

ACCESSIBILITY GUIDE

TO GREATER BIRMINGHAM

BIRMINGHAM

Greater Birmingham Convention & Visitors Bureau

Welcome to Birmingham

At the Greater Birmingham Convention & Visitors Bureau, we believe everyone deserves the chance to fully experience all the Magic City has to offer, comfortably and on their terms.

Birmingham's dedication to accessibility is reflected in organizations such as KultureCity, the Lakeshore Foundation, and United Ability. Founded in Birmingham, these organizations have helped strengthen our community's commitment to accessibility, inclusion, and opportunities for people with disabilities. Their impact can be seen throughout our destination as attractions, venues, and community partners continue working to create more welcoming experiences for everyone.

This guide reflects real work already underway and a citywide commitment to making accessibility a standard, not an afterthought. Accessibility is a practice, and we are committed to updating this resource as our city continues to grow and improve. We also want to hear from you. If you visit a place in Birmingham and something works well or doesn't, please let us know. Your feedback helps us hold our venues accountable and helps the next visitor plan with confidence.

Thank you for choosing Birmingham. We can't wait for you to experience everything this city has to offer.

Warmly,



Dan Williams

President and CEO

Greater Birmingham Convention & Visitors Bureau

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Local Organizations

KultureCity

KultureCity is the world's leading nonprofit focused on sensory accessibility and inclusion. Through staff training, sensory-inclusive venue certification, sensory bags, quiet spaces, and dedicated sensory rooms, KultureCity has helped thousands of venues and attractions across the country and around the world create more welcoming experiences for individuals with sensory needs.

Learn More at kulturecity.org.

Lakeshore Foundation

Lakeshore Foundation is an internationally recognized organization dedicated to promoting healthy, active lifestyles for individuals with physical disabilities and chronic health conditions. As an official U.S. Olympic & Paralympic Training Site, Lakeshore has helped establish Birmingham as a destination for adaptive sports, recreation, and accessibility innovation, serving participants and athletes from around the world.

Learn More at lakeshore.org.

United Ability

United Ability is a Birmingham-based nonprofit and statewide leader dedicated to connecting people with disabilities to their communities and empowering individuals to live full and meaningful lives. Through innovative programs supporting independence, education, employment, and community engagement across every stage of life, the organization provides a comprehensive range of services unmatched elsewhere in Alabama.

Learn More at unitedability.org.

Emergency Contacts and Accessibility Hotlines

City of Bessemer

205-424-4060

**City of Bessemer Police
Non-Emergency**

205-425-2411

City of Birmingham 311

205-254-CITY (2589)
311@BirminghamAL.gov

City of Birmingham ADA Coordinator

205-254-2035

**Birmingham City Council ADA
Coordinator**

205-254-2079

City of Homewood

205-332-6100

**City of Homewood Police
Non-Emergency**

205-332-6200

City of Hoover Police Non-Emergency

205-822-5300

My Hoover Connect

205-739-7311

MyHooverConnect@HooverAlabama.gov

**City of Mountain Brook Police
Non-Emergency**

205-802-2414

City of Mountain Brook Text Line

205-596-6200

City of Trussville Police Non-Emergency

205-655-2101

Trussville TextMyGov

205-900-4009

City of Vestavia Police Non-Emergency

205-978-0140

Vestavia Connect

vhal.org/vestavia-hills-connect

Alabama ADA Hotline

1-800-205-9986

**Alabama Department of
Mental Health Deaf Services**

1-888-574-2257

Alabama Relay Service

711 or 1-800-548-2546

Disability Rights and Resources

205-251-2223

Speech-to-Speech Relay

1-800-548-2928



Transportation in Birmingham

Birmingham-Shuttlesworth International Airport (BHM) offers a comprehensive slate of accessibility services. Skycaps are stationed both curbside on the upper level and in the baggage claim area to assist passengers with disabilities, check bags and direct them to their gates. Wheelchairs can be arranged in advance through an airline, requested from any skycap or picked up at the baggage claim information desks. The airport is fully accessible for travelers with disabilities, with lifts, ramps and easy-access restrooms, plus designated accessible parking spaces throughout the garage. Travelers can also get help through TSA Cares, which pairs them with an officer to assist through the screening process if arranged at least 72 hours before a flight.

Most notably, BHM added a Sensory Room in Concourse B and a “ReciteMe” website accessibility tool. In September 2025, the airport partnered with Aira to offer free visual interpreting and on-demand sign language interpreting services to travelers. Aira Explorer helps visually impaired travelers navigate and get real-time descriptions of their surroundings, while Aira ASL connects deaf and hard-of-hearing travelers to live sign-language interpreters through their phone. These services are offered at no cost to travelers on airport property. Travelers with questions can call 205-595-0533 directly.

Accessible Parking

Downtown Birmingham’s accessible parking is spread across the city-owned garage system. The City offers 70 designated accessible parking spaces throughout the Central Business District, a result of its 2017 accessible parking policy. Each of the downtown parking decks has multiple ADA spaces positioned near curb ramps and elevators. All five city-owned decks are wheelchair-accessible with elevators, and the first two hours are free at each. The Birmingham-Jefferson Civic Center (BJCC) complex has ADA parking available in all of its lots and garages on a first-come, first-served basis, with a limited number of pre-purchase ADA passes available for Legacy Arena, the Concert Hall and the Theatre.



Public Transit

Public transit in Birmingham is operated by MAX Transit, and accessibility is built into both its fixed-route and specialized services. MAX Transit's fixed-route buses are ADA-compliant, equipped with ramps or lifts and designated wheelchair spaces. All buses are wheelchair accessible, with service animals allowed on board.

For riders who can't use the fixed-route system, MAX Transit offers ADA Paratransit service to individuals who, due to a physical, cognitive or visual disability, cannot access fixed-route buses, operating during the same hours and within the same Birmingham City and Jefferson County service area as the regular bus network. This paratransit service is available to riders within $\frac{3}{4}$ mile of a regular bus route who are ADA-certified and unable to use fixed-route service. Eligibility is assessed under federal categories. To apply, riders can complete an eligibility application, and once approved, a free paratransit ID card can be picked up in person at Central Station on Morris Avenue. If you have questions about the program, call MAX Transit's office at 205-521-9048.

Beyond fixed-route and paratransit, MAX also runs an On-Demand van service for riders near, but not directly on, a bus route and a Night Owl reserved-ride option after fixed routes stop for the evening, giving visitors and residents with disabilities a few different ways to get around the city depending on their needs.



Rideshare Accessibility

Uber and Lyft are not currently available modes of transportation in Birmingham for those with physical disabilities. Rideshare accessibility can change quickly as Uber and Lyft expand their wheelchair-accessible vehicles (WAV) programs. We recommend checking your preferred rideshare app before your visit. We will update this guide when this service becomes available in our city.

Equipment Rental

Birmingham has multiple options for third-party mobility equipment rental and delivery services for visitors. Scootaround rents mobility scooters, electric wheelchairs and other mobility aids, delivering directly to hotels, short-term rentals and residences anywhere in the greater Birmingham area. The company recommends reviewing specs like weight capacity, seat width, battery range and top speed before choosing a device. The delivery fee can vary depending on the exact drop-off location.

Cloud of Goods operates similarly, with a broader equipment catalog, delivering mobility scooters and wheelchairs directly to hotels or vacation homes.

MobilityWorks operates a Birmingham location offering wheelchair-accessible vehicle rentals and sales, with certified mobility consultants who help match visitors with the right vehicle.

Hotels & Accommodations

Elyton Hotel, Autograph Collection

The Elyton offers ADA-accessible rooms available in all categories in limited quantities. For the most accurate information on available accessible rooms and specific features, call the Elyton at 205-731-3600.

Grand Bohemian Mountain Brook, Autograph Collection

The Grand Bohemian offers ADA-accessible rooms available in all categories in limited quantities. For the most accurate information on available accessible rooms and specific features, call the Grand Bohemian at 205-414-0505.

Hilton Birmingham Downtown at UAB

The Hilton UAB offers multiple ADA-accessible room types such as “2 Queen Beds, Accessible,” “1 King Bed, Accessible (Roll-In Shower)” and “1 King Bed, Accessible (Hearing).” The hotel offers accessible parking near the entrance, a step-free main entrance and ADA-accessible restrooms. For the most accurate information on available accessible rooms and specific features, call the Hilton UAB at 205-933-9000.

Hyatt Regency Birmingham - The Wynfrey Hotel

The Hyatt Regency Birmingham - The Wynfrey Hotel offers ADA-accessible room types, such as 1 King or 2 Queen

configurations with either an accessible tub or accessible roll-in shower. ADA features also include lowered shelves, switches and grab bars. The doorways are 32 inches wide. Closed-caption/close-captioning decoders are available for guest rooms, as well as Text Telephones. For the most accurate information on available accessible rooms and specific features, call the Hyatt Regency Birmingham - The Wynfrey Hotel at 205-705-1234.

The Kelly Birmingham, Tapestry Collection by Hilton

The Kelly offers ADA-accessible rooms in all categories. The hotel has valet services for wheelchair-equipped vehicles. The hotel entrance is step-free, and the registration desk and restrooms are wheelchair accessible. The signage in the hotel is available in braille. For the most accurate information on available accessible rooms and specific features, call the Kelly at 205-250-7000.

Marriott Birmingham

The Marriott 280 has ADA-accessible rooms in all categories in limited quantities. For the most accurate information on available accessible rooms and specific features, call the Marriott 280 at 205-968-3775.

Redmont Hotel Birmingham, Curio Collection by Hilton

The Redmont Hotel has “1 King Bed Accessible” rooms with Roll-in Shower and “1 King Mobility/Hearing Accessible with Roll-in Shower, Visual Fire Alarm” room types available for guests. The hotel offers visual doorbell notification, wheelchair accessibility throughout, phone accessibility kit, low-height bed/desk/sink/door lock/viewport, wheelchair-width doorways, thin carpet, closed-captioned TV, braille signage and a step-free entrance. For the most accurate information on available accessible rooms and specific features, call the Redmont Hotel at 205- 957-6828.

Renaissance Birmingham Ross Bridge Golf Resort & Spa

Ross Bridge ADA-accessibility categories include “Balcony (Hearing Accessible),” “Mobility/Hearing Accessible, Tub” and “Mobility/Hearing Access, Roll-In Shower.” Additionally, the hotel features braille signage, assistive listening devices in meeting rooms and wheelchair-accessible paths throughout. For the most accurate information on available accessible rooms and specific features, call Ross Bridge at 205-916-7677.

Sheraton Birmingham Hotel

The Sheraton offers ADA-accessible rooms in every room type category. For the most accurate information on available accessible rooms and specific features, call the Sheraton at 205-324-5000.

Tutwiler Hotel Birmingham, a DoubleTree by Hilton

The Tutwiler Hotel offers ADA-accessible room types, including “1 King Bed, Accessible” and “2 Queen Beds Accessible,” with walk-in showers. There is a step-free entrance and ADA-compliant restrooms. For the most accurate information on available accessible rooms and specific features, call the Tutwiler at 205-322-2100.

Valley Hotel Homewood Birmingham, Curio Collection by Hilton

The Valley Hotel offers ADA-accessible room types, including “2 Queen Beds, Accessible (Roll-In Shower)” and “Superior King Room/2 Queen Beds - Hearing Accessible.” Service Animals that comply with ADA Title III are allowed; other pets are not. There are no steps up to the main entrance; ADA-compliant restrooms are available, along with assistive listening devices. For the most accurate information on available accessible rooms and specific features, call the Valley Hotel at 205-354-0171.

The Westin Birmingham

The Westin offers ADA-accessible rooms in all room types, in limited quantities. For the most accurate information on available accessible rooms and specific features, call the Westin at 205-307-3600.

Entertainment

Alabama Jazz Hall of Fame

The Alabama Jazz Hall of Fame is wheelchair accessible. Visitors are encouraged to call 205-327-9424 prior to their visit to confirm current accommodations.

Alabama Theatre

The Floor level of the Alabama Theatre is the only ADA accessible level. Phonic Ear assistive-hearing system and American Sign Language Interpreted performances available by advance request. The theatre recommends making this request at least two weeks in advance. Sight-impaired seating is also available.

Alys Stephens Center

All theaters at the Alys Stephens Center are wheelchair-accessible and offer patrons the option to stay in their own chair or transfer. Patrons who wish to stay in their own chair should make that request when ordering their tickets. The Center has partnered with KultureCity to become the nation's first Sensory-Inclusive performing arts center. A limited number of weighted lap pads are available from the House Management office, and there are designated quiet areas. The center also offers a limited number of assisted listening devices on a first-come, first-served basis.

Avondale Park

Avondale Park has wheelchair-friendly paved trails around the lake and two playgrounds.

Barber Vintage Motorsports Museum

The Barber Vintage Motorsports Museum is wheelchair accessible. The adjoining racetrack/park has a separate ADA infrastructure that is event-specific and should be confirmed for current accommodations.



Bartow Arena

At Bartow Arena, those with physical disabilities need to enter on the concourse level, located on the south side or the 13th Street lower level entrance for elevator access. Designated wheelchair seating is available on a first-come, first-served basis. An American Sign Language Interpreter and real-time captioning are available for certain events; if you are in need of these services, it is best to call in advance to determine whether they will be available for the event you are attending. You can call the Box Office at 205-975-8221.

Birmingham Botanical Gardens

The Birmingham Botanical Gardens has paved pathways throughout and an ADA-compliant Garden Center and Library. However, not all attractions are accessible by mobility devices. A limited number of complimentary wheelchairs are available at the front desk, and there is a secondary entrance that is wheelchair accessible.



Birmingham Civil Rights Institute

The Birmingham Civil Rights Institute is a fully accessible facility. It is a Kulture City Partner and offers a dedicated sensory room. It offers a limited number of wheelchairs available at the ticket booth and sensory room for guests needing a calming space.



Birmingham CrossPlex

The Birmingham CrossPlex is a fully ADA-compliant facility and KultureCity partner. Wheelchair guests should enter through the main entrance and take the elevator to the main concourse.

Birmingham-Jefferson Civic Center

Concert Hall and Theatre

The Birmingham-Jefferson Civic Center Concert Hall and Theatre has a KultureCity Sensory Room and a limited number of sensory bags available at Guest Services. Additionally, a limited number of wheelchairs are available for patron use but must be reserved in advance by calling the BJCC Box Office at 205-458-8400.

Birmingham Museum of Art

The Birmingham Museum of Art is ADA compliant and a Kulture City Partner. It offers a limited number of manual wheelchairs that can be picked up at both security desks. Service animals are also welcome. The museum offers EnChroma glasses for visitors who are colorblind, but these must be requested prior to your visit by emailing access@artsbma.org.

Birmingham Zoo

The Birmingham Zoo is a Kulture City Partner and has wheelchair-accessible pathways and is a designated sensory-inclusive facility with quiet zones and a limited number of sensory bags available. The Zoo offers a limited number of wheelchair rentals. Some program areas may not be wheelchair accessible, so requests for accommodations should be made 48 hours in advance.

Boutwell Arena

Boutwell Arena offers wheelchair accessible seating on the Floor level only. They recommend purchasing seating as early as possible. The arena is also KultureCity-certified with a dedicated sensory room. Contact Boutwell Arena management at 205-254-2820 for accommodations.

Coca-Cola Amphitheater

The Coca-Cola Amphitheater was built with ADA compliance in mind. Accessible seating is available across all price ranges. Assisted listening devices are available the day of the event and can be picked up at Guest Services. Trained

service animals who meet the standards of the Americans with Disabilities Act are permitted; emotional support/comfort animals do not apply.

Legacy Arena at the BJCC

ADA seating is available on all levels of Legacy Arena. There is a KultureCity Sensory Room and a limited number of sensory bags available at Guest Services. Additionally, a limited number of wheelchairs are available for patron use but must be reserved in advance by calling the BJCC Box Office at 205-458-8400.

McWane Science Center

The McWane Center is a KultureCity Certified Partner and has a dedicated Sensory Room. The entire facility is wheelchair-accessible via ramps and elevators, including the IMAX Dome Theater, which offers descriptive audio.

Protective Stadium

Protective Stadium has ADA and wheelchair-accessible seating throughout, and service animals are permitted. An American Sign Language Interpreter can be made available with 30 days' notice. The stadium has a KultureCity Sensory Room on the concourse, and a limited number of sensory bags are available at Guest Services.

Railroad Park

The majority of Railroad Park is handicap accessible.



Red Mountain Theatre

Red Mountain Theatre's two theaters offer accessible seating. Courtesy wheelchairs are available at the Box Office to transport patrons to and from their seats. Red Mountain Theatre is a KultureCity partner, and it offers a limited number of sensory bags at the Box Office.

Regions Field

Regions Field was designed to be universally accessible and has ADA accessible seating in several sections. Service dogs are also welcome.

Red Mountain Park

Red Mountain Park has two off-road wheelchairs called "The Nomads" available by reservation only for visitors with physical disabilities. You can call 205-913-7899 to make the reservation. The "Butler Snow Sensory Trail" is specifically designed for visitors with developmental differences, low vision and hearing and those in wheelchairs. The park's other 18+ trails are not wheelchair-accessible outside the Nomad program.

Sloss Furnaces National Historic Landmark

The Visitor Center at Sloss Furnaces is accessible; however, the historic furnace itself is not currently accessible.

Vulcan Park & Museum

The Vulcan observation deck, park and museum are all accessible by a standard-size wheelchair. Additionally, the park offers braille brochures and tactile maps available for checkout.

WorkPlay

All of WorkPlay's three venues are wheelchair-accessible venue spaces and have ADA-friendly entry. Each venue has a different ADA seating/companion-seat policy, so call the specific venue you are attending to confirm.



Our Commitment

The Greater Birmingham Convention and Visitors Bureau is committed to keeping this accessibility guide accurate and useful over time.

Venues update their policies, staff changes affect ADA and sensory-inclusive programs and new accommodations are added as accessibility standards evolve. This guide will be reviewed and updated regularly to reflect those changes. We encourage everyone to confirm specific details directly with a venue before their visit, particularly for time-sensitive accommodations like ASL interpretation, assistive listening devices or accessible seating, which often require advance notice.

If you notice outdated information or have feedback based on your own experience, we welcome you to reach out to us directly at 205-458-8000 or info@inbirmingham.com.



Scan the QR Code
for More Information



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