

# ACCESSIBILITY INFORMATION ON YOUR UPCOMING EVENT



BRISBANE ENTERTAINMENT CENTRE  
*It All Happens Here!*



You should be in possession of your paid ticket(s) unless you had requested to pick it up at the venue.

MOBILE TICKETS – Click your SMS link and make sure your ticket with a QR code is visible.

PRINT AT HOME (ezyTicket) – Don't forget to print your ticket(s) and bring it with you.

MAIL TICKETS – If you were mailed tickets prior to COVID-19 restrictions, they are still good to use for entry.

If you are collecting a Companion Card carer ticket(s), this will be available at the venue on **event day**, approximately two (2) hours prior to the ticket start time. Please check the venue gate opening times listed on the website or in the title of the Event Information Email.

## COVID safe at the Brisbane Entertainment Centre



### COMPANION CARD CARER TICKET COLLECTION PROCEDURE

A companion card holder must be present with their government issued Companion Card to be issued with their complimentary carer ticket.

Please proceed to one of our two collection points where our friendly staff will be available to assist you.

#### Collection Point 1 – LAKESIDE Gate Entry TICKETEK BOX OFFICE

This collection point is the closest to the train station, taxi rank, ride share and drop off points.

Car Park 4 patrons can select between both collection points depending on which side of the car park you are directed to park.

#### Collection Point 2 – WETLANDS Gate Entry VIP LANE

This collection point is closest to the VIP Car Park.



## PLANNING YOUR TRIP

### BY VEHICLE

The BEC has accessibility car parking spaces available that are situated in close proximity to the dedicated accessible turnstile entrances. Cost to park is \$15.00 per vehicle each visit. **(NO CASH – CARD ONLY)** Please ensure your parking permit is clearly displayed on your windscreen and follow the directions of the Car Parking Attendants

### BY TRAIN

The Boondall Station (Shorncliffe Line) is the nearest train station to the BEC. In 2020, Queensland Rail completed their Accessibility Upgrade on the station which can be independently accessed with new paths, ramps and lifts, making it easier and safer for customers to use.

DISTANCES TO NEAREST ENTRY GATE (APPROXIMATE)	
Boondall Train Station	540m
Taxi Rank	44m
Accessibility Drop Off Zone – Gate A	90m
Accessibility Drop Off Zone – Gate B	55m
Accessibility Parks – Gate A	127m
Accessibility Parks – Gate B	104m

## ARRIVALS

All visitors must make their way to our gated entry points and scan their ticket to enter.

The main stairs into the building are centrally located and is the major public entry/exit point on event day.

The BEC is equipped with lifts that access all levels of the venue. Should you require special assistance, please make your way to Administration (located on ground level to the left of the main stairs) where you will be greeted by one of our friendly team member who will provide you with assistance.

DISTANCE FROM ENTRY GATE TO ADMINISTRATION (APPROXIMATE)	
Lakeside Gates (Gate A – Drop Off Zone & Parking, Taxi Rank, Train Station)	70m
Wetlands Gates (Gate B – Drop Off Zone & Parking)	23m

## AMENITIES & SERVICES

Accessible friendly toilets are available on Levels 1, 2 and 3 of the venue.

Retail concession outlets are located on Level 1 and 2 throughout the venue and majority are wheelchair friendly. Outlets that do not have a wheelchair friendly counter, will have a team member assigned to assist and take your order. Please note all catering and merchandise outlets are CARD only, so please do not bring Cash.

Mobility aid charging stations are also available on Level 1 and 2. Our staff will be able to assist you to their locations.

First Aid station are located for the public on Level 2 but if you require medical assistance please alert any team member and our first aid team will come to you.

Guests who wish to transfer to a seat from their wheelchair with the assistance of their companion or carer will be required to remove the wheelchair from the arena. Please notify a team member at the Arena Doors who will assist in directing your companion or carer to the nearest storage area.



# GETTING AROUND

## BRISBANE ENTERTAINMENT CENTRE

### KEY

- Arena Doors
- Accessible Toilets
- Food and Drink
- Bars
- Coffee
- Merchandise Store
- ATM
- Accessible Elevators
- Wheelchair Access
- Wheelchair Charging Station
- First Aid

**LEVEL 3**

- VIP FUNCTION ROOM
- AMEX INVITES LOUNGE



**LEVEL 2**

- Wetlands Bar & Bistro
- Stars Restaurant
- Avanti Takeaway
- The Gallery
- Merchandise Store

**LEVEL 1**  
[Ground Floor]

- Access Arena (via Admin)
- Backstage Club (via Admin)
- Lavazza Cafe
- Canadian Club Bar
- Beer Garden
- BBQ
- Laneway Bar



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