

Rebels & Realms

Accessibility & Accommodations

Version 2027.1 | Effective 09-30-2026

Rebels and Realms is committed to providing an Event experience that is accessible to people with disabilities and others with disability-related access needs. The accommodations described in this document are available to eligible Event participants at no additional charge.

If an accommodation listed here does not meet your needs, or you would benefit from a modification or different accommodation, please contact us through our Accommodation Request Form or send your request via email to admin@rebelsandrealms.com. We will work with you to identify a reasonable and effective option based on your individual access needs, the Event environment, and Venue capabilities.

No diagnosis or medical documentation is required to request or use the accommodations described in this policy. R&R may ask limited questions reasonably necessary to understand the accommodation requested or determine how best to provide it. We do not need or request disclosure of your diagnosis or detailed medical history.

Advance requests are strongly encouraged because some accommodations require planning, reserved space, equipment, or third-party services. Requests made closer to or during the Event will still be considered and provided where reasonably possible.

Accessibility Indicator

Participants who request accessibility accommodations in advance or identify an accessibility need at registration may receive a discreet accessibility indicator on or with their Event credential. The indicator allows Event staff to recognize eligibility for applicable accommodations without requiring the participant to repeatedly explain or disclose their access needs. Participants may use any accommodation that meets their needs; requesting one accommodation does not limit access to others.

TABLE OF CONTENTS (navigable)

[1. Communication Access](#)

[2. Service Animals](#)

[3. Mobility Devices](#)

[4. Available Accommodations](#)

[4.1 Accompanying Ticket or Volunteer Assist](#)

[4.2 Dedicated Registration Line](#)

[4.3 Accessibility Lounge](#)

[4.4 Exclusive Convention Hall Entrance](#)

[4.5 Volunteer Stand-In](#)

[4.6 Early Entry \(panels\)](#)

[4.7 Priority & Accessible Seating](#)

[5. Medical Emergencies](#)

[6. Policy Versions & Updates](#)

1. Communication Access

Participants who need communication-related accommodations are encouraged to submit a request in advance. Depending on the circumstances and individual need, accommodations may include captioning, interpreting services, assistive listening support, accessible written materials, seating that supports visual or auditory access, or another effective communication method.

Because some communication accommodations require advance coordination with third-party providers, earlier requests provide R&R the greatest ability to arrange the participant's preferred option. A late request will not automatically be denied; R&R will work with the participant to identify an effective accommodation that can reasonably be provided.

2. Service Animals

Service animals are welcome in Event areas in accordance with applicable law. When the work or task performed by the animal is not apparent, Event staff may ask only the questions permitted by applicable law. Participants remain responsible for the care and control of their service animals.

Participants who need seating or floor space that safely accommodate a service animal may identify that need through the Accessibility Request process.

3. Mobility Devices

Wheelchairs, walkers, canes, scooters, and other permitted mobility devices may be used throughout areas open to Event participants. If a participant uses another powered mobility device or has concerns about maneuvering through a particular Event space, R&R will work with the participant and Venue to identify an appropriate access plan.

4. Available Accommodations

4.1 Accompanying Ticket or Volunteer Assist

Support needs vary and anyone needing a support person during the convention weekend will either be granted an accompanying ticket for their support person, at no additional charge, or may elect to be assigned a vetted volunteer to assist in a limited capacity while at the convention.

4.1.1 Support Person Credential

Where a participant requires another person to assist them in accessing the Event, R&R will provide one complementary Support Person credential. The credential is tied to the participant receiving the accommodation, is not independently transferable, and permits

the Support Person to accompany the participant into Event activities for which the participant has access.

A Support Person credential provides access, but does not automatically create a separate entitlement to limited-quantity merchandise, gifts, food, drink, or other individually allocated items unless otherwise stated or reasonably necessary to provide the accommodations.

4.1.2 Accompanying Ticket Permissions

- Can reserve your spot in line without you being present
- Can accompany the primary ticket holder to all activities and events included with their purchase. This extends to all extra events and Portal Passes (please see [Volunteer Stand-In](#) for more info).

4.1.3 Volunteer Option - Volunteers may provide limited mobility assistance at the participant's request where the volunteer is comfortable and able to do so safely. Volunteers cannot lift, transfer, reposition, provide toileting assistance, administer medication, provide medical care, or operate powered mobility equipment on another person's behalf. Volunteers also cannot make purchases on your behalf or with your bank/credit card or cash.

4.2 Dedicated Registration Line

This line features a lower counter height and smaller registration wait times once registration opens for your ticket type. Should this line extend beyond eight people we will utilize our non-dedicated lines to maintain this standard.

4.3 Accessibility Lounge

The Accessibility Lounge is located across from the main convention hall along a separate hallway which hosts the Accessibility Lounge, Cart Hold space, and the Quiet Room. This room is exclusive to those with an expressed need to use it, along with any support persons or service animals.

Lounge features include:

- Double width entryway to Accessibility lounge
- Mixed seating options
- Water
- Close access to the elevator, stairs, and building exit equipped with automatic doors and a ramp.

Hours of Operation

*in the event that authors are still signing beyond 6:00PM, this room will remain open.

- Thursday - unavailable
- Friday - 8:00AM - 6:00PM
- Saturday - 9:00AM - 6:00PM

4.4 Exclusive Convention Hall Entrance

This entrance is directly across from the Accessibility Lounge and is only for those who have expressed accessibility needs, prior to or at registration. Your discreet signifier will need to be visible or shown to event staff to enter/exit this door.

- This entry/exit is double-width
- You may line up early for your ticket's entry time at this door.

4.5 Volunteer Stand-In

A “stand-in” is someone (your assigned volunteer or support person) who waits in line on your behalf. If a participant chooses to use a Volunteer Stand-In, the participant may provide a phone number or other designated contact method for line coordination. Contact information provided for this purpose may be used only to coordinate the accommodation and should not be retained or used by the volunteer for any unrelated purpose.

What happens if you don't make it to your Stand-In before they get to the front of the line?? It depends on the type of line:

- 1) **Book Signing Line** -
 - a) Standard Queue - we will let the line continue ahead of your Stand-In, one at a time, until you arrive. You will go behind the person currently first in line.
 - b) Portal Pass - if an author has a Portal Pass line (expedited entry) you can utilize this line without payment - you will need to show the line manager your badge (or other approved signifier) that grants access to utilize this line without paying.
- 2) **Panel Line** - If you missed early entry, your Stand-In will provide your name at the door and secure your priority/accessible seating. You will go directly to the front of the line to be let in.
- 3) **Party Line** - your Stand-In will provide your name at the door, collect any swag provided, and bring it back to you. You can proceed to the front of the line and provide your name for immediate entry.

4.6 Early Entry (panels only)

*may apply to special events (see event details as they are scheduled).

- Early Entry begins no more than 15 minutes before the published start time of each panel.
- Due to the nature of panels they are scheduled with buffer time on either end of the time slot. Because we cannot guarantee a short wait with the Early Entry option we encourage those with concerns about a wait of more than 15 minutes to utilize the Stand-In option.
- If you miss early entry or are utilizing a Stand-In you'll make your way to the staff member at the front of the line once you've been notified by your Stand-In that they are close to the entry. If your Stand-In has already entered the room you'll provide your name to the staff member and be granted immediate access. If your Stand-In is still in line you'll wait until they reach the front and enter the space together.
- Once inside the space - if you require assistance with your seating needs please see the staff member at the front of the room. See seating options below for more details.

4.7 Priority & Accessible Seating

Seating accommodations will be assigned based on the participant's functional access needs and the configuration of the Event space. Options may include wheelchair spaces, removable-chair locations, aisle access, proximity to entrances or exits, companion seating, additional floor space for a service animal, or or seating selected to support visual, hearing, sensory, or other access needs.

A participant's support person will be seated with or as close as reasonably possible to the participant receiving the accommodation.

R&R will plan ahead to meet your needs but cannot guarantee accommodations will be immediately available without prior notice. All seating requests include your support person.

1) How We Classify Seating

- a) Priority Seating - generally front row seating with the ability to add/remove chairs as needed; priority assigned to those with mobility devices and/or service animals
- b) Accessible Seating - seating near next to an aisle as close to the entry/exit as possible. We will remove chairs as needed.

2) Event Specific Seating

- a) Panels - Priority & Accessible seating available
- b) Friday Night Ball - seating availability will be very limited. If your ticket provides your access to this party please make a seating request.
- c) Other Activities/Events - Rooms dedicated to activities outside of the main convention hall will have reserved seating for those with an expressed need. Should other events be added to the schedule this document will be updated with specifics for that event.

5. Medical Emergencies

For a medical emergency, call 911 or immediately notify Event or Venue staff so emergency services can be summoned. Any contracted on-site or standby medical services for the 2027 Event will be identified in the current version of this policy once confirmed.

Nearby emergency and medical resources may also be listed for attendee convenience; listed travel times are informational only and are not estimates or guarantees of emergency-response time.

Nearby Emergency & Medical Resources

Rogers Fire Department (2 minutes away)

Mercy Hospital (3 minutes away)

- Level 3 Trauma Center

Washington Regional Hospital (20 minutes away)

- Level 2 Trauma Center

6. Policy Versions & Updates

Current Version

The current version of the Rebels & Realms Accessibility & Accommodations Policy will be maintained at:

The Policy will display its version date and effective date, and prior versions will remain available in the Policy Archive section of the webpage listed above.

Updates

R&R may update this Policy as Event plans, Venue requirements, schedules, available services, accessibility needs, or applicable legal requirements evolve.

Non-Material Updates

Clarifications, expanded accommodations, location or schedule details, contact information, and other changes that do not materially reduce an announced accommodation may become effective when published.

Material Changes

If an update materially changes, reduces, or removes an accommodation on which a registered participant may reasonably be relying, R&R will communicate the change directly to affected participants where reasonably identifiable and will make reasonable efforts to provide an effective alternative.

Confirmed Individual Accommodations

Publication of a later policy version does not automatically cancel or modify an accommodation that R&R has already confirmed for a participant. If a confirmed accommodation must change because of Venue restrictions, safety requirements, Event disruption, or another circumstance outside R&R's reasonable control, R&R will communicate with the affected participant and make reasonable efforts to identify an effective alternative.

Current Policy Controls

The current published version governs Event operations after any required notice of a material change has been provided.

