

# Social Narratives

These parallel social narratives follow two autistic guests through SUMMIT:

**Kam** is sensory-seeker who is captivated by the high-sensory nature of many of the SUMMIT spaces.

**Mariah** is more sensitive to sensory stimulation. She plans her visit, ensuring that she can minimize high-sensory input while still enjoying the space.

## Meet Kam.

Kam is a young man that is very excited for his visit to SUMMIT One Vanderbilt. Kam is “a sensory-seeker”—he actively seeks ways to stimulate his senses. He loves tapping into his visual, auditory, and tactile senses, as well as seeking new ways to explore balance and spatial awareness. Be that as it may, Kam is also sensitive to tastes and smells and can have a hard time recognizing when he is feeling overwhelmed, nervous, or excited. As such, Kam has chosen to visit SUMMIT by himself. This way, he can focus more on his own experience and reactions. He knows that attractions like SUMMIT often have lines, so he brings a fidget toy with him to use whenever he feels antsy.

Read how Kam navigates the sensorily stimulating spaces of SUMMIT One Vanderbilt.

## Meet Mariah.

Mariah is a young woman that is very excited for her visit to SUMMIT One Vanderbilt. She would define herself as “sensory-avoidant,” meaning that she is usually very sensitive to sensory stimulation. She typically does not enjoy intense visual, auditory, and tactile sensory input, and she often feels off-balance and finds herself bumping into walls, tables, and chairs. Be that as it may, she loves tapping into her senses of taste and smell and is particularly mindful of her emotions as she goes through her days. She knows what she needs to help her handle complex environments. She usually carries blue light glasses, sunglasses, and several sets of earplugs wherever she goes.

Read how Mariah navigates the sensorily stimulating spaces of SUMMIT.

## Welcome Center

Kam enters SUMMIT One Vanderbilt with eager anticipation. It looks like there are a lot of lines to go through, with lots of people lining up at kiosks along the walls. A screen lights up on the wall, displaying ticket prices and add-on packages. Kam isn't quite sure where to start! He scans the area for a Guest Ambassador. The Ambassadors, in their navy uniform blazer, are easy to spot behind the Box Office desk. Instead of going to the ticket kiosk, Kam decides to purchase his ticket directly from a Guest Ambassador. Kam often feels restless waiting in line, especially with so many people around, but thankfully, the Ambassador is patient and helps him buy a ticket for general admission.

Mariah is excited to experience SUMMIT One Vanderbilt. Her friends invited her to join. At first she was hesitant, but she decided to dive into the experience. Knowing how she is often overwhelmed by overstimulating visuals and sounds, she and her friends decided to purchase their tickets online ahead of time. She was relieved to see that she could email SUMMIT staff via the **website** and explain her accessibility needs. For example, she shared her discomfort around flashing lights, loud sounds, and escalators. The SUMMIT accessibility team helped her plan her visit, recommending that she ask for a "lower sensory experience" when she got to the Air: Rise elevator. They also directed her to the sensory maps of the SUMMIT space on the website, recommending that she take a look at the map outlining the "less intense sensory route" as well as the sound map that points out some of the louder parts of the SUMMIT experience. All of this information was very helpful, and Mariah was able to plan and prepare for her visit. Mariah was sure to pack a few pairs of noise-cancellation earplugs, blue light glasses, and sunglasses.

When Mariah arrives at SUMMIT and steps into the Welcome Center, she is immediately enveloped by the bright overhead lights and the buzz of movement and conversations around her. There is also a subtle change in the smell of this space—a pleasant surprise after the many competing smells throughout Grand Central Station. Mariah sees that there is a small crowd of people gathered to purchase tickets. She puts on her blue light glasses and earplugs, readying herself to try something new. She reminds herself that she can always stop and look at the sensory maps of the space on her phone, and even rewatch some of the videos showing each space, if she needs to. Following her friends, she bypasses the ticketing kiosks on the wall. Together, they begin their journey into the multi-level, immersive experience.

## Security Scan

After his ticket purchase, Kam breezes through the security scan. The security scan is just walking between the pillars. It's so easy that he barely notices it! He's ready to get started.

Mariah is a little nervous about the security check. Will there be loud noises when she goes through? Will there be flashing lights? The sensory map indicated that there would be a "beep" if anyone did set off the security alarm. Mariah watches as her friends walk between the small security pillars, and she's pleasantly surprised. The scan seems simple, and no sound beeps as she steps through. Calmly, she walks through and follows her friends towards a doorway on the left. Hearing the rumbling of sound coming from this next room, and remembering that this "Celebration" theater was marked as having loud audio, Mariah puts in her earplugs.

## Celebration

Kam hears the rumble of the Celebration theater even before he opens the doors to enter. He immediately feels chills as he steps in the small theater. A large screen spreads across the front wall. Sounds fill his whole body as he takes in the massive, shifting visuals of SUMMIT's construction on the screen. He almost feels as though he is breathing in the sights and sounds. While he could stay for a bit longer, more guests are beginning to pour into this small space. He moves with the crowds, leaving through the back exit. The dramatic shift from the dark theater back into regular lighting of the Welcome Center is a little disorienting. Kam closes his eyes to adjust before striding forward.

The moment Mariah enters the Celebration theater, she finds herself submerged in sound and vibrant visuals. Quickly, she switches to a different pair of earplugs that block out more sound. The huge bright screen that wraps around the entire rounded wall stands in sharp contrast to the dark theater. Mariah is able to handle visual display on the screen for a moment, but it is a little too much for her. She looks down at her feet before scurrying over to the exit.

## Memory Wall

Kam sees the Memory Wall and learns that he can get a photo wristband so he can have his picture used in a later part of the experience. But, he doesn't want to wait—he would rather rush straight to the next immersive experience. Skipping the photo bracelet, he keeps moving, interested to discover what excitement awaits.

After coming out of the theater, Mariah braces for more visuals and sounds, but instead she finds herself at a Memory Wall. This is where she can take the first photo with her friends. She loves that she's getting to try something new and wants to remember the experience. Together, she and her friends get wristband bracelets so that they can obtain the photos taken throughout SUMMIT. Since Mariah really does not like the sensory experience of loose bracelets, she asks the Ambassador if she can apply the wristband herself. Her request is pleasantly accepted.

## Turnstiles, shoe covers & Launch

Kam is feeling a little antsy to get going, so he scans his ticket and rushes through the turnstiles. He taps his foot once he puts on shoe covers, then remembers the fidget toy he brought, which he fiddles with while he waits. There are screens around the room that display information about SUMMIT. These help to keep his mind busy, but it's hard to be stuck between the guardrails of the queue. Fortunately, the line is moving quickly and Kam has his fidget. Once he exits the queue, another Ambassador prompts him to take a photo wristband in case he'd to take any photos throughout the experience. Kam accepts, just in case, and the Ambassador fixes the wristband onto his arm.

Mariah knows that some people really do not like waiting in lines, but she appreciates the moment to take a breath and prepare herself, even looking ahead a little to see what's coming next. While she waits, Mariah sees guests getting their tickets scanned and wearing shoe covers. She then watches as these guests approach these complicated looking cameras to have their faces scanned. This makes her a little nervous—the cameras look very bright. Eventually, she and her friends make their way through the line and after wearing shoe covers, head toward these 3D cameras, curious to learn more.

## 3D Asset Capture

Kam is glad to learn that the 3D camera scans are optional, because he wants to go to the next part of Launch. It looks interesting, but he'll have to wait in another line to have the brightly flashing cameras take a photo of his face. Kam decides not to do the 3D face scan; he wants to keep moving.

Mariah and her friends watch the instructions for the 3D cameras on the directory screen. Once she learns that the 3D photos are for a later part of the experience, she decides to join her friends to have their faces scanned. Since the 3D cameras light up during the photo-taking process, she asks a Guest Ambassador if she can keep her eyes closed during the 3D scan, and they say that she can. She takes off her glasses and shuts her eyes. Luckily, she's still wearing her ear plugs, so the high-pitched noise that the camera emits isn't too harsh on her ears. Her friend gently tugs her arm when it's time to move on.

## Mirror Chamber

Once Kam enters the Mirror Chamber, his entire body buzzes with excitement. He sees himself in all of the mirrors reflected over and over. He turns around a few times, his flashing arms in all the mirrors. A large mirrored partition rests in the middle of this small room, and he peeks around the side to find that the mirrors continue. Since the room is a loop, he walks around it a few times, catching glimpses of his reflection from several different angles before heading out of the chamber.

Mariah sees mirrors ahead. She knows about this Mirror Chamber because she looked at the photos of each space on the SUMMIT website in preparation for her visit. This is the first of many infinity mirror spaces in SUMMIT and a great place for her to get acclimated and prepared for the larger mirrored spaces to come. She steps into the small space and takes a sharp breath in when she sees the multiple levels of reflection around her in the Chamber. She hasn't experienced anything like this before and wonders what more will await her beyond this space. She walks to the left, taking the shorter route through this mirrored corridor and walks into the tunnel. She's gotten a taste for what the infinity mirror rooms will be like, and she feels more prepared for the rest of SUMMIT.

## Launch Tunnel

Kam steps into the Launch tunnel to wait in line for the elevators. The dark hallway is filled with slow, pulsating lights and a soundscape that draws Kam towards the elevators. It feels like a launchpad for an airplane. Standing in line is hard, because he wants to go! As he waits, he asks the Guest Ambassador for a bit of information about the elevator. He learns about the upcoming flashing lights and soundscape of Rise “Air” and gets more and more amped up.

Mariah finds herself in a dark tunnel with slow, pulsing lights. Accompanying soundscapes complete the space, which resembles an aircraft launchpad. Mariah takes a deep breath to prepare herself for the elevators that will take her up to the rest of SUMMIT. She learned from SUMMIT website that the elevators are usually a high-stimulation experience with flashing lights and sound. She knows that she can request a “lower sensory experience” elevator, and when she gets towards the front of the line she finds a Guest Ambassador. The Ambassador says they’re happy to help and ensure that she and her friends are able to take an elevator that will not have any additional flashing lights or sound. Mariah and her friends step to the side for a few minutes while the elevator is set up.

## Air: Rise elevator

Once Kam enters the Rise elevator with a few other guests, he is immediately struck by how bright the elevator is. He takes in the rapidly moving lights and accompanying whooshing sounds. He feels almost as though he is flying through the building! The ascent from the basement to the top floors is fast—so fast that his ears pop from traveling so quickly. Once the elevator halts, he exits, looking forward to the next stop on his adventure.

Using an iPad, the Guest Ambassador easily turns off the lights and sounds in the elevator. She's glad to have a little extra time to unwind, because she knows the next experience will be more stimulating, which she looks forward to. The elevator moves quickly, and some of her friends giggle as their ears pop as they go up and up! Mariah closes her eyes and takes some deep breaths until she feels the elevator come to a stop.

## Hall of Light

Kam walks out of the elevator and takes in the beautiful, cool blue on the walls in the Hall of Light. He can't help but trail his hand along the wall. As he makes his way through, he wonders what this color might actually feel like.

When Mariah exits the elevator, she's astounded by the brilliant blue light in this hall. She remembers that this space and the next were marked as especially bright on the SUMMIT sensory map online, so she's prepared. Switching her blue light glasses for sunglasses, she finds she is much more able to appreciate the solid, bright color of this short, winding hallway. She knows from the map that the next space is a large infinity mirror room. Feeling a little nervous, she steps into the Air: Transcendence room and is immediately overcome by the reflections and sounds. She knew she might need to prepare herself for this room, so she noted that there was a nearby bathroom on this floor when she reviewed the maps. She makes a quick left out of the mirrored room, and finds a bathroom at the end of the hallway.

## Bathroom

The bathroom is the perfect place to pause for Mariah to take a quick break. The blue walls are grounding, and she's able to take a few breaths. She washes her hands, she's a little surprised to find that the hand dryers are right next to the sink faucets! After taking a few more deep breaths, Mariah is ready to give Air: Transcendence another try.

## Air: Transcendence

As Kam enters the first floor of Air: Transcendence, he is amazed by the wide, open, reflective space. He resists the urge to run full speed through the enormous room; after all, there are lots of people standing around. All the guests, the skyline, and the mirrors reflecting off the glinting mirrors make him a little dizzy, but in a good way. He looks up and finds a cylinder of mirrors embedded in the ceiling, and he wishes he could just spin in circles, taking it all in. Instead, he goes over to the window. Gazing over the city helps him calm his overstimulated nerves a bit, and then he turns around and dives back into the mirrored space for another eager look.

"Wow," Mariah whispers as she steps into the first floor of Air: Transcendence. Everything and everyone is reflected to infinity in the immersive mirrors. It's a clear day outside, and the sun pours in from the window and glints off the innumerable mirrors. She is glad for her sunglasses. Mariah locates the clouded mirror privacy path near the wall. She carefully follows this mirrorless portion of the floor around the room. This helps Mariah manage this stimulating environment. She glances from the grounding grayness of the privacy path to the reflective mirrors around the room. She enjoys the experience. For a second, she tries taking out one of her ear plugs, but the echoes in the large room are hard on her ears, so she puts it back in to play it safe. After some time, she ventures off the privacy path to a mirrored nook on the side of the room. Once she sits on the floor, she finds it easier to take in the infinity mirrors. She's glad she decided to join her friends, because she's never seen anything like this before. Eventually, she stands up, rejoins her friends, and they all take the privacy path to the exit.



## Reflect

Kam reluctantly leaves the mirrored space, and is startled by the sudden shift in energy and expectations in the Reflect space. This is a smaller room, not nearly as open as in Transcendence. A sculpture art exhibit rests on the floor, and he overhears an Ambassador telling another guest that they cannot touch the art. This is hard for Kam—Kusama’s “Clouds,” with their reflective, smooth surfaces, are so tempting to touch! He’s grateful for the barrier around the installation, as it reminds him to hold back. As he stares at the multi-dimensional art pieces, he can imagine their cool surfaces under his fingertips. People seem to just be staring at the cloud exhibit on the floor, but Kam begins to feel restless—he’s ready to move on to the next space.

After the intensity of Transcendence, Mariah finds relief in the calmness of the Reflect space. In this neutral space, she switches from her sunglasses to her blue light glasses. She stays near the white walls and enjoys walking past the Kusama “Clouds,” glimpsing the beauty of their form and metallic surfaces. With a deep breath in and out, her body relaxes. She’s grateful for the bench in this space. While her friends walk around the Kusama exhibit, Mariah enjoys a moment of quiet, taking in the art and the view of the city through the wall of windows.

## Air: Affinity

Kam steps into Air: Affinity and is immediately met with a loud whooshing feel and sound of moving air. It takes him a second to adjust to the shift in lighting between the last room and this one but, once his eyes adjust, he recognizes the spherical shapes of lots and lots of floating mylar balloons. This is a playful space where he’s invited to touch and move the balloons around the room. As he pushes the shiny, squeaking balloons throughout the room, he can’t help but gasp in delight. He sees other guests doing the same and laughs out loud. It’s hard to leave the balloons behind, but Kam’s excited to see what’s next.

Mariah is reluctant to leave Reflect, but she is curious about the next space. She steps through the entrance and feels a sudden wash of air over her body, which is briefly disorienting. The brighter lighting of Air: Affinity takes some time to adjust to. So, she puts her sunglasses back on. As a silver mylar balloon floats her way, she gently taps its surface and feels a shiver down her spine at the sound it makes when it collides with another balloon. She watches as her friends and the other guests push the balloons around the room, and she taps a few balloons that come her way. The whole interaction is so captivating—she truly enjoys the time she spends in this interactive space.

## Air: Transcendence

Even though he's already seen the first floor of the Transcendence space, Kam is still astonished by the sight of the second floor of this infinity room. He stands near the banister of the mezzanine balcony and absorbs in the amazing view of a never-ending world. His skin prickles from the staggering overstimulation, so takes a deep breath and looks around for the exit. He can't seem to find one, and he begins to feel anxious. He glances around for a Guest Ambassador. After a moment, he spies the familiar navy blue uniform, and the Ambassador kindly guides him out of the space and to the next experience: Levitation.

Mariah and her friends take the escalators up to the second floor of the Transcendence infinity room. Mariah is sure to keep her sunglasses on. Looking around and down from the second floor balcony of this space is a little too much for her this time, so she quickly finds the privacy path and walks to the exit. Mariah waits for her friends in the threshold outside the room. But, before leaving, she can't help but gaze back over her shoulder for a final look at the awe-inspiring mirrors.

## Levitation

Kam has been waiting for Levitation since he learned about SUMMIT. He is pumped. He's seen the photos of people standing out on the glass ledge—it looks like they are floating on air! When he gets into the bright room, Kam sees that there is a line of guests waiting for their turn on one of the two Levitation ledges. It's hard for Kam to stand in line. He watches and other guests step out onto the glassy ledge. Some even jump on the window underneath their feet! Finally, it's his turn. Kam steps into the glass surface and looks down, down, down 1,070 feet to Madison Avenue. He jumps a little, testing the glass. Someone in line gasps, but an Ambassador reassures everyone that it is safe. Kam wants to stay and look down to the street and cars below, but he knows there are other people waiting in line for their turn. Reluctantly, he steps off the ledge and sees the next room he'll be going to up ahead.

To Mariah's relief, there is a place to sit in the next room. She takes a seat on a long white bench and watches as her friends line up to take photos in a step-out ledge with a glass floor. Her friends gasp in awe at the incredible view, and Mariah smiles from the bench as her friends have their photos taken. For Mariah, the best part of this space is having a moment to rest and take in the view of the skyline from afar.

## Air: Unity

Still giddy from his experience in Levitation, Kam steps into Air: Unity. He looks up at a wall of clouds displayed on the largest screen he has ever seen! He even sees peoples' faces in the clouds—it's magical! Those guests had their faces scanned back in the Welcome Center. Kam wishes that he could have seen himself in the clouds, but knows that they made the right choice skipping the scan back at the Welcome Center. Maybe the next time Kam comes to SUMMIT, he can try to wait and go through the 3D capture scan.

As Mariah enters the Air: Unity room, she is immediately captivated by the large, floor-to-ceiling LED screen. The brightness of the screen hurts her eyes, so she quickly puts her blue light glasses back on. With the glasses, she can better focus on the image displayed on the screen. A landscape of enormous clouds looms over her. Imposed on the clouds are the 3D scan images that she and her friends took earlier in the experience. Even more, the landscape is reflected in mirrors on the ceiling and floor. She finds her own face among the clouds and is glad that she sat through the 3D Scan. She had closed her eyes when her photo was taken, and now, she sees that image of herself, eyes closed in the clouds in a way that seems peaceful.

## Shoe cover removal & bathroom

Before heading up to the final floor, Kam takes off his shoe covers by the bins placed outside Unity for shoe covers disposal, and stops to go to the bathroom. He loves the patterns on the walls and touches the perforated surface with a smile. The walls are like colorful bubble wrap! He takes a moment to take in the view of the floor-to-ceiling windows that display the city skyline. This is a good spot for quick decompression after the rush of experiences in SUMMIT. But, Kam knows he's about to reach the top floor of SUMMIT, and he can't wait!

## Apres

Exiting the bathroom, Kam makes his way to the cafe space. The room is bright and bustling, filled with rustic tables and chairs and a large, smooth wooden bench that could fit a dozen people. While the cafe seems like a nice place to relax, it is filled with the smells of coffee and food. The strong scent is dizzying, so he quickly makes his way to one of the automatic doors that leads out to an outdoor terrace.

After exiting Unity and disposing off her shoe covers, Mariah and her friends walk down a hallway to the Apres' cafe. She's happy to have another spot to rest and have a snack. Her friends stand in line to buy the food, and Mariah finds a table and chairs off to the side, near a window. As she eats with her friends, more guests fill the cafe, taking seats at the tables and chairs and at a large wooden bench that seats at least a dozen people. She puts her noise-cancellation earbuds in as she finishes her food. From the window, she can see a peaceful-looking outdoor terrace. Not too far away, an automatic door opens out to the terrace. She starts to clear her table, so she can head outside.

## Summit & Apres

Despite there being many people outside, the outdoor terrace feels calmer to Kam than the cafe. Glass walls are the only thing that separates Kam from the breathtaking view of the city. He takes a quick stroll around the narrow terrace walkway, noticing the gardens planted along the path. There are a few benches where he could sit and rest, but he feels ready to move on and check out the rest of SUMMIT. He makes his way to a door on the other side of the walkway and heads back inside.

Mariah steps out on the terrace into the sunny afternoon and quickly puts her sunglasses on. She takes a deep breath of the fresh air. From behind a wall of glass, the city skyline expands before her. It's a little overwhelming, so she turns her back to the skyline and discovers the alpine garden full of beautiful flowers and plants. She finds a bench and takes a seat, enjoying the open air and the greenery. Out here, even the sounds of the people grabbing food and drinks from the food carts seem a little muted. She takes out her earplugs and delights in a few minutes of calm.

## Ascent

Once Kam reenters the building from the , he sees the Ascent experience to his right. He remembers how he could have purchased tickets for Ascent at the Welcome Center—at the time, he'd been in a rush and hadn't been sure what it was. Now, he realizes that Ascent is an add-on experience: He can take a glass elevator up to the highest point of the One Vanderbilt skyscraper! Luckily, he can purchase a ticket now at a kiosk just up ahead and sign up for the virtual queue right after! Making the purchase is easy, and Kam is thrilled that there is no need to wait in long lines for Ascent. He'll just get an alert on this phone when it's his turn to go, and then he'll queue! When he receives his alert, he moves towards the elevators, tapping his foot as he waits for the guests just returning to exit the Ascent elevators. When it's his turn, Kam is welcomed inside the elevator by a SUMMIT staff member. The elevator doors close behind him, and he heads to the glass wall that overlooks the city. The elevator rises higher and higher, and Kam's heart beats faster. Finally, they reach the apex of SUMMIT. It feels like the city is surrounding him. Kam takes in a deep breath as he drinks in the amazing views. He wishes he was in the elevator alone so that he could walk between all three glass sides of the elevator. He tries his best to look around without bumping into the other guests. As the elevator descends, Kam wishes he could go up again. He'll just have to come back another time!

From the terrace, Mariah spies two glass elevators that take guests up to the apex of the One Vanderbilt skyscraper. Her friends purchased these tickets online, but after reading the descriptions online, Mariah had already decided to pass on this part of the SUMMIT experience. While her friends head inside to ride the Ascent elevator, she grabs a drink from the outdoor bar to enjoy on the terrace. The smells of the flowers and the surrounding food are grounding, but as more guests arrive at the terrace she puts her earplugs back on in order to maintain the quiet atmosphere. From the corner of her eye, she spies the Ascent elevator rising, and she looks forward to seeing the photos her friends take during their experience.

## Portal

After Kam exits the Ascent elevator he returns to the hallway and finds another opportunity to take a 3D photo. He's not going to pass on the opportunity this time. This full-body scan will impose his image on a picture of the infinity mirror Transcendence room. After seeing the amazing pictures of other guests in the clouds of Unity, Kam decides to do this 3D scan. The lights of the camera are extremely bright, and the mirrors are a little dizzying, but he doesn't mind them too much. His photo is taken relatively quickly, and a Guest Ambassador shows him where he can pick up the photo.

Once Mariah's friends return from Ascent, they head back inside. After walking down a short hallway, they come across another 3D camera experience. This time, they can take full-body scans of themselves and have the photos superimposed on an image of Transcendence. Mariah is feeling a little tired from the day and opts out of this photo. She goes to the bathroom while her friends queue up for this additional experience.

## Bathroom

Mariah enters the bathroom, where there are multiple stalls and another set of floor-to-ceiling windows. This bathroom contains bright orange tiles, which feel a little too bright for her. She puts on her sunglasses and takes a moment to rejuvenate, taking in the view from the window.

## Boutique

The SUMMIT gift shop is lined with shelves full of merchandise to commemorate his visit. Kam enjoys looking at all the shelves and fights the urge to touch everything he sees. Finally, he grabs a single souvenir, rubbing its surface to calm down from all the excitement of the day. The line to checkout doesn't take too long, and he exits the boutique, glad to have something to take home to remember the experience.

By the time Mariah exits the bathroom, her friends are finished with their 3D photo scan and ready to check out the Boutique. There are some overhead lights that feel a little harsh in this space, so Mariah makes sure to use her blue light glasses. The gift shop is bustling and the line is a little long, so once Mariah finds a souvenir, she hands her friend some money and asks her to buy it. While her friend waits in the line, she waits for her in a quiet corner, browsing through a few items on display.

## Memento

Kam is ready to go home. So ready, in fact, that he nearly walks past a row of touchscreens beside the escalator. Thankfully, a Guest Ambassador informs him that these screens are where he can select and purchase his photos from the day. Since there are multiple screens, he easily heads to an empty station and scans the wristband he got back in the Welcome Center. Following the directions on the screen, he purchases the photo of himself superimposed to look like he's floating in the Transcendence room! As he waits for a Guest Ambassador to collect his photo, he gazes at a nearby escalator, entranced by the machinery. Within a few minutes, he receives his photo and is ready to go.

Beside the escalator, Mariah spies a few kiosks with touchscreens, but she's not quite sure what they're for. She approaches a nearby Guest Ambassador, who explains that the kiosks are where Mariah can purchase photos that have been taken throughout SUMMIT. Mariah and her friends scan their wristbands and select the photos that they like. While they wait for the photos to be printed, Mariah explains to the Guest Ambassador that she had been told when she purchased her tickets that she could take the service elevator down to the 92nd floor to then take the Rise elevator down to the ground floor when it was time to leave. This would allow her to bypass going down escalators, which makes her dizzy. The Guest Ambassador happily calls the service elevator. Around the same time, Mariah receives her photos and is glad to have pictures to remind her of the day.



## Escalator & Service Elevator

Kam takes the escalator down toward the exit. It's not a long way, but he holds onto the rail. Once he hits the bottom, he scurries down the exit corridor and finds the line for the Elevator. Biding his time, he thumbs the fidget toy he brought along.

Mariah and her friends take the service elevator down to the 92nd floor, then ask the Ambassador near the shoe covers removal area how to take the main elevator down to exit. The lights in the main elevator are still bright, so she opts to wear sunglasses. She's glad she asked the Ambassador to turn off the light and sound show before getting on the elevator—she imagines that the flashing lights would be too much for her eyes, especially after having gone through so many exciting sensory experiences at SUMMIT.

## SUMMIT Shop

The elevator lets Kam out into a short, dark hallway, which he follows to a final gift shop. Since he already has a souvenir to take home, he navigates past the shelves and guests, before ending his day by returning to Grand Central Station. Kam doesn't look back, he knows that this will not be his last time visiting SUMMIT!

Mariah and her friends exit the elevator, and they head to the last stop of the day: a final gift shop. She and her friends decide to browse a bit before leaving. The gift shop has no windows, so Mariah's blue light glasses are helpful while navigating the heavily-lit room. After she and her friends make their final selections and purchase them from the cashier, they leave the SUMMIT experience and head back into Grand Central Station. Mariah is glad that she was able to prepare for the experience and enjoy a fun day with her friends.

This Inclusive Launch Playbook was created by Square Peg Labs, LLC, a collective of neurodivergent and neurotypical professionals committed to creating inclusive spaces and experiences.

Team (in alphabetical order):

**Rex Huang**

**Amy Hurst**

**Paul Kotler**

**Shira Mechanic**

**Lauren Melissa Ellzey**

**Kristie Patten**

**Max Schneider**

**Ina Stankovic**

**Lauren Hough**

**Williams**

