility questions answered?

A: For any questions or concerns in relation to accessibility accommodations, please head to The Help Spot in the North Lobby at the BCEC.
Q: Will there be fully accessible bathrooms?

A: Yes, the venue will have fully accessible and All Gender bathrooms throughout the building.

Q: Where are the elevators located?

A: We have denoted all elevators on our event map which can be accessed by downloading the INBOUND mobile app, available for download August 8. If you have any questions, please ask any help staff in an INBOUND shirt who can point you in the right direction.

Q: Are children allowed into the venue?

A: The age guidance for attending INBOUND is 18+. If you need to bring a child with you please request a companion ticket. Due to safety requirements, they must be registered for the event and children must have a guardian accompanying them at all times. Children under the age of 18 are not allowed into capacity restricted sessions, VIP Party, and INBOUND After Hours.

Per BCEC’s Public Safety policy: Children under the age of 18 are not allowed on the exhibit hall floor during move-in and move-out or on or around the loading docks. There will be no exceptions to this rule.

Please reach out to help@inbound.com for further assistance and companion ticket requests.
Q: Will service animals be allowed into the venue?

A: Yes, we are happy to host all trained service animals (as determined by the American’s with Disabilities Act) at the BCEC. No other animals are allowed into the venue.

Q. Will printed materials be provided?

A: Yes, printed materials such as maps and agendas will be available on request. You will be able to pick these up from the Help Spot located in the North Lobby of the Boston Convention Center.

Q: Will there be facilities available to allow any medication required to be kept cool & administered?

A: Yes, we will have facilities for medication requiring refrigeration and administration. This is located in the EMS room, in room 101.

Q: Will there be facilities available to allow any medical equipment to be charged?

A: Yes, we will have facilities for charging areas for medical equipment. This is located in the EMS room, in room 101.
Q: Will there be reserved seating if I have accessibility needs?

A: Yes, during INBOUND we will have dedicated seating areas for individuals with a mobility device and accessibility needs. Please ask any help staff in an INBOUND shirt to point you to the appropriate location.

Mobility Devices

Q: I require a mobility device, how will this be handled onsite at INBOUND?

A: Wheelchairs and 3- or 4-wheel electric scooters, walkers, canes, and crutches are allowed and will be reasonably accommodated. Please know that INBOUND does not provide push services for attendees. If you need mobility assistance, you should arrange such services directly. For safety reasons, requests to use other power-driven mobility devices will be reviewed on a case-by-case basis. Please note all submissions were due by August 3, 2023.

Please feel free to work with the company noted below or any other company of your choice directly get your mobility device delivered to your desired location:

Contact Info:

Boston Orthopedic & Respiratory Equipment
Phone: 617-337-5133
email: info@bostonorthoresp.com
Companions & Personal Attendants

Q: I require a companion / personal attendant, will they be allowed to attend INBOUND?

A: Attendees with disabilities who require the assistance of an attendant, companion or service animal within the BCEC may request a complimentary Companion ticket. The ticket does not grant access to INBOUND by itself and the Companion ticket must match the badge-holder’s name to be valid. One designated Companion ticket is provided per attendee.

Please submit the Accommodation Request Form (link provided at the end of this article) to request a companion ticket for accessibility support. Please note all submissions were due by August 3, 2023.

Nursing Individuals

Q. Will there be an area for nursing individuals?

A: Yes, this year our Lactation Room, Powered by Mamava, is located in room 102B. This is a space for nursing or pumping individuals. With plenty of privacy pods, a refrigerator, and supplies provided by Mamava, this Lactation Room has everything you need.

Low Sensory Needs

Q. Will there be a quiet area to disconnect?

A: To help you step away, we’ve created the Quiet Spot, a space dedicated to disconnecting from any digital devices. We aim for this space to be low sensory and away from it all. You can find the Quiet Spot in room 102A.
Special Dietary Requirements

Q: I have special dietary requirements, what are my options?
A: Dietary requirements including vegetarian, vegan, gluten-free, dairy-free, and nut allergies will be accounted for during menu selection and all food will be labeled accordingly. Certified Halal meals are available at the Chicken & Rice Guy food truck during the lunch period. While in general attendees are not allowed to bring food onsite, we will allow attendees to bring prescription medicines and special dietary meals. Please note the BCEC is not a peanut or tree nut free facility.

Q: I require a Kosher meal, what are my options?
A: Kosher lunches are available by request only. Requests for Kosher lunches were due by August 3, 2023. For those that requested Kosher meals, you may pick them up at the Lunch Spot in the Hub during the lunch period each day.
American Sign Language (ASL) Interpreters

Q: Will ASL be provided throughout INBOUND?

A: At INBOUND we will provide ASL interpreters for many of our featured stages. Additional support for Deep Dive sessions, Meetups, and social functions may be requested and scheduled by filling out the Accommodation Request Form (link provided at the end of this article).

Please note that the form closed on August 3, 2023. Requests made after this date cannot be guaranteed. If you have a request after August 3, 2023, we’ll work with you to find the best solution that’s possible within the time we have.

Q: Will I have a dedicated ASL Interpreter assigned to myself?

A: INBOUND provides ASL interpreters for our Main Stage, HubSpot Heroes Stage, Discovery Stage, and Development Stage. If you require an ASL interpreter outside of those stages you can request it by filling out the Accommodation Request Form (link provided at the end of this article) and we will assign an interpreter to be with you throughout the day.

Please note, due to the significant difficulty and/or expenses associated, INBOUND is unable to provide the following:

- Devices that are personal or individually prescribed, such as wheelchairs, prescription eyeglasses, or hearing aids.
- Connections to soundboards.
- CART / Captioning in languages other than English.
- Guides and ASL Interpreters to accompany individuals, parties, sponsor events/booths/activations, or ancillary/satellite functions not directly provided through the INBOUND accommodations request form.

For any assistance please email help@inbound.com with questions.
Q: Will CART Services be available at INBOUND?

A: Yes, CART captioning services will be available at our Main Stage, HubSpot Heroes Stage, Discovery Stage, and Development Stage. For the best captioning and viewing experience, please find a seat in our accessible seating area.

Q: Do you offer assisted listening devices?

A: Yes, assisted listening devices will be available at our Main Stage, HubSpot Heroes Stage, Discovery Stage, and Development Stage. To request a device, please ask any staff in an INBOUND shirt at the Stage location for help.

INBOUND 2023 LIVESTREAM

We are committed to providing an accessible experience to viewers of our free YouTube livestream, appearing on our HubSpot-CRM channel. The 3-day INBOUND livestream of our Main Stage will feature over 20+ Spotlight and What’s Next sessions, English closed captioning, and ASL interpretation.

IN23 Livestream hours:
Wednesday, September 6: 10:00 am EST - 5:30 pm EST
Thursday, September 7: 9:00 am EST - 5:30 pm EST
Friday, September 8: 9:00 am EST - 3:00 pm EST

Watch the livestream on HubSpot’s YouTube channel <https://www.youtube.com/@HubSpot-CRM>.

Accommodation Requests Form