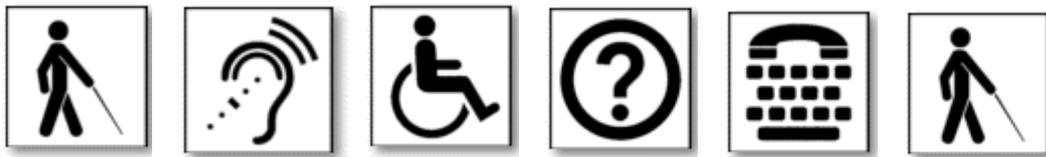


# ACCESS GUIDE

Venue Access, Facilities and Services Information



NEXT LEVEL **EVENTS** NEXT LEVEL **VENUE**

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## INTRODUCTION

BCEC strives to provide safe, equitable and inclusive access for all visitors.

We make every effort to accommodate guests with special needs to ensure a pleasant and comfortable experience.

This Access Guide is intended to provide information for all guests who wish to or use our facilities.

## ACCESS MAP

You can view our [Access Map](#) with accessible entrances, parking, and more for BCEC facilities. Printed copies are also available at our Information Desks.

## BCEC ON MERIVALE STREET

The main entrance stairs on the corner of Merivale & Glenelg Streets is the main public point for **BCEC on Merivale Street**. A lift is located adjacent to these stairs on the left hand side.

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.

There is a dedicated coach set down and pick-up zone in Glenelg Street:

- 6 bays at lower coach area on Glenelg Street.
- 7 bays – upper coach area (adjacent to the Lower Foyer).

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.

Access from the car park to the building is via the lifts located close to the car park entrance lobbies.

## BCEC ON GREY STREET

The main entry at **BCEC on Grey Street** is equipped with a wheelchair ramp and has four stairs to foyer area from the footpath area.

Russell Walk is the closest adjoining street which allows access to car park 3.

You can also access Olio Café from Grey Street.

## ACCESSIBLE SEATING

There are a number of wheelchair and companion seating locations in our Great Hall and Auditoriums.

To request accessible seating call our **Box Office Special Needs Booking Line direct on (07) 3308 3492, between 8.30am- 5:00pm Monday to 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 employees are not permitted to physically assist patrons from wheelchairs, walkers or other aids to and from the patron's seat. Where physical assistance is required this must be provided by the patron's own carer.

## ACCESSIBLE TOILETS

There are accessible toilet facilities located throughout the Centre.

All accessible toilets have hand basins and are fitted with handrails and a monitored emergency duress system.

Accessible toilets are also located in the VIP suites, change-rooms and medical centres.

## ATM

BCEC on Merivale Street has two ATM locations:

1. Great Hall Concourse
2. Hall 4 Concourse

BCEC on Grey Street has one ATM located in Olio Cafe.

## EMERGENCIES

Frontline staff are trained to respond to emergency situations.

If the Centre has to be evacuated public address system announcements will be made and audible alarms will sound. BCEC staff will assist in the event of a fire alarm.

If you are unlikely to be able to hear the alarms or will need assistance to exit the building if the fire alarm sounds, please tell a member of staff on your arrival.

## FIRST AID & DISABILITY AWARENESS

Our key staff are trained in first aid and response.

Paramedic / medical services are available for major events.

Defibrillators for cardiac emergencies are located in foyers. Trained staff are on site 24 hours to operate this equipment.

Frontline staff are trained in customer service and disability awareness.

BCEC hosts many major events catering to special needs groups.

## FOOD & BEVERAGE

BCEC 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.

## FOYERS & CORRIDORS

All foyers and corridors are sufficiently wide and are kept clear for easy wheelchair and pedestrian access.

There are resting spots in all concourses and foyer areas.

Loose lounge seating is available in these areas.

## GUIDE, HEARING AND ASSISTANCE DOGS

Guide, Hearing and Assistance Dogs are welcome in our venue. We ask that dogs wear their working vest identifying their role at all times.

## HEARING ASSISTANCE

Hearing loops are installed in all meeting rooms.

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.

## INFORMATION DESKS & TICKETEK OUTLETS

Information Desks are centrally located in the Main Foyer of Merivale Street and Grey Street and are operational to suit event requirements.

Wheelchairs are available for loan from the Information Desks for patrons attending events.

Ticketek outlets are located at the Information Desks in Merivale Street and Grey Street.

## LIFTS

Lifts and escalators connect all levels of the building. If required, a lift is available to offer direct access from car park 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.

## PARKING & DROP OFF / SET-DOWN AREAS

We provide 24 hour undercover parking for up to 1500 vehicles. Our car parks can be accessed from Merivale, Melbourne and Grey streets. Please view our access map for the car park entry locations.

Our car park has direct lift access to the Centre's multiple convention floors and exhibition facilities. Dedicated disability parking bays located near the lift lobbies. A valid disability-parking permit is to be displayed on vehicles.

Thirteen automatic pay stations are installed in lift lobbies in all car parks as well as in Russell Walk.

## PUBLIC TRANSPORT & TAXIS

BCEC is located conveniently to public transport. This includes the South Brisbane Rail Station, Cultural Centre Busway and ferry terminals at South Bank Parklands.

BCEC has its own designated taxi rank, located at the main entry, corner of Merivale & Glenelg Streets, South Brisbane.

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.

## STAIRS & RAMPS

Stairs and escalators have handrails and slip resistant surfaces.

All stairs have handrails and comply with building standards for height and consistency. Ramps are safe and non-slip.

Temporary ramps are available to access staging to a 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 indicators.

Directional signs for public amenities incorporate the universal symbol for access.

All public areas are well lit.

## WHEELCHAIRS

BCEC offers a complimentary wheelchair service. We have a limited number of wheelchairs available for visitors attending events to loan on a daily, first come first served basis. Wheelchairs can only be used within the Centre.

The wheelchairs are located at our Information Desks (Merivale and Grey Street entrances).

BCEC employees are not permitted to physically assist patrons from wheelchairs, walkers or other aids. Where physical assistance is required this must be provided by the patron's carer.

### **Wheelchair Access from BCEC to Rydges Hotel**

Rydges hotel has access for wheelchairs from the Plaza level of BCEC 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.

### **Feedback**

Every effort has been made to ensure that information is up-to-date. If you have any comments or suggestions please give feedback.

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