

# A DAY AT ACCOR STADIUM

MY VISUAL STORY



**Accor Stadium acknowledges the Traditional Custodians of Australia's land, sea, and community, and pays respect to Elders past and present. Accor Stadium is committed to diversity and inclusion and has hosted events to celebrate Indigenous culture.**



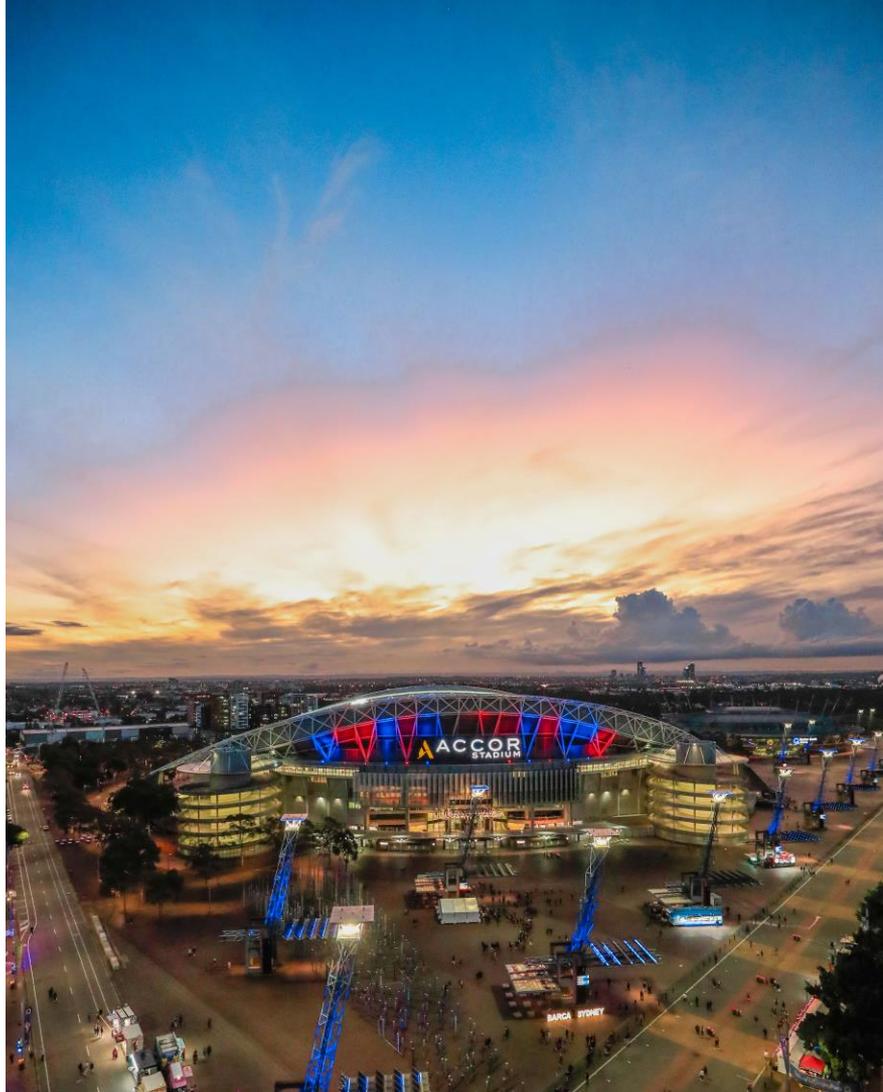
# What is a Visual Story?



Visual stories are written in an easy-to-read format and use pictures to provide greater accessibility for everyone.

This Visual Story has been developed in collaboration with **Autism Spectrum Australia**. Visual stories are used to prepare people for a new environment or situation.

Before I go . . . I can click on this link to look at the **Accor stadium website**: [Visit Accor Stadium's website](#)





## Map of local area



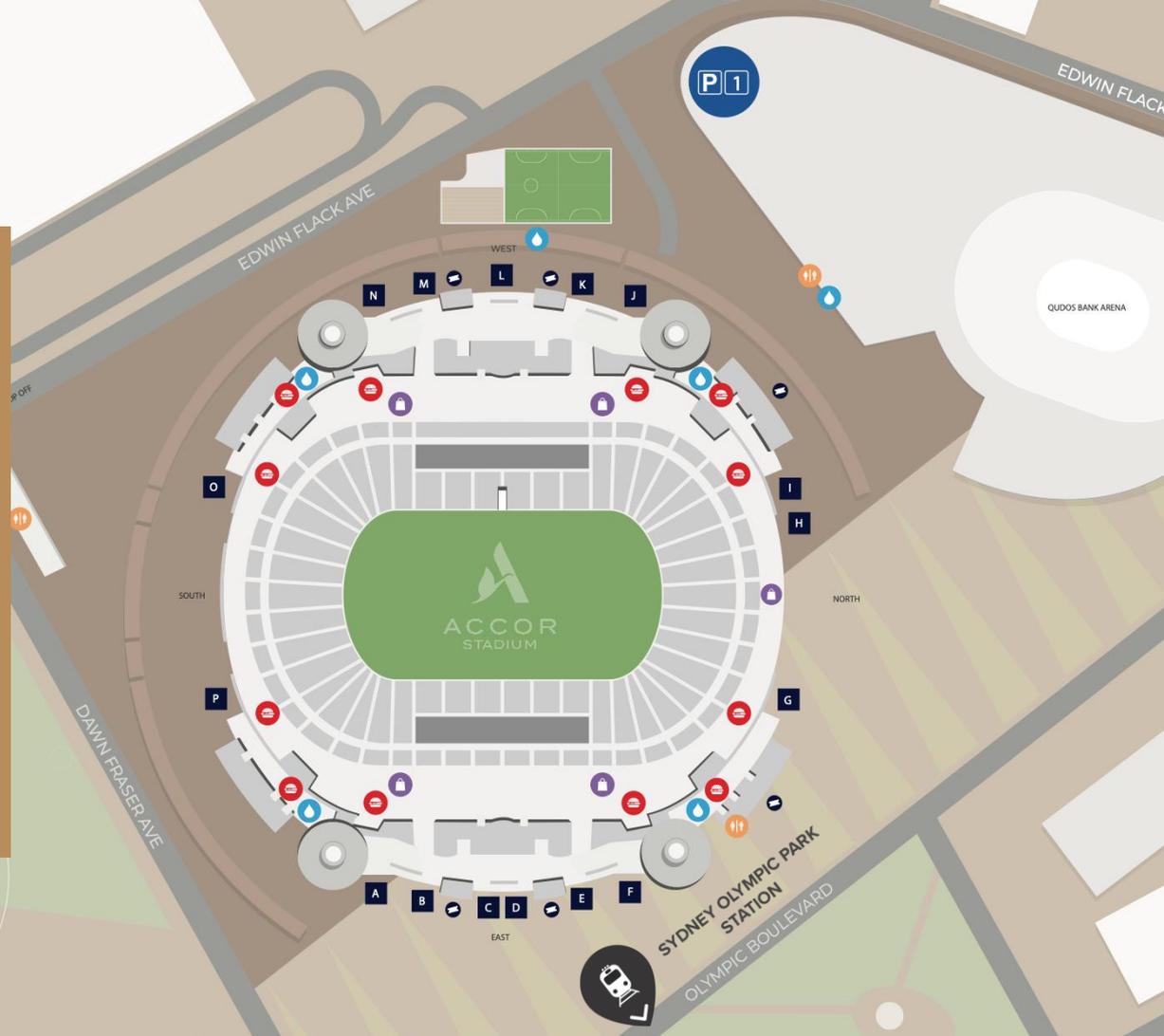
### Address:

Edwin Flack Ave, Sydney Olympic Park, NSW 2127, Australia



### Opening Hours:

Opening hours change depending on events. Check the official website for details.



# The Hidden Disabilities Sunflower Lanyards



**Accor Stadium supports and recognises the Hidden Disability Sunflower.**

The Sunflower is a globally recognised symbol for Hidden Disabilities. The lanyard is a way that people with Hidden Disabilities can indicate to staff that they may need extra support, time, and understanding. There will be a limited number of lanyards available at the stadium. It is OK if I don't have a lanyard, I can still get help if I need. If I already have a Sunflower lanyard I can bring it with me.



## Accessibility

Accor Stadium has many resources for people with disabilities.

I can learn more at:  
[Accor Stadium's website](#)



# Accessibility



## Wheelchair Assistance?

- For select events, our Accessibility Squad is here to support your access and inclusion needs.
  - If you'd like assistance on event day, simply fill out [the form](#) below so we can help.
- \*Tickets must be purchased before.*



## Toilets & Changing Facilities

- **Accessible toilets** are located throughout the stadium.
- **Gender-neutral toilets** are also provided.



## Mobility & Wheelchair Access

- The stadium has **ramps, lifts, and wide pathways** for wheelchair users.
- **Accessible seating** is available throughout the stadium—check with the ticket provider.



## Hidden Disabilities Sunflower Lanyard

- The stadium supports the **Hidden Disabilities Sunflower Program**.
- Staff are trained to assist guests wearing a **Sunflower Lanyard**.



# Accessibility



## Auslan & Language Support

- Some concerts and special events offer **Auslan interpreters**.
- Extra **language support** may be available if requested.



## Quiet Rooms & Sensory Resources

- **Quiet Rooms** located near Gate K (near Aisle 127) provide a calm space for visitors.
- **Sensory maps** and **communication boards** are available.
- Staff are trained to **support guests with accessibility needs**.



## Assistance Animals

- **Accredited assistance animals** are welcome.
- **Relief areas** are available for assistance animals.



# Accessibility

I am going to Accor Stadium. The stadium is fully accessible.



If I need help, I can ask the **staff**. It's a good idea to contact the venue by filling the [contact us form](#) before my visit if I have any **questions or want to talk about accessibility needs**.



**All gates have an accessible entrance**. I will use the gate on my **ticket** to get to my seat.



If I have seats on **Levels 2-6**, I can use the **lift** after I enter through the turnstile. If I need help getting to the lift on **Level 6**, I will ask the **staff**.



At the gate, I will tell the **staff** if I need assistance. They will help me get to my seat using the **lift**.



I bought **Auslan seats for a concert**, I will follow the details on my **ticket**. I will enter through the **arena gates** and go down to the arena. If I need help with the lift, I can ask the **staff**.



There is a **sensory room** on **Level 1** inside **Gates A/B**. **Quiet rooms** are on **Level 5**. I will speak to **staff** for help finding them. **Sensory bags** are available. I can ask a **staff member** for one.



# Sensory Information

Events at Accor Stadium can be busy, noisy, bright, and loud



- There is a **sensory room** on **Level 1** (inside **Gates A/B.**)



- There are **quiet rooms** on **Level 5** (on both sides of the stadium) I can ask staff for directions.



- I can ask to borrow a **sensory bag** at the bag check-in desk.



- **Events at the stadium can be loud and have unexpected noises.** I can bring **noise-cancelling headphones** or my own **earplugs**. I can also ask for **earplugs** from staff



# What to bring

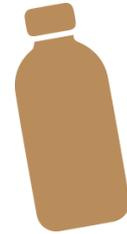
Things I might want to bring:



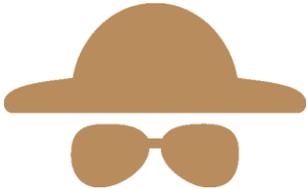
**My Printed or mobile tickets** for entry.



**Jacket or poncho**  
(umbrellas are not allowed)



**Refillable water bottle** (no metal or glass)



**Sunscreen (non-aerosol), sunglasses and hat** for sun protection.



**Headphones.**



**Sensory items** (earplugs, fidget tools, sunglasses).



# Things I CANNOT Bring:

For a full list of permitted and prohibited items, visit [Accor Stadium's website](#).



**Professional cameras,  
tripods**



**Noise-making devices  
(air horns, whistles,  
megaphones)**



**Skateboards, Bikes,  
& Scooters**



**Drones**



**Metal, Aluminium &  
Glass Water Bottles  
& Cans**



**Weapons**



**Alcohol**



**Flares & Fireworks**



# Rules



## Entry & Security

- I will enter only through the **gate on my ticket**.
- I must wear a **wristband** if I am on the **arena floor**.
- **Security checks** and **bag screening** are required.
- I will not bring **large bags** (A3 size max).



## Venue Facilities

- **Food, bars,** and **toilets** are available on **Level 1**.
- There are **free drinking water** stations.
- I can only **smoke/vape** in **designated areas**.
- The venue is **cashless** – there are **no ATMs**.



## Concert Etiquette

- I will **dance safely**.
- I will **sing at a reasonable volume** (not shout).
- I will **not stand on seats, crowd surf,** or **mosh**.
- I will **not block views** or use **offensive language**.



## Weather

- The event runs **rain or shine** – I will bring a **poncho**.
- I will **plan ahead** and check **transport** and **security rules**.
- I will visit the **Accor Stadium website** for full details.



# Food & Drink

## Bringing Your Own Food & Drink

- I can bring a **refillable water bottle** (no metal or glass).
- I can not bring my own food, except for medical or dietary needs. I can not bring **outside alcoholic beverages** or glass containers.

## Food & Drink Options at the Stadium

- I will need to bring an **Eftpos card** or make **mobile payments on my phone** because **all stores inside the stadium are cashless**.
- I can buy food inside the stadium. There are a variety of food and drink options available. I can see the full **menu and dietary options** on the [Accor Stadium website](#).
- Options include **gluten-free, halal, vegan, and vegetarian meals**.

## Where Can I Eat & Drink?

- I can eat or drink any food I purchase inside the stadium at designated seating near the restaurants or at my seat in the stands.



# Booking tickets/pricing

## How to Book Tickets

- I will buy my ticket **online**, only through the official ticketing partner listed on the [Accor website](#).
- I will **download** my ticket on the **app** or add it to my **phone wallet**.

## Ticket Costs & Fees

- **Ticket prices** change depending on the event – I will check the **event page** for details.
- **Service fees** may apply, like **transaction** or **delivery fees**.

## Refund Policy

- **All sales are final** – I can only get a **refund** if the event is **cancelled**.
- I will not get a **refund** or **exchange** if I change my mind.



# Booking tickets/pricing

## Accessibility & Companion Cards

- **Accessible seating** is available for **wheelchair users** and other **disabilities**.
- **Companion Cards** are accepted – I will book through the **accessibility team**.

## Additional Fees

- **No print-at-home fees** – tickets are **mobile only**.
- **Late booking fees** may apply.
- I can visit the **Accor Stadium website** for full **ticketing terms and conditions**.





**Ok so where are we going?**



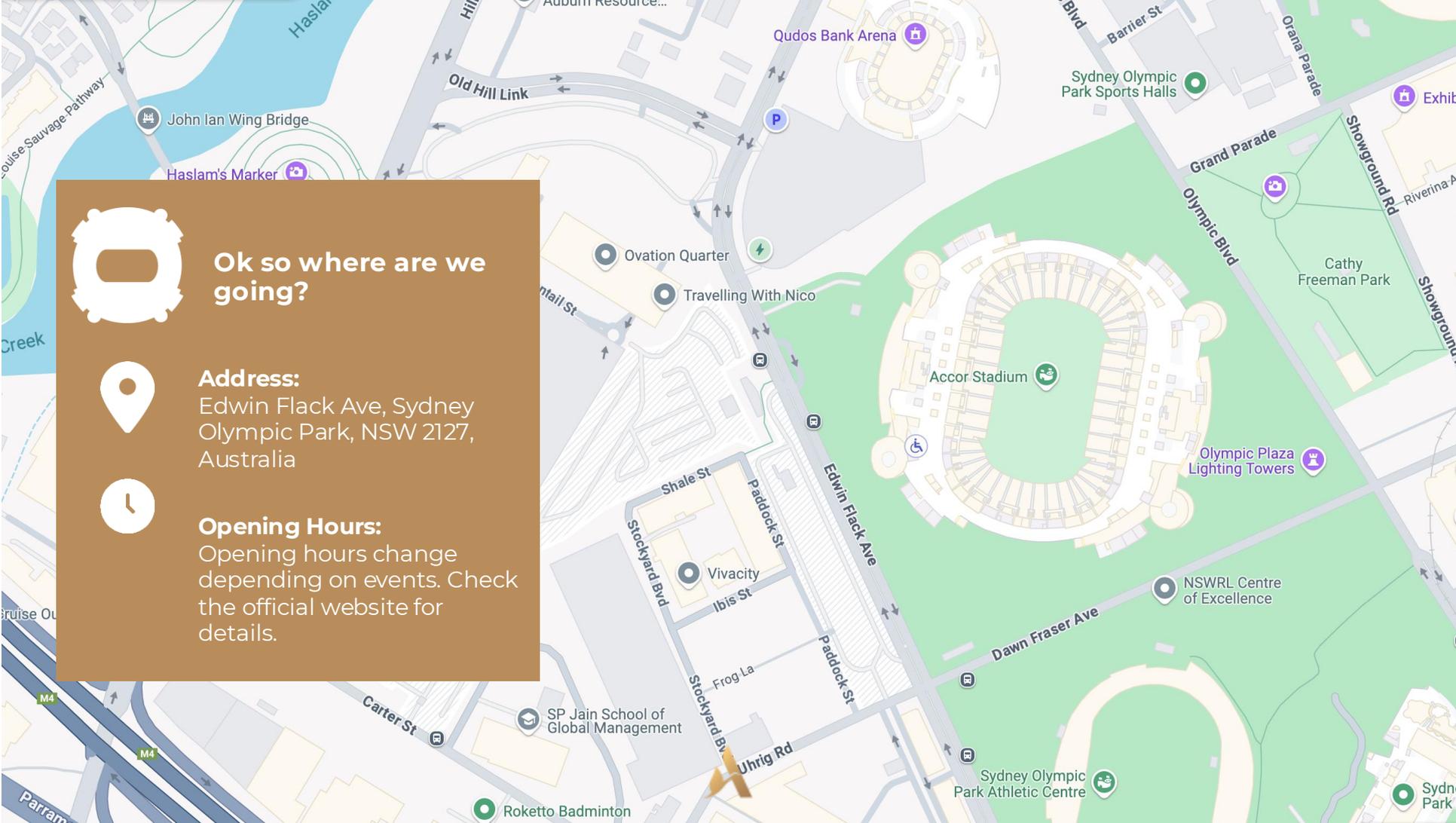
**Address:**

Edwin Flack Ave, Sydney Olympic Park, NSW 2127, Australia



**Opening Hours:**

Opening hours change depending on events. Check the official website for details.



# How will we get there?



## Car

- I should **pre-book my parking** if I am driving to the stadium.
- I will book my parking **7 to 10 working days** before the event through [Sydney Olympic Park](#).
- On busy event days, if I don't book parking early, I may **not get a space**.
- If I want to book, I will [CLICK HERE TO PRE-BOOK PARKING](#)  
**If I have an RTA Mobility Parking Scheme permit:**
- I can [click here](#) to **pre-book an accessible parking space** with Sydney Olympic Park.
- I will **display my RTA permit** to avoid a fine.
- I can **click here to book accessible parking** (link provided in original).



## Taxi/Rideshare

- I can catch a **taxi** from the **taxi rank near the Novotel hotel on Olympic Boulevard**, close to Accor Stadium.
- If I use a **ride share** or **hire car**, I can get **dropped off and picked up on Dawn Fraser Avenue**.
- **Things I need to know on event days:**
- I may see **road closures** and **heavy traffic** near Accor Stadium.
- I should **leave early** and **allow extra time** to get there.
- I can check [transportsw.info](#) to see if roads are closed or if there are **special rules** for the event.



# How will we get there?



## Bus

- I can catch a **bus** to Accor Stadium.
- **Sydney Buses** run several services to **Sydney Olympic Park**, so I have different options.
- I can catch **Route 525**, which runs between **Parramatta and Strathfield** via Sydney Olympic Park.
- I can catch **Route 526**, which runs from **Rhodes to Burwood** via Sydney Olympic Park Ferry Wharf.
- I can catch **Route 533**, which runs from **Sydney Olympic Park to Chatswood** via Rhodes and North Ryde.
- Sometimes, my **event ticket includes travel on public transport**, like buses, trains, or light rail — I should check my event page to find out.



## Train

- I can catch a **train** to Accor Stadium.
- The **closest train station** is **Olympic Park Station**, and I can **walk 5 minutes** from there to get to the stadium.
- I can **catch a train from Lidcombe Station** that goes **direct to Olympic Park**.
- These trains run **every 10 to 20 minutes on weekdays** and **every 10 minutes on event days**.
- If I'm going to a **major event**, I may be able to catch an **extra express or limited stop train**.
- Sometimes, my **event ticket includes travel on trains, metro, or light rail** — I should check the event page to see if this applies.
- I can [Click here](#) to see upcoming events and the latest travel tips.
- I can also visit [transportnsw.info](https://transportnsw.info) to plan my trip and get more details.



# When we arrive

**Making my entry easy and stress-free. Arriving at a big venue can feel overwhelming. Here's what to expect when I arrive:**

## **What should I do first?**

- I will enter through the gate listed on my ticket.
- There will be security checks and bag screening before I go in.
- If I have any restricted items, I can leave them in the cloakroom (if available).

## **How long will it take?**

- Entry times depend on the crowd, but security and ticket scanning usually take a few minutes.
- If it is a popular event I expect to queue for longer. I can use headphones, my device and stimulation tools if it's helpful to reduce overwhelm



# When we arrive

**Making my entry easy and stress-free.**  
**Arriving at a big venue can feel overwhelming.**

**Here's what to expect when I arrive:**

## **Accessibility Lanes and Navigation**

- There are special entry lanes for wheelchair users and people who need extra support.
- I can follow signs to find my seat, toilets, and food outlets.

## **Suggested Path Routes**

- I can use the signs and ask staff for help if I need directions.
- If I want to plan ahead, I can check the Accor Stadium website for maps and more details.



# Sequence of events

## My Journey from Start to Finish

### 2. Navigating the Venue

- I can follow **signs** and ask **staff** to help me find my **seat, food outlets, toilets, and accessible facilities**.
- If I need a break, there are **quiet areas and sensory-friendly spaces** I can use.



### 1. Arrival & Entry

- I will enter through the **gate listed on my ticket**.
- **Security checks and bag screening** will take place when I arrive.
- If I need to go on the **arena floor**, I will be given a **wristband**.



### 3. Event Experience

- The event will **start at the scheduled time**, and I can check my ticket or event info for details.
- I can buy **food and drinks** at special places around the venue.
- If I need **accessible seating or services**, they will be there for me.



### 4. Sensory Considerations

- I might hear **loud music, crowd noise**, and see **bright lights**.
- Sometimes there might be **fireworks or special effects**.
- If I need a break, I can go to the **Quiet Room**.



### 5. Exiting & Getting Home

- I will follow **staff instructions** to leave safely.
- I can use **public transport or rideshare services** to get home.
- If I want a **quieter way to leave**, I can wait in a **designated space** until less busy.
- For more details, visit [\*\*Accor Stadium's website\*\*](#).



# Getting home/leaving

## Getting Home – End of Event Information



### Event finishing and exit process

- The event will finish at the planned time, but I know delays might happen.
- I can **follow staff directions** to find the safest way to leave.
- **Exits will be clearly marked.**



### Public transport options

- After big events, I will be able to catch **extra trains, buses, or ferries.**
- I can check the **Transport NSW website** for **live updates** on times and any delays.



### Parking and rideshare

- I can **pre-book a taxi or rideshare** to make sure I have a way to get home.



### Avoiding crowds and quiet exit options

- If I want to **avoid the crowds**, I can wait in the **Quiet Room** until it's less busy.
- I can also think about **leaving a little early** if I don't want to be in a big crowd



# Frequently asked questions



## Toilets & Accessible Facilities

- I can find **toilets, accessible toilets, and Changing Places facilities** throughout the stadium.
- I can **check venue maps** or **ask staff** to help me find the nearest toilet.



## Getting Help

- **Venue staff and security** are there to help me if I need it.
- I can look for staff wearing **uniforms and name badges**.
- If I have a question, I can go to an **information desk** at key points in the stadium.



## Quiet Spaces & Overwhelm Support

- If I need a calm place, I can use the **Quiet Room** (located near Gate K near Aisle 127).
- There are also **generally quieter areas** in special seating zones.
- If I want to avoid big crowds, I can think about coming as early as possible.



## Disruptions & Changes

- If there are **delays, cancellations, or changes**, I will hear about them on **screens, loudspeakers**, and on the **stadium website**.
- I can also **follow Accor Stadium's social media** or check their **website** for live updates.



## Contact for More Information

- If I have **questions about accessibility or inclusion**, I can contact the **stadium's customer service team**.
- I can visit the **stadium website** to find the right person to contact for accessibility help.



## Providing Feedback

- If I want to give feedback, I can do it on the **stadium website** or at **customer service points** inside the stadium.



## THANK YOU!

If I have any feedback or questions I can:

Visit [accorstadium.com.au/contact\\_us](https://www.accorstadium.com.au/contact_us)

Or call +61 2 9360 6601 (Monday - Friday, business hours only)

