



MALL OF AMERICA® SENSORY AND ACCESSIBILITY GUIDE



Introduction

Welcome to the Mall of America® Sensory and Accessibility Guide. This guide is designed for neurodivergent guests, individuals who experience sensory processing differences, and anyone who may find the Mall of America environment overwhelming – as well as their families – to help plan a safe and comfortable visit. This guide offers practical tools and tips to help every visitor fully enjoy the experience.

Mall of America developed this guide in partnership with Fraser, a Minnesota nonprofit organization that provides programs, supports, and resources for individuals with autism, neurodiverse conditions, mental and behavioral health needs, and disabilities. Fraser's Sensory Supports and Training Program develops inclusive practices and guidance to help individuals and organizations create environments that are welcoming, safe, and accessible for all.

Learn more at www.fraser.org.

Quick Tips for Using This Guide

- Start with the map to locate the Sensory Room in Nickelodeon Universe®, Guest Services desks, quieter areas, restrooms, elevators, escalators, and entrances/exits.
- Use the guide to understand sensory factors—such as lighting, noise, crowd levels, and movement—in various stores, attractions, and public spaces throughout Mall of America.
- Identify food courts, restaurants, and lounges that offer comfortable seating for taking a short break.
- Plan ahead by using mall scheduling information to identify quieter times in the venue.

PREPARE FOR YOUR VISIT

Planning ahead can help you feel comfortable and confident during your visit. The following tips can make your experience smoother and more enjoyable.



Time your visit: The mall is typically quieter during weekday mornings and early afternoons. Visiting earlier in the day will allow you time to adjust to the environment and gradually adapt as it becomes busier.



Parking and entry: Review parking options, accessible drop off zones, and preferred entrances in advance. Accessible parking and step free entry are available near all main entrances; elevators are located throughout the mall for navigation between levels.



Preview the experience: Explore the online Mall of America Directory and the Accessibility webpage to familiarize yourself with floor-by-floor layouts and key accessibility details.



Plan your food and rest breaks: Identify food courts, restaurants, and the Sensory Room in Nickelodeon Universe before your visit so you'll know where to go for a break or quiet moment if needed.



Designate a meeting place: Designate a meeting spot before your visit, such as near the Rotunda, Guest Services Desk, or specific department store or landmark, to go to if anyone from your group becomes separated.



Take a photo of your group: Take a photo of your group before entering the mall so staff can quickly identify and reunite members if someone becomes separated.



Request information before your visit: Guests with questions about accessibility, sensory supports, or specific accommodations are encouraged to reach out before their visit. Staff can help plan for individual needs and answer questions about activities, amenities, or quiet spaces.

- Phone: 952-883-8800
- Email: info@mallofamerica.com
- Text Us Your Question: 952-479-4839

Suggestions on What to Bring

A few familiar items can help make your visit more comfortable:

- Noise-reducing headphones or earplugs can help you manage sound levels.
- Sunglasses, hats, or visors can reduce bright lights and visual stimulation.
- Small items such as a fidget, weighted item, or favorite stuffed animal can offer comfort.
- Snacks and beverages can help you satisfy dietary needs and preferences.
- A change of clothes or wipes can help guests who are sensitive to wet clothing or messes from food, spills, or activities to regulate faster.
- Identification cards or bracelets with contact information can help staff reunite members of your group, should you become separated.

Lost Guest

Mall of America staff are trained to assist guests who become separated from their group and to help reunite families as quickly as possible.

- If a guest becomes lost, notify the nearest Mall of America employee or security officer immediately. Staff will coordinate with security to help reunite your group.
- If you took a photo of your group before entering the mall, share the image with staff to help identify the missing member(s) of your group.
- Share your designated meeting spot with members of the Mall of America team, so they can keep an eye out for your lost member, should they come to the meeting location.
- Let staff know whether your missing group member(s) have identification cards or bracelets with them.

Accessibility at a Glance

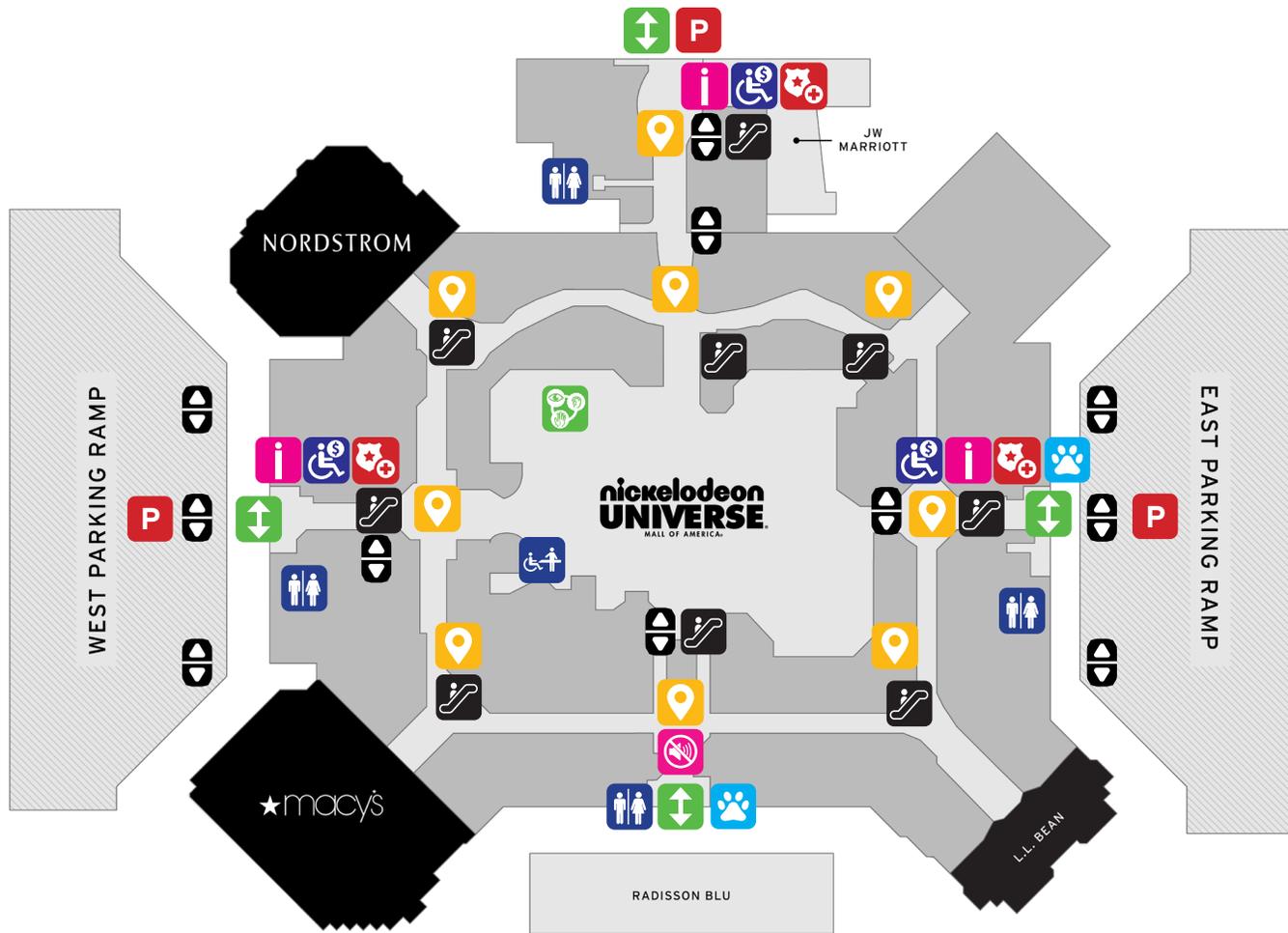
Feature	Location / Notes
Sensory Room	Nickelodeon Universe®, near Pepsi® Orange Streak
Calm Areas	Northeast & Southwest Courts, Level 4 corridors, South entrance
Restrooms / Family Facilities	Level 1 (all entrances), Levels 2 & 3 (North), adult changing table in Nickelodeon Universe
Mobility Rentals	Guest Service desks, refundable \$25 deposit required
Accessible Parking	East & West ramps (Levels 1 & 4 best), surface lots
Service Animal Relief	Level 1 East exit (north), Level 1 South exit (west of Radisson Blu)

Animal Service Guidelines

Only Service Animals (as defined by the ADA) trained to assist persons with disabilities are permitted within Mall of America.

Animals that provide only comfort or emotional support are not Service Animals pursuant to the ADA and are not permitted at Mall of America.

No pets are allowed at Mall of America.



Map Key

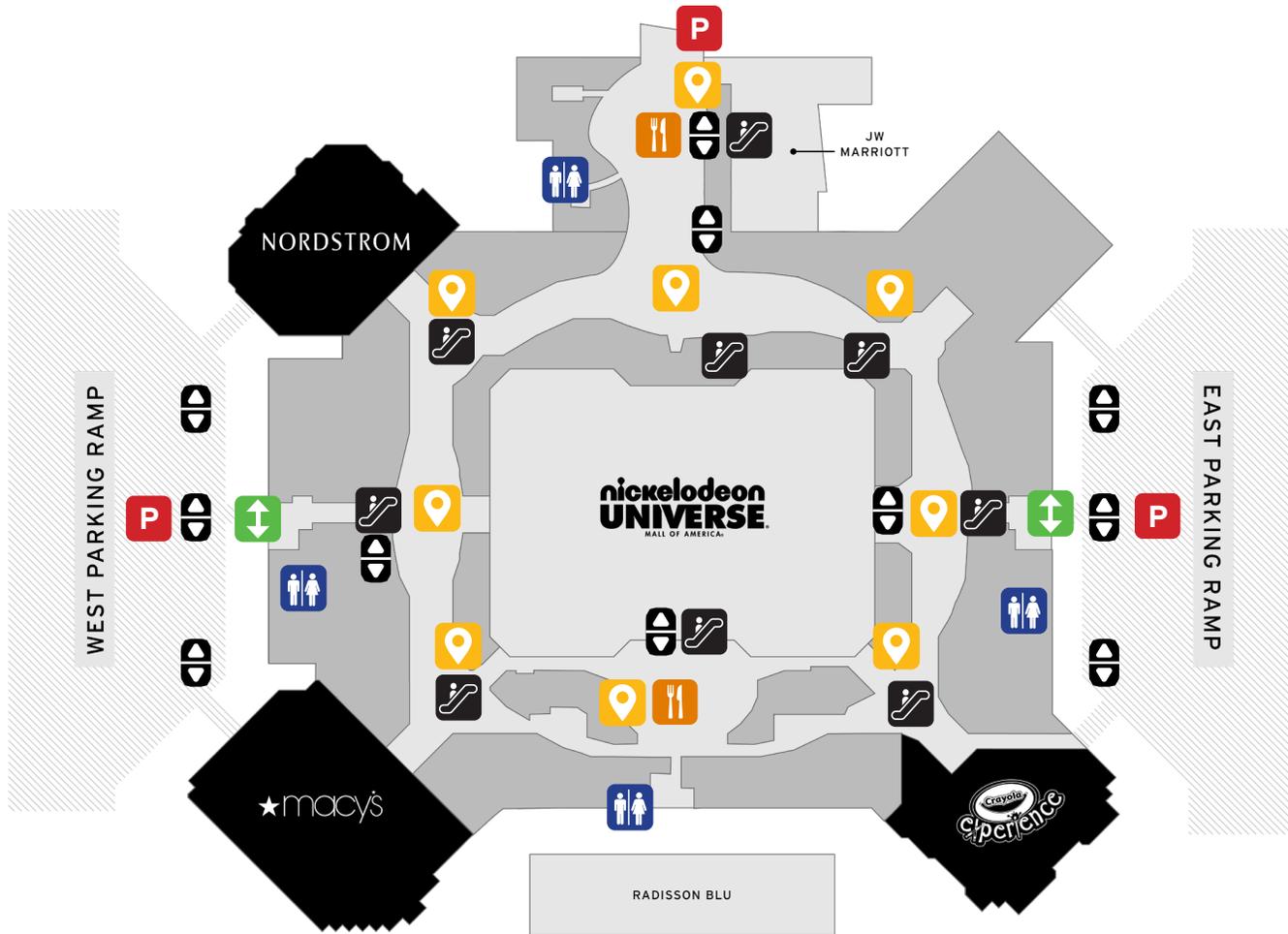
-  Sensory Room
-  Calm Areas
-  Restrooms/Family Facilities
-  Adult Changing Tables
-  Elevators
-  Escalators
-  Entrances and Exits
-  Accessible Parking
-  Service Animal Relief
-  Digital Directories
-  Guest Services Desks
-  Mobility Rental/Assistance
-  Security & First Aid



Map Key

-  Calm Areas
-  Restrooms/Family Facilities
-  Elevators
-  Escalators
-  Entrances and Exits
-  Accessible Parking
-  Digital Directories

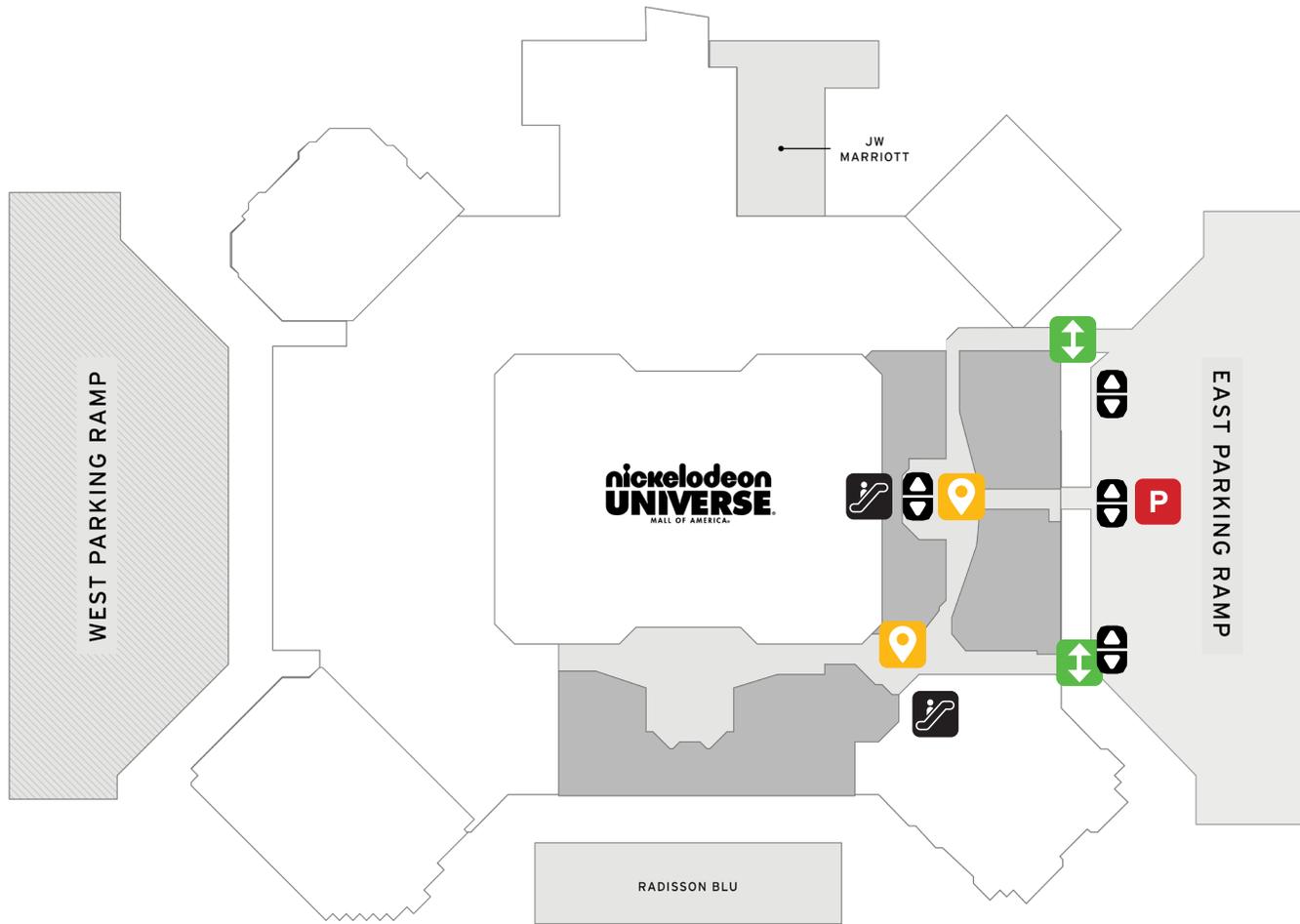
For first aid and security services please see guest services for assistance. Adult Changing Tables are located on Level 1, South West next to Flyover America inside Nickelodeon Universe®.



Map Key

-  Restrooms/Family Facilities
-  Elevators
-  Escalators
-  Entrances and Exits
-  Food Courts/Dining Areas
-  Accessible Parking
-  Digital Directories

For first aid and security services please see guest services for assistance. Adult Changing Tables are located on Level 1, South West next to Flyover America inside Nickelodeo Universe®.



Map Key

-  Elevators
-  Escalators
-  Entrances and Exits
-  Accessible Parking
-  Digital Directories

For first aid and security services please see guest services for assistance. Adult Changing Tables are located on Level 1, South West next to Flyover America inside Nickelodeon Universe®.

MALL OVERVIEW + SENSORY ENVIRONMENT



Mall of America is a large, energetic destination with hundreds of retail stores, dining options, and attractions. While it's designed to be engaging and family-friendly, the combination of sound, light, movement, and crowds can sometimes feel overwhelming for guests with sensory sensitivities.

General Sensory Considerations:

- **Sounds:** The overhead music, crowd noise, and overlapping sounds from stores and attractions can create high auditory stimulation, especially in open atrium areas and near Nickelodeon Universe.
- **Sights:** The mall includes bright lighting, digital displays, and colorful signage. Some attractions feature flashing lights or motion effects. Natural light from skylights and large windows varies with weather and time of day.
- **Crowds:** The mall can be especially busy on weekends, holidays, and special events. Arriving early allows guests to adjust to the environment before it becomes busier.
- **Temperature & Comfort:** Indoor areas are climate-controlled to maintain comfort, though high-activity zones may feel warmer and more energetic.
- **Scents:** Food courts, restaurants, and retail shops may have distinct or strong smells that could affect sensory comfort.

ADDITIONAL ACCESSIBILITY SUPPORTS

- **Sensory Room:** Located in Nickelodeon Universe, near the Pepsi® Orange Streak ride entrance, the air-conditioned sensory room includes soundproofing, comfortable seating, and tactile supports for self-regulation.
- **Calm Areas:** Select areas throughout the mall provide temporary low-stimulation retreats for guests who need a short break. Quieter areas include seating near the Northeast and Southwest Courts, South entrance, Level 4 corridors, and benches away from main walkways.
- **Restrooms / Family Facilities:** All restrooms at Mall of America include wheelchair-accessible stalls. Family and companion restrooms are located on Level 1 near the North, South, East, and West entrances, and on Levels 2 and 3 (North).
 - Mother's Rooms for nursing parents are available at the Level 1 North and East locations and on Level 2 North.
 - A restroom equipped with an adult changing table is located in Nickelodeon Universe on Level 1, near FlyOver America.
- **Mobility Assistance:** Wheelchairs, strollers, electric carts, and shopping carts are available for rent at any Guest Service desk with a refundable \$25 deposit.
- **Elevators & Escalators:** Elevators are available at all main corridor intersections and in each parking ramp for easy navigation between levels. Escalators are located throughout the mall and near department stores.
- **Parking:** Accessible parking spaces are available on all levels of the East and West parking ramps, as well as in surface lots for oversized vehicles. Levels 1 and 4 in each ramp provide the most direct, step-free access into the mall. Take a photo of your parking location to help you find your car when you are ready to leave.
- **Service Animal Relief Areas:** There are two outdoor service animal relief areas, each marked by pet waste clean-up stations:
 - Exit Level 1 East doors and turn left to head north toward Lindau Lane.
 - Exit Level 1 South doors, cross the street, then turn right and walk around Radisson Blu. The relief area is located on the west side of Radisson Blu.
- **Staff Assistance:** Guest Services and security staff are trained to help guests locate sensory supports, calm spaces, and accessibility accommodations. Staff can also assist with directions, rentals, or additional support needs.
- **Emergency and Safety:** For emergencies or assistance, contact
 - Security: 952-883-8888.
 - General Information: 952-883-8800.