



FRENCH QUARTER FESTIVAL

PRESENTED BY



2025 ACCESSIBILITY FAQ

French Quarter Festival presented by Chevron is free and open to the public. Everyone is welcome to come and enjoy the music, food and heritage that makes New Orleans special. Here is some information and frequently asked questions to help you plan *your* French Quarter Festival days.

1. KNOW BEFORE YOU GO

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KNOW BEFORE YOU GO

QUESTION: Where does French Quarter Festival Happen?

ANSWER: French Quarter Festival takes place in the heart of New Orleans in the French Quarter District. There are six zones within the French Quarter where all the festivities are happening:

1. Spanish Plaza
2. Woldenberg Riverfront Park
3. Jax Brewery Lot
4. Jackson Square & Oscar Dunn Park
5. New Orleans Jazz Museum at The Old US Mint
6. Royal Street
7. Throughout the French Quarter!

QUESTION: What is happening at each of these areas?

ANSWER:

[MUSIC SCHEDULE FOUND HERE](#)

Spanish Plaza	
<u>Music Schedule Here</u>	<u>Map Here</u>
Show Days:	Thursday, Friday, Saturday, Sunday
Hours:	11 am to 8 pm
Stage:	Jack Daniels

<u>Woldenberg Riverfront Park</u>	
<u>Music Schedule Here</u>	<u>Map Here</u>
Show Days:	Thursday, Friday, Saturday, Sunday
Hours:	11 am to 8 pm
Stage:	Great Berger Lawn - Abita Beer Stage
	Aquarium Plaza – Willow DJ Stage
	Palm Lawn - Tropical Isle Hand Grenade Stage
	Kohlmeyer Lawn – Mike’s Amazing Culinary Stage
Saturday & Sunday only	Natchez Wharf – Ernie’s School House Stage

Jax Brewery	
<u>Music Schedule Here</u>	<u>Map Here</u>
Show Days:	Thursday, Friday, Saturday, Sunday
Hours:	11 am to 8 pm
Stage:	Chevron Stage

Jackson Square	
Music Schedule Here	Map Here
Show Days:	Thursday, Friday, Saturday, Sunday
Hours:	11 am to 7 pm
Stage:	Neworleans.com Stage
Oscar Dunn Park	
Show Days:	Friday, Saturday, Sunday
Hours:	11 am to 7 pm
Stage:	PanAmerican Life Insurance Stage

New Orleans Jazz Museum – The Mint	
Music Schedule Here	Map Here
Show Days:	Friday, Saturday, Sunday
Hours:	11 am to 7 pm
Stage:	Loyola Stage
	Louisiana Seafood's Songwriter Stage - inside
	Louisiana Fish Fry Stage

Street Stages	
Royal Street Stages	
Music Schedule Here	Map Here
Show Days:	Saturday, Sunday
Hours:	11 am to 7 pm
Stage:	
	Hancock Whitney Stage – 400 Royal St.
	Omni Royal Orleans – 500 Royal St.
	Krewe Eyeware Stage – 600 Royal St.
New Orleans Jazz Nat'l Historic Park Kids Stage	
Music Schedule Here	Map Here
Show Days:	Saturday, Sunday
Address:	419 Decatur Courtyard
French Market Stages	
Music Schedule Here	Map Here
Show Days:	Friday, Saturday, Sunday
Stages:	Dutch Alley Stage - St. Philip by the river in French Market
	French Market Traditional Jazz Stage - French Market Place at Gov. Nicholls
BK House Garden Stage	
Music Schedule Here	Map Here
Show Days:	Saturday, Sunday
Address:	1113 Chartres Street

QUESTION: How many stages are there at French Quarter Festival?

ANSWER: There is a lot of music to take in at French Quarter Festival. The full schedule can be found [here](#).

QUESTION: Is there a map for French Quarter Festival?

ANSWER: Yes, it will be available closer to the festival, [here](#).

QUESTION: Where can I park at French Quarter Festival?

ANSWER: French Quarter Festival is a free, public event and does not have any reserved parking for patrons. There are many public parking areas near the festival stages. All public parking areas are legally required to have accessible parking spaces.

For more information regarding public parking areas near French Quarter Festival please see the [Travel Page on our website](#).

French Quarter Festival does offer Fest Family VIP packages that offer the option to purchase parking with a VIP ticket. [Click here for more information on Fest Family VIP Packages for purchase](#).

ProTip: Sign up for NOLA Ready: New Orleans Emergency Alert System [here](#)

GETTING TO FRENCH QUARTER FESTIVAL:

QUESTION: Is there public transportation available for French Quarter Fest?

ANSWER: New Orleans RTA offers accessible riding options for all their transportation.

Accessible features could include:

- Ramps to board and exit
- Accessible spaces for riders that use mobility devices
- Wheelchair lifts for busses and street cars

Here are some helpful links to help you plan your trip:

RTA STREET CAR:

Accessible to individuals with disabilities, the RED streetcars running along the Canal St., Rampart, and Riverfront lines are outfitted with wheelchair lifts.

Moreover, certain GREEN streetcars operating on the St. Charles Avenue line comply with ADA standards.

St. Charles streetcars run approximately every hour.

[RTA Street Car Info](#)

RTA FERRY:

The Algiers Point Ferry is conveniently located at Woldenberg Riverfront Park, between Spanish Plaza and Aquarium Plaza. It can also be accessed from the foot of Canal St, closest destination for navigation, please use "[1 Canal St.](#)"
[RTA Ferry Info](#)

RTA BUS:

Please check the RTA website linked below for bus information and information regarding accessible features of RTA vehicles.
[RTA Bus info](#)

QUESTION: Where are the gates to enter French Quarter Festival?

ANSWER: For the safety of all our patrons each gate includes a security screening and bag check at all major sites and stages including but not limited to:

[2 Canal Street \(Spanish Plaza/Woldenberg Park\)](#)

[300 Bienville at Front St. \(Woldenberg Park\)](#)

[600 Block of Decatur St Toulouse Street \(JAX Brewery Lot\)](#)

[800 Block of Decatur Street \(Jackson Square\)](#)

[400 Block of Barracks Street \(New Orleans Jazz Museum\)](#)

Additionally, for our patrons that use mobility devices we suggest you enter through these gates. New Orleans is a beautiful and historic city, these gates will provide the most accessibility.

PRO TIP: Keep an eye out for signs with the wheelchair symbol and arrows at some of our gates. They will guide you to the closest curb cut and accessible point of entry.

QUESTION: What can I expect at the gates?

ANSWER: All patrons will be subject to a respectful security screening, this includes a bag check. Here is some information:

Medications and medical supplies: Please bring what medication and supplies you need to safely enjoy French Quarter Festival. Please place these items in a clear ziplock bag. Medications must be in a prescription bottle with the name of the person carrying the medication clearly visible with matching ID (if requested.) Medication will be allowed into FQFI in daily amounts only - please bring only what you need for the day.

Outside food: If you have a medical need to bring food into the French Quarter Fest please only bring food items that are in sealed packages. Place these items in a 1 Gallon clear ziplock back for ease of security screening.

If you have additional questions pertaining to accessibility and items allowed into the gates at French Quarter Festival, please email our Access Director: access@fqfi.org

Here is a list of prohibited items at our gates:

- Outside food and beverages
- Weapons
- Drones
- Kites
- Glass bottles and containers
- Fireworks
- Professional radios or walkie-talkies
- Bicycles inside of festival grounds
- Soliciting or vending materials, unless previously authorized
- Pets
- Tents or sun shades
- Stakes
- Poles
- Unauthorized signage
- Illicit Drugs
- Bullhorns or other audio amplification equipment (e.g. speakers)
- Personal golf carts or other motorized vehicles

QUESTION: What if I accidentally have an item that is prohibited at the gates?

ANSWER: Attendees must discard, surrender, or secure prohibited items off-site (car, hotel, etc.). Surrendered items are forfeited and cannot be returned.



QUESTION: Can I bring my service animal?

ANSWER: French Quarter Festival welcomes all patrons, including those that experience our event with the assistance of a Service Animal.

A Service Animal is one that has been trained to perform one (or more) specific task(s) for the person with a disability that it serves.

Please understand, emotional support or therapy animals are not allowed into the festival for the safety of all of our patrons. Pets of any kind will not be allowed into the festival, no exceptions.

A few notes about bringing your Service Animal to the event:

1.) When passing through the gates you will receive a short & respectful screening by French Quarter Fest Access Team or NOPD. You will not be asked for any documentation. A band will then be placed on the collar or harness of your Service Animal. This band is purely a visual alert to all our staff that you have already been screened and ensure that you are not stopped and asked multiple times in the different areas of the event. This tag is only for your ease of movement throughout the festival.

2.) Your Service Animal must always remain with you & it must be **your** service animal.

3.) Your Service Animal must be always under your control & have a collar, harness & lead.

4.) Handlers must clean-up after their service animal, trash receptacles are available throughout each site.

5.) If (for some reason) your Service Animal displays unsafe behavior of any kind, we reserve the right to ask you to remove the animal from the festival.

6.) If you have any other further inquiries regarding your Service Animal, please email access@fqfi.org.

ENJOYING FRENCH QUARTER FESTIVAL

QUESTION: WHERE CAN I GET INFORMATION WHEN I AM AT FRENCH QUARTER FESTIVAL?

ANSWER: There are 5 Info Booths located throughout the French Quarter Festival grounds at major sites, including:

- o Spanish Plaza
- o Woldenberg Riverfront Park
 - Found between Palm Lawn and Berger Lawn
 - Next to Fest Family/ VIP Viewing Area
- o JAX Brewery Parking Lot
- o Jackson Square
- o N.O. Jazz Museum (Old U.S. Mint)

Each French Quarter Festival Information Booths will also be equipped with information about our Access Program. Maps, inclusive/alternative schedules, and more will be available at each location.

New for 2025's event, we will have real-time patron support via text during the festival. Please look for our signs posted at the info booths and near the accessible viewing areas.

QUESTION: ARE THERE ACCESSIBLE VIEWING AREAS FOR PATRONS WITH MOBILITY DISABILITIES TO ENJOY THE PERFORMANCES?

ANSWER: Yes, there are accessible viewing areas located at the following stages:

- o Jack Daniels Stage
- o Chevron Stage
- o Neworleans.com Stage
- o Tropical Isle Hand Grenade Stage

There will be raised accessible viewing platforms located at:

- o Abita Stage
- o Louisiana Fish Fry Stage
- o Loyola University Stage

A note about Accessible Viewing Areas: All of our accessible viewing areas are first come, first served. For the safety of all patrons, each viewing area will have a posted maximum capacity, when the area is full our security and Access Team staff will no longer allow patrons to enter the space until there is space according to the posted capacity. We request that our patrons with disabilities are mindful with their companion in the Accessible Viewing Areas so that everyone has an opportunity to enjoy the event.

QUESTION: ARE THERE FOOD VENDORS AT FEST AND ARE THEY ACCESSIBLE?

ANSWER: All merchandise, food and beverage vendor booths are located along accessible pathways that are made of hard surface and/or turf. Each booth is built to an accessible height, please look for the wheelchair symbol for the Accessible Point of Service, for ease.

QUESTION: WHAT IF I HAVE FOOD ALLERGIES?

ANSWER: Our food vendors will make allergen information available on their menus for: gluten, shellfish, peanuts, and dairy - look for the symbols next to the menu items. Please ask servers to verify allergen information.

QUESTION: WHAT IF IT RAINS THE DAY OF THE FEST?

ANSWER: French Quarter Festival is rain or shine - please dress and prepare for a great day of music. Some items to consider bringing:

- Earplugs
- Raincoat
- Non-Aerosol Sunscreen
- Non-Aerosol Hand Sanitizer
- Sunglass
- A hat

Download our app for the most up to date information regarding weather and start times, available soon [here](#)

QUESTION: WILL THERE BE ACCESSIBLE RESTROOMS AT THE FEST?

ANSWER: FQFI provides portable restrooms in all areas of our event. At each restroom area there will be accessible units. These units are for patrons with mobility disabilities and will be labeled as such.

QUESTION: WHAT IF I WANT TO UPGRADE TO A VIP TICKET?

ANSWER: French Quarter Festival is a FREE community event – there is no entrance fee to enjoy food and entertainment! However, guests interested in elevating their experience can support the non-profit festival by purchasing Fest Family VIP passes. With your Fest Family VIP pass, you can access exclusive private hospitality lounges at four locations.

All Fest Family VIP hospitality locations include accessible options/areas and accessible restrooms. [Click here for more information.](#)

QUESTION: WHAT IF I AM ON THE SPECTRUM AND NEED A PLACE TO DECOMPRESS WHILE I AM AT FEST?

ANSWER: [Benny's Sensory Activation Vehicle](#) is an inclusive space for individuals with sensory processing disorders often associated with autism and other conditions. The fully equipped, tow-along trailer, located on the Aquarium Plaza at Woldenberg Riverfront Park provides a safe space of respite and decompression for those who may become overwhelmed by the sights, sounds and crowds. [Learn more here.](#)

QUESTION: WILL THERE BE ASL INTERPRETERS AT FEST?

ANSWER: Yes, we will have ASL Interpreters at some of the performances at the festival. If you would like to request a specific show, please email: access@fqfi.org. The deadline for requesting specific shows is March 18, 2025.

QUESTION: WHAT IF I AM A NURSING MOM? IS THERE A PLACE FOR ME?

ANSWER: In 2022, LCMC/Touro began partnering with local businesses and community organizations to establish free “Nursing Nests” for moms and babies throughout the Greater New Orleans area. A nursing nest is a safe, private space for moms to nurse and parents to care for their babies in public locations. [The Touro Mobile Nursing Nest](#) can be found in Jax Brewing Parking Lot site Thursday-Sunday.

DO YOU HAVE A QUESTION THAT WAS NOT ANSWERED? PLEASE EMAIL US!

ACCESS@FQFI.ORG

