

## Accessibility and Services FAQ's

### How can I book a wheelchair accessible ticket?

There are several options to purchase wheelchair accessible tickets, subject to availability;

1. Book online through the Ticketek website [www.ticketek.com.au](http://www.ticketek.com.au)
2. Call Qudos Bank Arena's Sensory and Accessibility enquiry line on (02) 8765 4321. The phone line is operational Monday to Friday 9am – 5pm (closed weekends and public holidays)
3. Phone Ticketek's Accessible Seating booking line on 1300 665 915. This call centre is open Monday to Saturday 9am –8pm and Sunday 9am – 5pm
4. Live Chat with one of Ticketek's agents or
5. Email your request by clicking the link on Ticketek

### How can I book a ticket on an aisle or a seat with no stairs?

To ensure your specific requirements are met, please call Qudos Bank Arena Sensory and Accessibility enquiry line or Ticketek's Accessible Seating booking line

### How many companions are allowed to sit with me in a wheelchair accessible area?

Accessible ticketing is reserved for guests with accessible requirements and their companion. Guests purchasing accessible seating may purchase one (1) accessible seat and one (1) adjacent seat for their companion. Subject to availability, seats for additional guests will be located as close as possible within the accessible locations.

### I have a visual impairment, how do I book a ticket?

To ensure your specific requirements are met, please call Qudos Bank Arena's Sensory and Accessibility enquiry line or Ticketek's Accessible Seating booking line. These are limited in number.

### Are there drop off locations close to entrances for people with disabilities?

Yes, drop off locations are close to the Arena, please follow the map provided on our website ([link](#))

### What's the service animal policy?

We welcome all trained service animals.

### Do you have wheelchairs available for disabled spectators with mobility problems?

We have limited standard and corpulent wheelchairs available upon request (subject to availability). These are for transit purposes only to your assigned seat.

### Can I pre-book accessible parking?

Ticketek has a dedicated phone line where patrons with a Mobility Parking Permit can book up to 2 tickets in a dedicated area. Please phone 1300 665 915 (Monday to Saturday 9am - 9pm and Sunday 9am - 5pm) or visit [www.ticketek.com.au](http://www.ticketek.com.au) for more information.

### Is a Companion ticket free?

Access to a complimentary ticket is available to government issued Companion Card holders at the time of booking. The cardholder must provide a copy of their Companion Card when making a booking then present their valid companion card to the Box Office staff on the event day to collect their (complimentary) ticket.

**Am I able to purchase a Package ticket and can a Companion accompany me?**

Subject to availability and pending package option/restrictions outlined by the Promoter, Companion Card complimentary ticket holder can accommodate the patron with a disability however they are not entitled to receive the package inclusions.

**Are accessible tickets in every price category?**

Yes subject to availability and packages restrictions outlined by the Promoter.

**Do you have a hearing loop?**

For a Hearing Loop request please make it known at the time of booking.

**If I have purchased a regular ticket, how can I exchange it for an accessible one?**

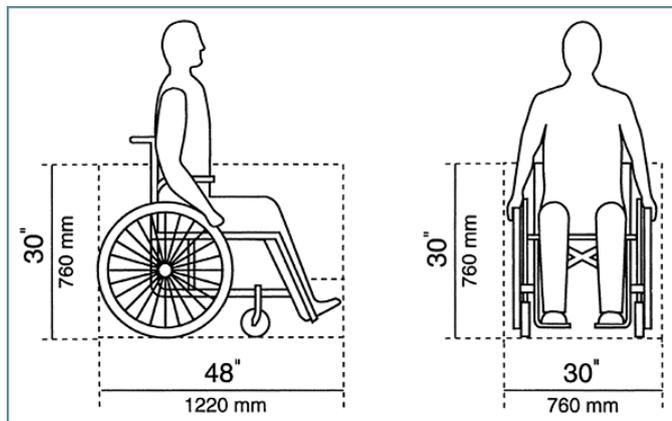
If you have not made your requirements known at the time of booking, assistance is subject to availability and cannot be guaranteed. Requests made on event days are also subject to availability and if no availability is present, tickets remain subject to the Ticketek Terms and Conditions of Sale.

**If accessibility tickets are sold out, can I buy standard tickets?**

We do not restrict anyone with accessibility needs from buying tickets and we will always endeavour to assist you. However, please be mindful that if you cannot access the standard seating arrangements, the Ticketek Terms and Conditions of Sale will apply.

**What do you mean by standard non-electric wheelchair?**

A mobility device with dimensions - Width 760mm x Depth 1220mm x Height 760mm



**I have medical equipment which requires access to power?**

Please contact the Sensory and Accessibility Supervisor who will assist you on arrival. The charging station is standard 240 volt 10 amp Australian 3 pinned plug.

**I have a Companion Card but have already booked my tickets online, can I get a refund on one of my tickets?**

Unfortunately not. To be issued with a free companion ticket, you must make your booking via the correct channels and advise the customer service representative at the time of booking. Once booked, tickets cannot be refunded or exchanged and are subject to Ticketek Terms and Conditions of Sale.

**I would like to transfer to a seat and can get out of my wheelchair do you have storage facilities?**

Wheelchair storage is available for guests who wish to transfer to a seat from their wheelchair. Please notify one of our friendly ushers who will make arrangements for you.

**Are there speed limits in place for mobility scooters?**

We ask all guests in powered mobility scooters to please be mindful of their speed when travelling through areas with other pedestrians. All mobility scooters are therefore to be set to a slow walking pace in public spaces.

**If I am in a wheelchair on the Arena Floor, will my view be impaired?**

The Arena Floor is not elevated, therefore you may have a restricted view of the stage depending on the show production and patrons standing around you. If this is a concern, we encourage you to purchase in the elevated platform areas.

**Can I bring a backpack into the Arena?**

Our standard policy is backpacks of any type and size are not permitted into Qudos Bank Arena, including handbags that can be worn as backpacks.

Should you need to bring a backpack containing medicines, medical equipment or other items pertaining to a medical condition or disability please ask for an exemption by emailing [info@qudosbankarena.com.au](mailto:info@qudosbankarena.com.au) stating which event you are attending. The standard bag size is 30cm x 30cm.

**Special effects may have a negative impact on my experience at an event, can you advise if there will be strobe lighting?**

Some events will be very loud, involve pyrotechnics, flashing lights and other special effects.

Please refer to [www.qudosbankarena.com.au](http://www.qudosbankarena.com.au) for any other information, and to hear about upcoming events at Qudos Bank Arena.