Brisbane Convention & Exhibition Centre

Venue Access, Facilities and Services Information

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CONTENTS

Access 1
ATM & Automatic Pay Stations 1
Box Office / Seated Events 1
Car Parking & Drop-Off Areas 2
Coach Set Down Area 2
Corridors/Foyers 2
Emergencies 2
First Aid & Disability Awareness 2
Food & Beverage 3
Information Desks & Ticketek Outlets 3
Lifts 3
Public Transport 3
Service Animals 3
Stairs & Ramps 3
Signage 4
Taxis 4
Toilets 4
Translation & Hearing Augmentation 4
Wheelchairs 4

Brisbane Convention & Exhibition Centre (BCEC) is committed to providing an accessible venue that can be enjoyed by all visitors. The following information will assist guests with special needs.

Access

Click here to view BCEC Access and Location Map.

BCEC on Merivale Street:

- The main stair entry on the corner of Merivale & Glenelg Streets is the major public entry point for BCEC on Merivale Street. A lift is located adjacent to these stairs on the left hand side.
- External stairs provide access to the Great Hall and all Exhibition Halls.
- Lifts operate between pavement level on Merivale Street and the main concourse on exhibition level.
- There is a drop off area in Glenelg Street which offers protection from the weather. You can enter the building through our lower foyer from Glenelg Street. The lower foyer has lifts accessing all levels of the building.

BCEC on Grey Street:

- The main entry is equipped with a wheelchair ramp.
- There are also five stairs to foyer area from the footpath area.
- You can also access Olio Café from Grey Street.
- BCEC on Grey Street has car and coach drop off areas at the main entry.
- Russell Walk is the closest adjoining Street which allows access to car park 3. Refer to our Access Map for details.

ATM & Automatic Pay Stations

- There are two ATMs located in BCEC on Merivale Street – locations are:
  - Great Hall Concourse
  - Hall 4 Concourse (entry off Merivale Street or Melbourne Street).
- BCEC on Grey Street has one ATM located in Olio Cafe.
- An Automatic Pay Station is located in the car park near the exit boom gates.
- Car park ticket booths are equipped with cash and credit card facilities to enable pay on exit.

Box Office / Seated Events

- There are a number of wheelchair and companion seating locations in our Auditoriums and Great Hall. To request accessible seating call our **Box Office Special Needs Booking Line direct on (07) 3308 3492, between 8.30am - 5pm Monday – Friday.**
- An appropriate level of assistance shall be provided by BCEC staff to patrons with a disability or impairment; however patrons should arrange independent physical assistance from their carer or accompanying person to access seating arrangements that are not directly booked into wheelchair accessible areas.

- BCEC staff are not permitted to physically assist patrons from wheelchairs, walkers or other aids to or from the patron's seat.

Car Parking & Drop-Off Areas

- There are 1500 undercover car parking spaces accessible from Merivale; Grey and Melbourne Streets.
- There are 14 designated access car parking bays available in car parks 1 & 2 off Merivale Street, and are within 20 metres of the lift lobbies.
- A valid disability-parking permit is to be displayed on vehicles.
- Additional accessible parking spaces can be organised if large number of people with disability are expected.
- The car park is well lit to an average of 50 lux.
- There is directional signage from the car park to the main areas of BCEC.
- Lifts to car parks and street level are located between the Great Hall and Exhibition Hall 1 and another between Halls 2 and 3.

Coach Set Down Area

- Glenelg Street has a dedicated drop off zone for buses.
  - 6 bays at lower coach area on Glenelg Street.
  - 7 bays – upper coach area (adjacent to lower foyer).
- Longer term coach parking is available at Roma Street Transit Centre.

Corridors/Foyers

- All public corridors and foyers are sufficiently wide and are kept clear for easy wheelchair and pedestrian access.
- There are resting spots in all foyers and concourses.
- Loose lounge seating is available in these areas for this purpose.

Emergencies

- BCEC has an extensive safety policy covering all aspects of venue operation and emergency response.
- Frontline staff are trained to respond to emergency situations.
- Fire alarms (visual and audible indicators) are installed in the exhibition halls and auditoriums.
- If BCEC has to be evacuated, public address system announcements will be made and audible alarms will sound. BCEC staff will help visitors to leave the building.

First Aid & Disability Awareness

- Building Security and Building Services staff are trained in first aid.
- Paramedic / medical services are available for major events.
- BCEC has defibrillators for cardiac emergencies. Trained staff are on site 24 hours a day to operate this equipment.

- Frontline staff are trained in customer service / disability awareness.
- BCEC hosts many major events catering to special needs groups.

Food & Beverage

- We can cater to special dietary requirements by prior arrangement with your event organiser.
- Drinking fountains are available in foyer and concourse areas in BCEC on Merivale Street.
- All bars, cafes and other refreshment areas are fully wheelchair accessible.

Information Desks & Ticketek Outlets

- Our Information Desks are centrally located in the main foyers of Merivale Street and Grey Street.
- Operational times are 7am to the close of business, i.e. last function / event.
- Wheelchairs are available for loan from the Information Desks for patrons attending events.
- If you require access information please call 07 3308 3000 or email admin@bcec.com.au
- Ticketek Outlets are located at the Information Desks in Merivale Street and Grey Street.

Lifts

- Lifts and escalators connect the lower foyer, main foyer, Mezzanine and Plaza levels.
- If required, a lift is available to offer direct access from carpark 1 to the Ballroom foyer on Plaza level. Use of this lift can be organised through your event organiser or by contacting BCEC Security on 07 3308 3035.
- BCEC on Grey Street is equipped with 2 lifts and 8 escalators enabling access to all levels.

Public Transport

- BCEC is located conveniently to accessible public transport, including the South Brisbane Rail Station; Cultural Centre Busway; and Ferry Terminals at South Bank Parklands.

Service Animals

- Trained guide; hearing and assistance dogs (kept in a harness) are always welcome at BCEC.

Stairs & Ramps

- Stairs and escalators have safety measures installed ie: handrails, slip resistant surfaces
- All stairs have handrails and contrasting edge trims and comply with building standards for height and consistency.
- Ramps are safe and non-slip.
- Temporary ramps are available to access stages of maximum height of 40cm. Portable lifts may be hired to access higher stages. These may be organised through Event Planning Managers.
- There is good colour definition between walls, doorways & floor coverings in all areas.

Signage

- Directional signage is clear and easy to read and main signage, including lifts have Braille tactile signage – enabling people to circulate easily.
- Directional signs for public amenities incorporate the universal symbol for access.
- All public areas are well lit.

Taxis

- BCEC has its own designated taxi rank, located at the main entry at the corner of Merivale & Glenelg Streets
- Taxi phones allowing free calls to Yellow Cabs or Black & White Cabs are available for use at our Information Desks in the main foyers of Merivale Street and Grey Street.

Toilets

- Wheelchair accessible toilets are unisex and are located on every level through all foyers, exhibition areas and concourse areas.
- All accessible toilets have hand basins and are fitted with handrails and a monitored emergency duress system.
- Accessible toilets are also located in VIP suites, change-rooms and medical centres.

Translation & Hearing Augmentation

- Hearing assistance loops are installed in all meeting rooms.
- Total of 30 rooms with permanent under carpet loops.
- Larger rooms – Plaza Terrace Room, Plaza Ballroom, Great Hall and all exhibition halls are fitted with loops in required areas on request.
- The Great Hall has simultaneous translation booths available for event use.

Wheelchairs

- A limited number of wheelchairs are available for loan for patrons attending events. They are available from the Information Desks at Merivale Street or Grey Street and our Exhibitor Services Office.

- For wheelchair and companion seating locations in our Auditoriums and Great Hall refer to #Box Office / Seated Events

Rydges Hotel Wheelchair Access:

- Rydges hotel has access for wheelchairs from the Plaza level of Brisbane Convention & Exhibition Centre through a ramp off to the right hand side of the access stairs leading into the hotel.
- At the end of the ramp is an intercom system that calls Rydges Reception directly to allow access to the building. This ramp connects to Level 2 of the hotel which is an accommodation floor, and from here, guests are able to access the hotel via lifts.