

MELBOURNE OLYMPIC PARKS

A

AAMI

AP

- AAMI are the official naming rights partner of AAMI Park
- Established in 1970, AAMI today has more than 2.5 million policy holders and is a leader in car insurance, home insurance, compulsory third-party insurance and small business insurance.

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ACCESSIBLE - ACCESS, TICKETING & FACILITIES

M&OP

- Melbourne & Olympic Parks (M&OP) is very committed to delivering an experience driven by equality, inclusion and accessibility for all guests
- Disability refers to several conditions that affect people and the way they go about their daily life
- A disability can be:
 - Physical
 - Intellectual
 - Sensory
 - Neurological
 - Learning related
 - Disease or injury related

- It is important to remember that disabilities may not be visible and guests may have invisible disabilities that may not seem obvious. It is important to treat all guests with respect and if a guest indicates they need to use an accessible facility you should allow them to do so without question
- At M&OP we strive to all guests can have the most enjoyable experience possible.
- This new line added.

Accessible Parking

M&OP

- Accessible Parking is booked through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service, (03) 9286 1208
- All accessible parking must be pre-booked and will be charged in advance by Ticketek, which requires payment at the time of booking. Booking can be made subject to space available
- Guests with an Australian Disabled Parking Permit may pre-book parking at either:
 - Eastern Car Park via Entrance D off Olympic Boulevard
 - Northern Car Park via Entrance A off Batman Avenue
 - AAMI Park via Entrance F off Olympic Boulevard
- Event day cost for pre booked accessible parking is \$20.00 when pre-booked or \$30.00 for drive up. Public Disabled parking is also available in front of John Cain Arena however cannot be pre-booked and is subject to availability.

Enhanced Amenity Seating (EAS)

AP

EAS seating provides additional space at the front and side of the EAS seating for people who need additional room. There are 68 EAS seats throughout the stadium:

Level 1 – 40 spaces

Level 2 – Corporate Dining – 4 spaces

Level 3 – 24 spaces

Wheelchair Accessible Seating

AP

Wheelchair accessible seating allows an 800 x 1200mm space with an adjacent companion seat.

There are 150 wheelchair bays throughout the stadium:

- Level 1 – 96 spaces
- Level 2 East – Corporate Dining – 6 spaces
- Level 3 – 48 spaces

Wheelchair Accessible Seating

JCA

Wheelchair accessible seating allows a space or a person with accessibility needs an adjacent companion seat.

Wheelchair accessible seating is available via Arena Doors 1, 3, 5 & 7 on Arena Level.

There are 23 wheelchair bays throughout the arena located on the transverse aisle with a total capacity of 90 seats, event mode dependent.

If a guest has floor tickets and requires accessible access, they should be directed to Lift 2 via the concourse and will receive a staff escort to Basement level for access to the floor via the south ramp.

Wheelchair Accessible Seating

MCA

Wheelchair accessible seating allows a space or a person with accessibility needs an adjacent companion seat.

Wheelchair accessible seating is available via Doors 5, 9, 16 and 19 and Doors 22 and 25.

There are 38 wheelchair bays throughout the arena, event mode dependent.

- Level 2 – 34 spaces
- Level 3 – 4 spaces

If a guest has floor tickets and requires accessible access, they should be directed to Lift 2 (internal service lift) located opposite Door 3 on the concourse and will receive a staff escort to Level 1 for access to the floor.

Wheelchair Accessible Seating

RLA

Wheelchair accessible seating allows a space or a person with accessibility needs an adjacent companion seat.

Wheelchair accessible seating is available via ramps at Doors 1 & 2 and Door 8.

There are 9 wheelchair bays throughout the arena located on the transverse aisle with a total capacity of 112 seats, event mode dependent.

If a guest has floor tickets and requires accessible access, they should be directed to Lift 4 via the Northern Annex opposite Door 17 and will receive a staff escort to Level 1 for access to the floor.

Melbourne & Olympic Parks (M&OP) is committed to delivering an experience driven by equality, inclusion and accessibility for all guests. Disability refers to several conditions that affect people and the way they go about their daily life. A disability can be: Physical Intellectual Sensory Neurological Learning related Disease or injury related It is important to remember that disabilities may not be visible and guests may have invisible disabilities that may not seem obvious. It is important to treat all guests with respect and if a guest indicates they need to use an accessible facility you should allow them to do so without question. At M&OP we strive to ensure all guests can have the most enjoyable experience possible.

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Accessible Parking is booked through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service, (03) 9286 1208. All accessible parking must be pre-booked and will be charged in advance by Ticketek, which requires payment at the time of booking. Booking can be made subject to space available. Guests with an Australian Disabled Parking Permit may pre-book parking at either: - Eastern Car Park via Entrance D off Olympic Boulevard - Northern Car Park via Entrance A off Batman Avenue - AAMI Park via Entrance F off Olympic Boulevard. Event day cost for pre booked accessible parking is \$20.00 when pre-booked or \$30.00 for drive up. Public Disabled parking is also available in front of John Cain Arena however cannot be pre-booked and is subject to availability.

ACCESSIBLE PARKING

Accessible Parking is booked through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service, (03) 9286 1208. All accessible parking must be pre-booked and will be charged in advance by Ticketek, which requires payment at the time of booking. Booking can be made subject to space available. Guests with an Australian Disabled Parking Permit may pre-book parking at either: - Eastern Car Park via Entrance D off Olympic Boulevard - Northern Car Park via Entrance A off Batman Avenue - AAMI Park via Entrance F off Olympic Boulevard. Event day cost for pre booked accessible parking is \$20.00 when pre-booked or \$30.00 for drive up. Public Disabled parking is also available in front of John Cain Arena however cannot be pre-booked and is subject to availability.

ACCESSIBLE TICKETS/SEATING

AAMI Park offers accessible and companion seating on Level 1 and Level 3

Pre booked tickets for guests with accessibility requirements is done directly through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service:

Reach them by phone on 03 9286 1208

- Submit a request to be contacted online by visiting <https://help.ticketek.com.au/hc/en-us/requests/new>
- If lodged online, the Ticketek Accessible Seating team will contact you to finalise the transaction
- If there's still availability, tickets may also be purchased on the day from the ticket windows at Ticket Sales F (East) or Ticket Sales E (West) on Ground Level
- If a guest has booked standard seating but has an accessibility requirement, they are encouraged to call the Ticketek Accessible Seating Service as soon as possible
- If the guest(s) arrive at an event with an accessibility requirement which was not accounted for at time of booking, M&OP team members will do what they can to re-locate them to an appropriate area, however this may not always be possible
- There are two types of accessible seating at AAMI Park:
 - Wheelchair Accessible Seating
 - Enhanced Amenity Seating (EAS)

ACCESSIBLE TICKETS/SEATING

JCA

- John Cain Arena (JCA) offers accessible and companion seating on Arena Level on all four sides of the seating bowl, accessible via Arena Door 1, 3, 5 & 7
- Pre booked tickets for guests with accessibility requirements is done through Ticketek Australia for the Melbourne & Olympic Parks Accessible Seating Service:
 - Reach them by phone on 03 9286 1208
 - Submit a request to be contacted online by visiting <https://help.ticketek.com.au/hc/en-us/requests/new>
- If there's still availability, tickets may also be purchased on the day from the John Cain Arena Box Office located next to the Main Entry (Western Plaza, near Grand Slam Oval & Olympic Blvd)
- If a guest has booked standard seating, but has an accessibility requirement, they are encouraged to call the Ticketek Accessible Seating Service as soon as possible
- If the guest(s) arrive at an event with an accessibility requirement which was not accounted for at time of booking, M&OP team members will do what they can to re-locate them to an appropriate area, however this may not always be possible.

ACCESSIBLE TICKETS/SEATING

MCA

- MCA offers accessible and companion seating on all levels
- Pre booked tickets for guests with accessibility or special needs seating is done directly through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service:
 - Reach them by phone on 03 9286 1208

- Submit a request to be contacted online by visiting <https://help.ticketek.com.au/hc/en-us/requests/new>
- If lodged online, the Ticketek Accessible Seating team will contact you to finalise the transaction
- If there's still availability, tickets may also be purchased on the day from the MCA Box Office located in Garden Square (next to the Main Entry)
- If a guest has booked standard seating, but have an accessibility requirement, they are encouraged to call the Ticketek Accessible Seating Service as soon as possible
- If the guest(s) arrive at an event with an accessibility requirement which was not accounted for at time of booking, M&OP team members will do what they can to re-locate them to an appropriate area, however this may not always be possible.

ACCESSIBLE TICKETS/SEATING

RLA

- Rod Laver Arena (RLA) offers accessible and companion seating on the transverse aisle and on the seated floor
- Pre booked tickets for guests with accessibility requirements is done directly through Ticketek for the Melbourne & Olympic Parks Accessible Seating Service:
 - Reach them by phone on 03 9286 1208
 - Submit a request to be contacted online by visiting <https://help.ticketek.com.au/hc/en-us/requests/new>
- If lodged online, the Ticketek Accessible Seating team will contact you to finalise the transaction
- If there's still availability, tickets may also be purchased on the day from the RLA Eastern Annex Box Office
- If a guest has booked standard seating, but has an accessibility requirement, they are encouraged to call the Ticketek Accessible Seating Service as soon as possible
- If the guest(s) arrive at an event with an accessibility requirement which was not accounted for at time of booking, M&OP team members will do what they can to re-locate them to an appropriate area, however this may not always be possible
- All aisles in Rod Laver Arena are fitted with handrails to assist guests in accessing their seat.

ACCESSIBLE TICKETS/SEATING

M&OP

Refer to A - Accessible Access, Ticketing & Facilities for further information on Ticketek's Melbourne & Olympic Park Accessible Seating Service

ACCESSIBLE VENUE ACCESS

AP

- Access to the Stadium for guests with accessibility requirements is via Olympic Boulevard ONLY. There is no access from Batman Ave
- Guests with accessibility needs will generally be ticketed to enter the Stadium via Gate 2 or 7
- Gate 2 and Gate 7 have an accessible turnstile to accommodate access for guests with accessibility needs
- Gate 4 (Olympic Park Room) & Gate 5 (Corporate Suites) also have accessible turnstile for guests with accessibility needs ticketed for Level 2 corporate areas
- Guests with accessibility needs may be dropped off/picked up in the Drop Off areas located before the boom gates on Entrance E (for Gate 5 or Gate 7) and Entrance F (for Gate 4 or Gate 2)
 - The areas are for drop offs only. There is strictly no parking unless a disabled bay is pre booked through Ticketek.
- External lifts are located halfway down the roadway at Entrance E and at Entrance F to enable guests with accessibility needs to get from Ground Level to Level 1 External Concourse and Gates 2 or 7
- Internal Lifts 1, 2 & 3 (Aisle 7) and 4 & 5 (Aisle 24) facilitate movement within the Stadium. There are no ramps either externally or internally
- Guests with accessibility needs ticketed for Level 2 East - Olympic Park Room or Level 3 East Aisles 1-10 must be referred to Lift 1, 2 & 3 at Aisle 7
- Guests with accessibility needs ticketed for Level 2 West - Corporate Suites or Level 3 West Aisles 21-30 must be referred to Lifts 4 & 5 at Aisle 24

ACCESSIBLE VENUE ACCESS

JCA

- The Main Entry point for John Cain Arena is The Western Plaza entry on the Grand Slam Oval (GSO) side of the venue
- The venue entrance can be accessed via Olympic Boulevard, Melbourne Arena Tram Stop (Route 70), Edwin Flack Bridge, the Eastern Car Park or via Tanderrum Bridge or Garden Square via the Central Terrace in from of Rod Laver Arena
- A dedicated accessibility lane is set up for access into the venue which is the lane closest to Olympic Blvd and the Ticketing Box Office
- At each entry point Turnstiles team members will be equipped with hand scanners to accommodate guests entering with accessibility needs
- For any event that opens the Eastern Plaza or Eastern Concourse as an entry point, necessary accessibility entry points and hand scanners will be in place to accommodate these guests
- Internal lifts 1, 2, 3 4 can facilitate guest movement from Concourse (Ground) Level and to access Arena Level where accessibility seating is located, or Suite Level if they are ticketed to a Suite or Corporate Reserve
- Internal lift 6 is located in the Eastern Lounge Annex and can facilitate guests movements from the Eastern Lounge to the Eastern Concourse when approved access is permitted - event dependent
- There is an external lift to John Cain Arena which can facilitate access to the Eastern Plaza from Olympic Blvd

- A pick-up and drop-off zone is available on Olympic Boulevard outside John Cain Arena. Guests should be directed to use these zones, especially for those who have accessibility needs. A time limit applies in this area and will be enforced.

ACCESSIBLE VENUE ACCESS

MCA

- There are two main points of entry to MCA – Garden Square Entrance and Tanderrum Bridge Entrance
- Both entries can be accessed via Birrarung Marr, Batman Avenue (Entrance A), Rod Laver Arena Tram Stop (Route 70) and Olympic Boulevard, all of which are accessibility friendly
- An external lift (Lift 1) in Garden Square, adjacent to the MCA Box Office, is available to provide guest access to the Level 2 & 3 concourses and arena doors. This lift is not accessible by the public. A team member will need to contact their Supervisor or Incident Response to assist guest(s) with accessing the venue through Lift 1
- Lift 1 Entry will have a team member positioned externally on the Ground Level, with a hand scanner to accommodate guests with accessibility needs to access Level 2 & 3. Lift 1 is located opposite Door 19 on the Level 2 concourse
- Tanderrum Bridge has ramp access to the main entry/concourse. However, this entry is not always in use. Check Event Information/Briefing Notes to confirm
- A pick-up and drop-off zone is available within the Northern Car Park (off Batman Avenue through Entrance A) or along Olympic Boulevard outside John Cain Arena. Guests should be directed to use these zones, especially for those who have a disability or accessibility needs. A time limit applies in these areas and will be enforced.

ACCESSIBLE VENUE ACCESS

RLA

- There are two main points of entry to RLA - the Eastern Annex Entrance and Garden Square Entrance
- Both entries can be accessed via Olympic Boulevard, Rod Laver Arena Tram Stop (Route 70), Birrarung Marr and Batman Avenue, all of which are accessibility friendly
- At the Eastern Entry, there is an accessible lane located on the northern (MCG) side of the entry. An external lift (MCA Lift 1) at the Garden Square Entry, adjacent to the MCA Box Office, is available to provide guest access to the concourses and arena doors
- A pick-up and drop-off zone is available within the Northern Car Park (off Batman Avenue) or along Olympic Boulevard outside John Cain Arena. Guests should be directed to use these zones, especially for those who have accessibility needs. A time limit applies in these areas and will be enforced.

- Familiarise yourself with all accreditation passes in your Event Information/Briefing Notes for samples and details of Event-specific accreditation and what access each pass permits
- AAMI Park also has their own Accreditation system
- These are different from the M&OP passes
- Accreditation passes are applicable for all events
- Each venue hirer has their own accreditation system in place No one should be entering areas without the appropriate accreditation
- All accreditation passes must be facing the correct way and physically checked prior to granting access to the specific area
- No person is provided entry without a valid accreditation pass or ticket
- At each position or access point, there will be an accreditation board displayed with details of what passes can go past that point. This will vary depending on the location and event.

- Familiarise yourself with all accreditation passes in your Event Information/Briefing Notes for samples and details of Event-specific accreditation and what access each pass permits
- Accreditation passes are applicable for all events
- Each venue hirer has their own accreditation system in place
- No one should be entering areas without the appropriate accreditation
- All accreditation passes must be facing the correct way and physically checked prior to granting access to the specific area. No person is provided entry without a valid accreditation pass or ticket
- Make sure you familiarise yourself with the accreditation board at your position At each position or access point, there will be an accreditation board displayed with details of what passes can go past that point. This will vary depending on the location and event.

Location: Olympic Boulevard, Melbourne 3001

Postal: GPO Box 4611, Melbourne 3001

ADDRESS

JCA

Location: Olympic Boulevard, Melbourne 3001

Postal: GPO Box 4611, Melbourne 3002

ADDRESS

MCA

Location: Olympic Boulevard, Melbourne 3001

Postal: GPO Box 4611, Melbourne 3003

ADDRESS

RLA

Location: Olympic Boulevard, Melbourne 3001

Postal: GPO Box 4611, Melbourne 3004

ADDRESS

CP

Location: Olympic Boulevard, Melbourne 3001

AISLES

AP

- Event tickets and the Stadium wayfinding signage system use Levels and Aisles as the primary means of directing guests
- Aisles should be used as much as possible when directing guests around the Stadium

- Guests are unable to circulate the Stadium on Level 2 or 3 and therefore must be referred to the correct lifts or stairs to access their seat.
- Aisles 11 to 20 and 31 to 38 do not exist on Level 2 or Level 3, only Level 1

LEVEL	AISLES	ACCESS
Level 1	1 - 38	East 1 – 10 South 11 – 20 West 21 – 30 North 31 -38
Level 2 East, Olympic Park Room	1 – 10	Lifts 1, 2 & 3 Aisle 7 Gate 1 Stairs Aisles 3 & 4 Gate 3 Stairs Aisles 7 & 8
Level 2 West, Corporate Suites 1 - 24	21 – 30	Lifts 4 & 5 Gate 6 Stairs Aisles 23 & 24 Gate 8 Stairs Aisles 27 & 28
Level 3 East	1 – 10	Lifts 1, 2 & 3 Aisle 7 Gate 1 Stairs Aisles 3 & 4 Gate 3 Stairs Aisles 7 & 8
Level 3 West	21 – 30	Lifts 4 & 5 Gate 6 Stairs Aisles 23 & 24 Gate 8 Stairs Aisles 27 & 28

AMBULANT & ACCESSIBLE TOILETS

AP

- Ambulant toilets are specifically designed for guests with disabilities that do not require the extra space

Designated accessible (disabled) toilets are located throughout AAMI Park as follows:

that is provided by Accessible toilets. Primarily, they are for those that do not require the use of a wheelchair, for example, those with arthritis or require the use of a walking frame, cane or crutches

- Ambulant toilets are available in all toilet blocks (male and female) throughout the venue and are fitted with outward opening doors and grab rails. Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access and assistance when transferring from wheelchair to toilet
- Accessible toilets include features such as lower mirrors and washbasins, grab rails and braille signage
- Refer to Multi-Level Directional Map

LEVEL	ACCESSIBILITY
Level 1	- Aisle 3
	- Aisle 18
	- Aisle 23
	- Aisle 37
Level 2	- Opposite Suite 20
	- Olympic Park Room 1
	- Olympic Park Room 3
	- Opposite Suite 5
Level 3	- Opposite Suite 20
	- Aisle 10
	- Aisle 21

AMBULANT & ACCESSIBLE TOILETS

JCA

- Ambulant toilets are specifically designed for guests with disabilities that do not require the extra space that is provided by Accessible toilets. Primarily, they are for those that do not require the use of a wheelchair, for example, those with arthritis or require the use of a walking frame, cane or crutches
- Ambulant toilets are available in all Concourse Level toilet blocks (male and female) throughout the venue, near Doors 2, 4, 6 & 8 and are fitted with outward opening doors and grab rails
- Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access and assistance when transferring from wheelchair to toilet

Accessible toilets include features such as lower mirrors and washbasins, grab rails and braille signage. Designated accessible (disabled) toilets are located throughout JCA as follows:

LEVEL	ACCESSIBILITY
BASEMENT	South West BOH tunnel (off south ramp at back of floor - access via staff escort only for events with floor standing/seating)

- Refer to Multi-Level Directional Map John Cain Arena also has a Changing Places facility which has toilet & changing facilities
- Refer to C - Changing Places for further information

LEVEL	ACCESSIBILITY
CONCOURSE (GROUND) LEVEL	All four corners of the venue near Doors 2, 4, 6 & 8
ARENA LEVEL	All four corners of the venue outside of Doors 1, 3, 5 & 7
SUITE LEVEL	All four corners of the venue opposite Suite 1 & 2 (near Lift 1), Suite 3 & 4 (near Lift 2), Suite 5 & 6 (near Lift 3), Suite 7 & 8 (near Lift 4)

AMBULANT & ACCESSIBLE TOILETS

MCA

- Ambulant toilets are specifically designed for guests with disabilities that do not require the extra space that is provided by Accessible toilets. Primarily, they are for those that do not require the use of a wheelchair, for example, those with arthritis or require the use of a walking frame, cane or crutches
- Ambulant toilets are available in all toilet blocks (male, female and all gender) throughout the venue, located near Doors 11, 16 & 19 (at Ground Level) and are fitted with outward opening doors and grab rails
- Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access and assistance when transferring from wheelchair to toilet
- Accessible toilets include features such as lower mirrors and washbasins, grab rails and braille signage. Designated accessible toilets are located throughout MCA as follows:

LEVEL	ACCESSIBILITY
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LEVEL	ACCESSIBILITY
GROUND LEVEL	- Floor Bar (West)
	- North East Toilets (External Access)
	- North West Toilets (External Access)
	- Player Change Room A (Accredited/BOH Access Only)
GROUND LEVEL	- Player Change Room B (Accredited/BOH Access Only)
	- Player Change Room C (Accredited/BOH Access Only)
	- Player Change Room D (Accredited/BOH Access Only)
	- Player Change Room E (Accredited/BOH Access Only)
LEVEL 2	- Adjacent to Door 6
	- Adjacent to Door 9
	- Opposite Door 16
	- Opposite Door 19

Refer to Multi-Level Directional Map

AMBULANT & ACCESSIBLE TOILETS

RLA

- Ambulant toilets are specifically designed for guests with disabilities that do not require the extra space that is provided by Accessible toilets. Primarily, they are for those that do not require the use of a wheelchair, for example, those with arthritis or require the use of a walking frame, cane or crutches. Ambulant toilets are available in all toilet blocks (male and female) throughout the venue and are fitted with outward opening doors and grab rails
- Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access and assistance when transferring from wheelchair to toilet
- Refer to Multi-Level Directional Map.

Accessible toilets include features such as lower mirrors and washbasins, grab rails and braille signage. Designated accessible (disabled) toilets are located throughout RLA as follows:

LEVEL	ACCESSIBILITY
RLA Level 2	North, Eastern Annex
RLA Level 2	Door 13 Unisex DDA/Parent Room

- Rod Laver Arena also has a Changing Places facility which has toilet & changing facilities. Refer to C - Changing Places for further details

LEVEL	ACCESSIBILITY
RLA Level 2	Door 16 Unisex DDA/Parent Room
RLA Level 2	Door 20 Unisex DDA/Parent Room
RLA Level 2	Door 3 Unisex DDA/Parent Room
RLA Level 2	South, Eastern Annex
RLA Level 3	Davis Cup Room
RLA Level 3	North, Eastern Annex
RLA Level 3	South, Eastern Annex
RLA Level 4	Lift 1
RLA Level 4	Lift 11
RLA Level 4	North, Eastern Annex
RLA Level 4	South, Eastern Annex

The distribution of promotional items, flyers, pamphlets, samples, gifts, products and printed materials as well as solicitation of signatures is not permitted without authorisation from Venue Management.

Details of persons authorised for any activity listed above will be included on the Event Information/Briefing Notes.

Any person suspected of unauthorised activity must be reported to your Supervisor or the Venue Control Centre (VCC)/Stadium Communication Centre (SCC).

AMEX LOUNGE

RLA

The AMEX Lounge is a premium hospitality experience, offering specialty food and drink menus and private bathroom facilities for guests holding an AMEX card at events in RLA and selected MCA events. The AMEX Lounge is serviced out of the Davis Cup Room (Level 3 – Accessed via lift 2). This space should only be referred to as the AMEX Lounge moving forward.

The dedicated space is offered to AMEX card holders and provides direct access to and from the RLA seating bowl and easy access into the MCA Seating bowl.

AMEX LOUNGE

MCA

The AMEX Lounge is a premium hospitality experience, offering specialty food and drink menus, hassle-free merchandise shopping and private bathroom facilities for events in RLA & selected MCA events. The AMEX Lounge is serviced out of the Davis Cup Room (Level 3 – opposite Door 23). This space should only be referred to as the AMEX Lounge moving forward.

The dedicated space is offered to AMEX card holders and provides direct access to and from the RLA seating bowl and easy access into the MCA Seating bowl.

The AMEX Lounge is not open for all MCA events – refer to Event Information/Briefing Notes for further information.

ANIMALS

M&OP

Animals other than assistance animals (usually dogs) are not permitted inside the venues. Assistance Animals

should have an assistance animal pass Refer to C - Conditions of Entry or P - Prohibited Items

ANTISOCIAL BEHAVIOUR NUMBER

AP

Guests can report antisocial behaviour or any guest concerns by sending a text to 0421 268 555 during an event.

The number is displayed on MATV screens around the concourse and food & beverage outlet facilities, as well as being permanently displayed within the seating bowl

The texts are monitored and managed by the SCC Operator/Supervisor

ANTISOCIAL BEHAVIOUR NUMBER

JCA

Guests can report antisocial behaviour or any guest concerns by sending a text to 0499 062 062 during an event.

The number is displayed on IPTV screen around the concourse and sometimes on the big screen video boards during sports events.

The texts are monitored and managed by the VCC Operator

ANTISOCIAL BEHAVIOUR NUMBER

MCA

Guests can report antisocial behaviour or any guest concerns by sending a text to 0499 072 072 during an event.

The number is displayed on IPTV screen around the concourse and in public bathroom areas.

The texts are monitored and managed by the VCC Operator

ANTISOCIAL BEHAVIOUR NUMBER

RLA

Guests can report antisocial behaviour or any guest concerns by sending a text to 0499 077 077 during an event.

The number is displayed on IPTV screen around the concourse and in public bathroom areas.

AREA WARDEN RESPONSIBILITIES

M&OP

Area Wardens should take direction from the Chief Warden. It should be clearly understood that the primary duty of Area Wardens is not to combat emergencies, but to ensure, as far as practicable, the safety of the occupants and their orderly evacuation from the danger zone.

Area Wardens are responsible for the evacuation of all guests, contractors and team members in their area, if required, due to:

- An immediate danger in your area (notify the VCC/SCC immediately of your decision)
- An instruction from the Chief Warden
- An instruction from the Communications Officer
- A Public Address announcement
- An EWIS/Evacuation siren

Area Wardens are required to:

- Inform and instruct all wardens in your area
- Delegate (checking toilets, plant rooms, stairwells, etc.)
- Inform wardens of change of exit or assembly area
- Provide timely information to the Chief Warden
- Conduct daily inspections of the area prior to occupancy
- Direct and assist wardens
- Ensure your area is completely evacuated if safe to do so

ARTIST ENTRY

MCA

Located Level 1 (Ground) of MCA and the access point where artist enter the venue. Entry through Entrance B off Batman Avenue.

ARTIST ENTRY

RLA

Located on Level 1 of RLA and the access point where artists enter back of house. Entry through the central underground car park.

ASTHMA KITS

AP

Asthma Kits are located with the Defibrillators (AED) in the following areas:

Within the Stadium Security Office, Ground Level West via Entrance E

Eastern Admin Corridor for Tenants, Ground Level - East

ASTHMA KITS

JCA

Asthma Kits are located with the Defibrillators (AED) in the following areas:

Suite Level, South East Corner near Lift 3 and Suites 5 & 6

Staff Muster Area, Basement Level - West, near kitchen

ASTHMA KITS

MCA

Asthma Kits are located with the Defibrillators (AED) in the following areas:

Level 1 – East: Precinct Operations Centre (POC)

Level 1 – North: RLA/MCA Staff Muster Area

ASTHMA KITS

RLA

Asthma Kits are located with the Defibrillators (AED) in the following areas:

Level 1 – East: Precinct Operations Centre (POC)

Level 1 – North: RLA/MCA Staff Muster Area

Level 4 - South West - Superbox Level near Lift 11

ATM

AP

Internal:

Level 1 - Gate 2 Level 1 - Gate 7

External:

Ground Level Entrance E – under North West Stairs to Level 1 Ground Level Entrance F – under North East Stairs to Level 1

ATM

JCA

Internal:

Concourse (Ground) Level - opposite Doors 4 & 6

External:

The closest ATM externally is located at AAMI Park (Entrance F, Ground Level under North West and North East stairs)

ATM

MCA

Internal:

Located next to Lift 1 (Ground Level) in the lobby opposite Show Court 3 or at Door 12 (Level 2).

External:

The closest ATM externally is located at AAMI Park - Entrance E, Ground Level under North West stairs and Entrance F, Ground Level under North East stairs

ATM

RLA

Internal:

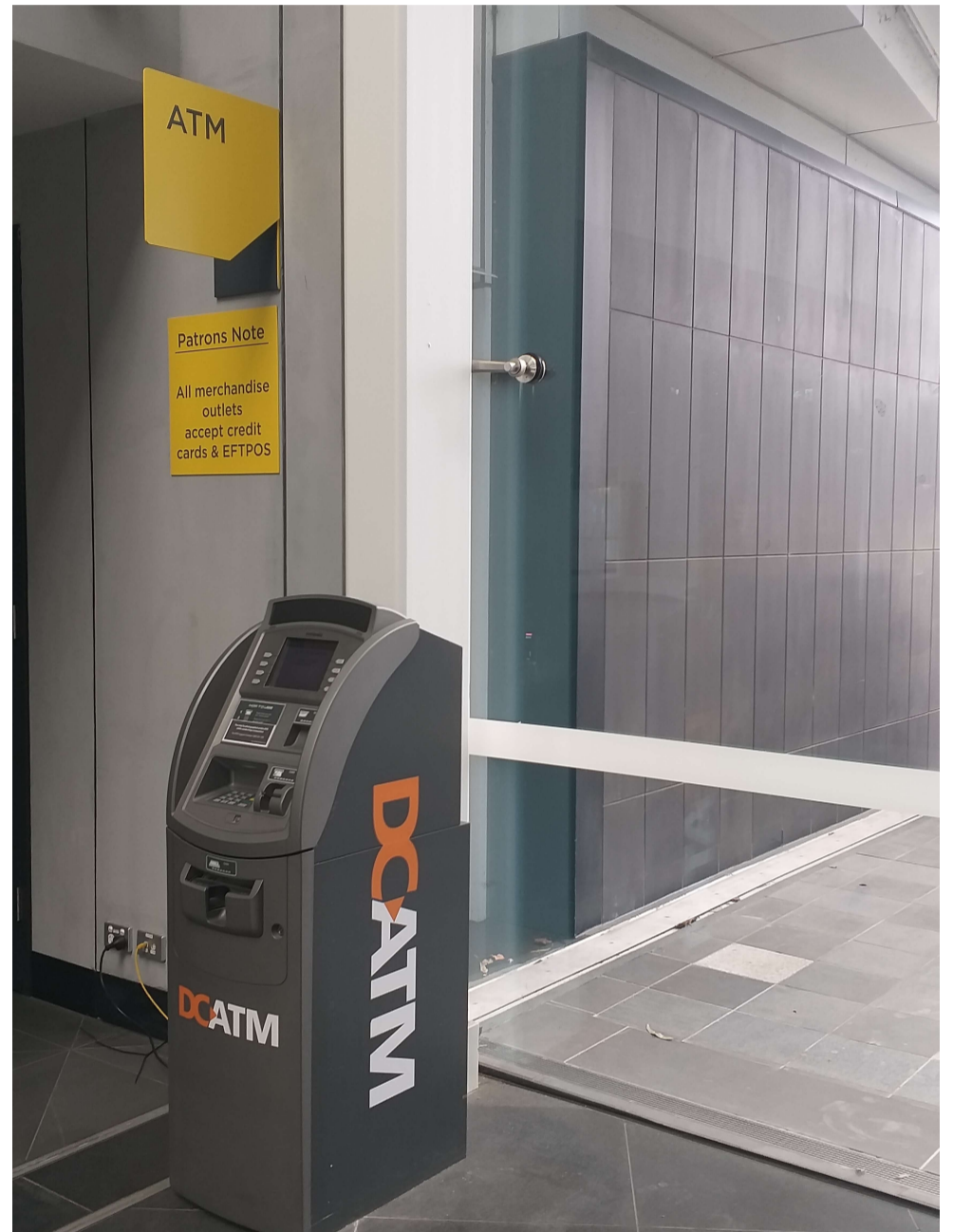
Concourse - Eastern Annex Foyer Opposite Door 3

Concourse - Opposite Door 16

External:

The closest ATM externally is located at AAMI Park (Entrance F, Ground Level under North West and North East stairs)

If open there is an ATM located within the MCA Lift 1 lobby opposite Show Court 3



AUTHORISED OFFICER

M&OP

The Authorised Officer is appointed under the Major Events Act 2009. The Act protects the right to a safe and enjoyable environment for participants and guests attending major events in Victoria.

The Act primarily supported Major Sporting events, however, was updated in 2019 to now include cultural events, including theatre events, concerts, gallery exhibitions and festivals. The update ensures greater protection for the community from ticket scalpers.

Generally, the Event Manager is the nominated Authorised Officer at events. An Authorised Officer has the power to:

- Search and inspect

- Power to require name and address
- Surrender to confiscation of prohibited items
- Direct guests to leave the event venue or event area
- Direct guests to leave for disruptive behaviour

B

BABY CHANGE FACILITIES

AP

Refer to C – Change Table – Baby & Adult

BABY CHANGE FACILITIES

JCA

Refer to C – Change Table – Baby & Adult

BABY CHANGE FACILITIES

MCA

Refer to C – Change Table – Baby & Adult

BABY CHANGE FACILITIES

RLA

Refer to C – Change Table – Baby & Adult

BACK OF HOUSE (BOH)

AP

Back of House (BOH) is located at Ground Level – West BOH is accessible via the Players & Official's Entry.

The following facilities are located within the Back of House area:

- Team Change rooms
- Theatrette
- Referee Change room
- Drug Testing Room - Photographers Room
- Gymnasium - Pool
- Melbourne Victory & Melbourne Storm's exclusive Locker, Physio and Doctor Rooms
- Match Day Medical Room
- Main First Aid Room

Refer to individual rooms for more information i.e. Refer to G – Gymnasium.

BACK OF HOUSE (BOH)

JCA

Back of House refer to venue hirer and operation spaces which include change rooms, dressing rooms, loading dock and venue operational areas including the VCC.

Further information on BOH will be provided in Backstage Briefing Notes.

BACK OF HOUSE (BOH)

MCA

Back of House is located at Ground Level (Level 1). To access BOH, access should be via the Artist Entry position (external or corridor opposite the VCC).

The following facilities are located within the Back of House area:

- Artist Entry
- Change Rooms A, B, C, D, E & F
- Room 2 – Multi-Purpose Room (Catering/Crew Room)
- Room 3 – Main Artist Green Room
- Room 4 – Promoter Office

- Room 5 – Production/Promoter Room
- Room 6 – Production/Promoter Room
- Room 8 & 9 – Crew & Store Room (Unavailable to Hirer)

Further information on BOH will be provided in Backstage Briefing Notes.

BACK OF HOUSE (BOH)

RLA

Back of House is located at Level 1 – Eastern Side. To access BOH, access should be via the Artist Entry position (external).

The following facilities are located within the Back of House area:

- Alexandra Room
- Artist Entry
- Artist Lounge 1-4
- Catering/Farnham Room
- Change Rooms A-B
- Dressing Rooms 1-4
- Dressing Rooms 5-12
- Production/Promoter Offices
- Swan Room
- Store Rooms

Further information on BOH will be provided in Backstage Briefing Notes.

BAG RESTRICTIONS & BACKPACKS

AP

Backpack and Bag Restrictions are dependent on the Event.

Sporting / Family events - backpacks and bags may be permitted if they fit under your seat.

Concerts - No backpacks of any shape or size, including handbags that can be worn as a backpack, are not permitted.

All other bags need to be 40x30x30cm or smaller.

If you need a backpack or bigger bag for medical purposes, this is permitted, but you will still need to be ready to be searched when entering the venue and event team members need to be notified of bags needed for medical reasons.

Refer to C - Conditions of Entry, P - Prohibited Items or Event Information/Briefing Notes for further information.

BAG RESTRICTIONS & BACKPACKS

JCA

Backpack and Bag Restrictions are dependent on the Event.

Sporting / Family events - backpacks and bags may be permitted if they fit under your seat.

Concerts - No backpacks of any shape or size, including handbags that can be worn as a backpack, are not permitted.

All other bags need to be 30x30x30cm or smaller.

If you need a backpack or bigger bag for medical purposes, this is permitted, but you will still need to be ready to be searched when entering the venue and event team members need to be notified of bags needed for medical reasons.

Refer to C - Conditions of Entry, P - Prohibited Items or Event Information/Briefing Notes for further information.

BAG RESTRICTIONS & BACKPACKS

MCA

Backpack and Bag Restrictions are subject to change and are dependent on the Event – please refer to your Event Information/Briefing Notes for event specific conditions.

Concerts - No backpacks of any shape or size, including handbags that can be worn as a backpack, are not permitted.

All other bags need to be 30x30x30cm or smaller.

If you need a backpack or bigger bag for medical purposes, this is permitted, but you will still need to be ready to be searched when entering the venue and Supervisors need to be notified of bags required for medical reasons.

Sporting / Family events - backpacks and bags may be permitted provided they meet the specific Conditions of Entry for the event.

Check the Event Information/Briefing Notes for further information.

Refer to C - Conditions of Entry, P - Prohibited Items or Event Information/Briefing Notes for further information.

BAG RESTRICTIONS & BACKPACKS

RLA

Backpack and Bag Restrictions are subject to change and are dependent on the Event – please refer to your Event Information/Briefing Notes for event specific conditions.

Concerts - No backpacks of any shape or size, including handbags that can be worn as a backpack, are not permitted. All other bags need to be 30x30x30cm or smaller.

If you need a backpack or bigger bag for medical purposes, this is permitted, but you will still need to be ready to be searched when entering the venue and Supervisors need to be notified of bags required for medical reasons.

Sporting / Family events - backpacks and bags may be permitted provided they meet the specific Conditions of Entry for the event. Check the Event Information/Briefing Notes for further information.

Refer to C - Conditions of Entry, P - Prohibited Items or Event Information/Briefing Notes for further information.

BAG SEARCH POLICY

M&OP

Prior to entering the venue all guests will be asked to consent to an inspection of their bags and other belongings for prohibited items. Guests refusing an inspection will be refused entry into the venue.

Refer to C - Conditions of Entry.

BALLOON BAR

RLA

The Balloon Bar is located within the Eastern Annex and is the primary public bar for the venue. The bar is named after the significant moment when former tennis player Neale Fraser served a ball at a media event which let out hundreds of green and blue balloons signifying the opening of Rod Laver Arena.

BARS

AP

Refer to F - Food and Beverage Outlets

BARS

JCA

Refer to F - Food and Beverage Outlets

BARS

MCA

Refer to F - Food and Beverage Outlets



BARS

RLA

Refer to F - Food and Beverage Outlets

BICYCLE RACKS

M&OP

Bicycles are not permitted into any Venue.

Bicycle racks are located outside the venue in the following locations:

- Garden Square – near the Northern Car Park / RLA Tram Stop
- Further bike racks will be installed off the Northern Roadway to the rear of THQ
- Olympic Boulevard (in front of RLA & JCA)
- Eastern Car Park
- Entrance E Roadway
- next to AAMI Park - Entrance F Roadway
- next to AAMI Park

Bicycles are not permitted to be chained to any venue infrastructure, temporary or permanent, with the designated bicycle racks required to be used.

Cyclists are required to supply their own bicycle lock.

M&OP are not responsible for loss or damage to bicycles secured on site.



BOOTLEGGER/UNAUTHORISED MERCHANDISE SELLER

M&OP

A bootlegger refers to the unauthorised sale or distribution of products.

This is typically seen either before or after an event where a person is selling unauthorised copies of artist merchandise external to the venue/precinct.

The only official point of sale for Merchandise at any event is through the venue Merchandise outlets.

If a team member witnesses or is made aware of the unauthorised sale of Merchandise it should be reported to the VCC/SCC.

BROADCAST BOX

AP

Refer to M – Media Centre

BUS

M&OP

Bus routes which stop within easy walking distance of the precinct and venues include:

Bus 246 (Latrobe Uni – Elsternwick Station) stops at corner of Olympic Boulevard and Punt Road.

Other nearby bus stops include:

- Swan St/Punt Rd
- Rowena Parade/Punt Rd
- Wellington Pde/Hoddle St
- Bridge Rd/Hoddle St
- Anderson St/Alexandra Ave

BUS PARKING

M&OP

Located: Bus Park, via Entrance D off Olympic Boulevard

Cost: \$50.00 per bus.

Parking is subject to availability and bookings are essential. Go to <https://prebook.mopt.vic.gov.au>

C

CENTREPIECE

M&OP

- 250 seat auditorium
- 10 broadcast Studios (AO) that will be used as small meeting rooms Year Round

CENTREPIECE at Melbourne Park is M&OP's newest venue. Construction is set for completion in July 2021, with the first events scheduled for August 2021.

CENTREPIECE will replace the old Melbourne Park Function Centre and Tennis HQ Staff Café.

Designed to host year-round events such as conferences, gala dinners, awards nights, weddings, exhibitions, cocktail parties and speaking events,

CENTREPIECE at Melbourne Park will also host the worlds media during the Australian Open and restaurants/Corporate Hospitality.

CENTREPIECE sits adjacent to Rod Laver Arena and Tennis HQ and once completed will feature the following:

- 2,000 sqm pillarless ballroom with operable walls that can separate the space into 3. The ballroom can host up to 1400 guests for a dinner or 3000 cocktail style.
- 800 sqm pre-function space - 260 sqm outdoor terrace on Level 2
- 180 sqm outdoor terrace on Level 3

- A further 5 small meeting rooms
- Green Rooms and state of the art back of house facilities
- Connection into Tennis HQ

As part of the Development, a 5,000 seat Showcourt Arena is being constructed for the Australian Open and for outdoor concerts Year-Round. The following is also being constructed as part of the Stage 3 Redevelopment Project:

- Central Production Kitchen on Level One
- Central Logistics Hub on Level One, with connections into RLA, Tennis HQ and MCA
- Dedicated Waste Compound
- New Public Café and Hiring spaces adjacent to Garden Square.

For more information and updates visit the CENTREPIECE website

www.centrepiecemelbourne.com



CAFÉ

M&OP

There are several Café onsite at the M&OP precinct which are open to the public:

Collective Café. Refer to C - Collective Café for more details.

Edwin's Café. Refer to E - Edwin's Café for more details

Glasshouse. Refer to G - Glasshouse for more details

CAMERA POLICY

AP

The following are not permitted into the Stadium:

- Professional cameras, audio recording devices or video cameras (including iPads and tablets)
- Camera Tripods and detachable lenses above 300mm

This policy is subject to change.

Refer to C - Conditions of Entry or Event Information/Briefing Notes for event specific restrictions.

CAMERA POLICY

M&OP

The following are not permitted into the venue:

- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Camera Tripods

This policy is subject to change – please refer to Event Information/Briefing Notes for event specific restrictions.

CAR PARKING

M&OP

M&OP has the following Car Parks –

- Entrance A – access to Northern Car Park. Public Parking available.
- Entrance B – authorised personnel parking only. No Public Parking.
- Entrance C – authorised personnel parking only. No Public Parking.
- Entrance D – access to John Cain Arena Loading Dock (authorised personnel parking only), Eastern Plaza Car Park and Bus Car Park. Public Parking available.
- Entrance E – stadium authorised parking only. No Public Parking.
- Entrance F – stadium authorised parking only. No Public Parking.
- Entrance G – currently non-operational, utilised for Australian Open only.

Parking throughout the M&OP precinct can be booked online at www.mopt.com.au. Pre-booked event parking is at the discounted rate of \$20.00 and must be booked prior to 11:59pm the day prior to the booking.

Limited public parking may be available at other M&OP car parks at \$30.00 per car. Availability is dependent on other events in the precinct.

Yarra Park at the Melbourne Cricket Ground (MCG) is generally open for large events, however, guests should check prior for availability. Parking throughout the M&OP precinct is severely limited. Guests are strongly encouraged to use public transport.

CATERING

AP

O'Brien Group Australia (OBGA) are the contracted caterer at the Stadium for the provision of all corporate and retail food and beverage.

Refer to O – O'Brien Group Australia (OBGA) for further information.

Refer to F - Food and Beverage Outlets for future information.

Calibre Feasts is the caterer for the onsite café only – Edwin's Café. Refer to E – Edwin's Café for more information.

CATERING

JCA

Delaware North Catering (DNC) is the contracted caterer at the venue for the provision of both BOH, corporate and retail food and beverage offerings.

Delaware North also operate the onsite café Collective Café located on Level 2 of Tennis HQ (THQ).

Refer to C - Collective Cafe for further information. Refer to D – Delaware North Catering (DNC) for more information.

Refer to F - Food and Beverage Outlets for future information.

Last Supper is a catering contractor utilised in all three arenas (RLA, MCA & JCA) for the provision of food and beverage offerings to select Hirers and in BOH areas only. The engagement of Last Supper is at the discretion of venue management.

Delaware North Catering (DNC) is the contracted caterer at the venue for the provision of both BOH, corporate and retail food and beverage offerings.

Delaware North also operate the onsite café Collective Café located on Level 2 of Tennis HQ (THQ).

Refer to C - Collective Cafe for further information.

Refer to D – Delaware North Catering (DNC) for more information.

Refer to F - Food and Beverage Outlets for future information.

Last Supper is a catering contractor utilised in all three arenas (RLA, MCA & JCA) for the provision of food and beverage offerings to select Hirers and in BOH areas only. The engagement of Last Supper is at the discretion of venue management.

Delaware North Catering (DNC) is the contracted caterer at the venue for the provision of both BOH, corporate and retail food and beverage offerings.

Delaware North also operate the onsite café Collective Café located on Level 2 of Tennis HQ (THQ).

Refer to C - Collective Cafe for further information.

Refer to D – Delaware North Catering (DNC) for more information.

Refer to F - Food and Beverage Outlets for future information.

Last Supper is a catering contractor utilised in all three arenas (RLA, MCA & JCA) for the provision of food and beverage offerings to select Hirers and in BOH areas only. The engagement of Last Supper is at the discretion of venue management.

Several baby change tables are available in the Parent Room at JCA which is next to the First Aid Post near Door 2 on the Concourse.

Refer to P - Parent Room for further information.

A baby change table is also available in the accessible (disabled) toilets on Suite Level opposite Suite 5 (near Lift 3)

Refer to Multi-Level Directional Map

CHANGE TABLE – BABY

MCA

Baby change tables are available in all accessible (disabled) toilets located on Level 2 Concourse, next to Doors 6, 9, 16 & 19.

A baby change table is also available in the Parents Room located on Level 2 Concourse between Doors 9 & 10 and Doors 19 & 20.

Refer to Multi-Level Directional Map

CHANGE TABLE – BABY

RLA

Baby change tables are available in the following accessible toilets located on Level 2 Concourse, next to Doors 3, 13, 16.

A baby change table is available in the Parents Room located in the Eastern Annex behind reception.

Refer to P - Parents Room for further information.

Refer to Multi-Level Directional Map

CHANGE TABLE – BABY & ADULT

AP

Baby change tables are available in all accessible (disabled) toilets and in the Parents Room located at Level 1 Aisles 18 and Aisle 37.

There is an adult change table located in the accessible toilet at Level 1 Aisle 37.

A baby change table is also available at Edwin's Café (External – Ground Level North) within the accessible toilet.

Refer to Multi-Level Directional Map

Located: Ground Level West

Access: Accredited Players and Officials via the Players and Officials Entry off Entrance E

Melbourne Storm and Melbourne Victory FC have their own exclusive locker facilities.

When Melbourne Storm play on match days the opposition will utilise the Melbourne Victory FC visitor change rooms and vice versa for Melbourne Victory FC match days.

Melbourne City and Melbourne Rebels use the North Visitor Locker Room as their own. On Event Days competing teams will use the South Visitor Locker Room.

Melbourne Rebels also have their own Locker Room within their office tenancy space.

MELBOURNE STORM CHANGEROOM

Locker Room – Tenanted space and used exclusively by Melbourne Storm

Doctors Room - Tenanted space and used exclusively by Melbourne Storm

Physio Room - Tenanted space and used exclusively by Melbourne Storm

Muster/Warm up Area, Toilets, Ice baths and Showers – Shared space, not exclusive use

MELBOURNE VICTORY FC CHANGEROOM

Locker Room - Tenanted space and used exclusively by Melbourne Victory FC

Doctors Room - Tenanted space and used exclusively by Melbourne Victory FC

VISITOR LOCKER ROOMS

Melbourne City and Melbourne Rebels use the North Visitor Locker Room as their own. On Event Days competing teams will use the South Visitor Locker Room.

Visitor Locker Room (North) – to be used by visiting team when Melbourne Victory FC are playing

Visitor Locker Room (South) – is used by the visiting team when Melbourne Storm, Melbourne City and Melbourne Rebels are playing.

RESERVE CHANGEROOMS

2 Separate Reserve Changerooms including lockers, toilets and showers are usually used by curtain raiser teams.

MELBOURNE REBELS

The Melbourne Rebels have their own Locker Room and Muster Area within their tenancy space located on the Ground Floor on the Eastern side, next to their offices.

MELBOURNE FOOTBALL CLUB

The Melbourne Football Club (Demons) football department for their men's and women's AFL programs are located on the Ground Floor at the northern end of the venue, between Edwin's Cafe and Ticket Sales E.

The Melbourne Football Club administration team is located within the MCG

Physio Room - Tenanted space and used exclusively
by Melbourne Victory FC

Muster/Warm up Area, Toilets, Ice baths and Showers
– Shared space, not exclusive use

CHANGEROOMS – TEAMS

JCA

John Cain Arena has several team changerooms available Back of House, with the hirer responsible for designating home and away team changerooms as indicated by BOH room signage. Access to BOH and changeroom as are per the accreditation system for each event.

Changerooms include toilets, basins and showering facilities, locker spaces, benches / seating. The changerooms at each end of the corridor (Room 52 and Room 44, which are typically home and away team changerooms) are fitted with 2x in-built ice baths each.

Some of the changerooms have the ability to be divided into two smaller changeroom spaces if required.

CHANGEROOMS – TEAMS

MCA

Located: Basement Level - Back Of House Access: Accredited Personnel only MCA has several Changeroom/dressing room facilities within the Back of House areas. For each event, BOH room signage is displayed to indicate what changerooms are in use and by what teams/performers.

Changerooms include toilets, basins and showering facilities, locker spaces, benches / seating and TV screens.

All changerooms are flexible in design and have the ability to be divided into smaller changeroom spaces if required.

CHANGING PLACES

JCA

A Changing Places is a toilet and change facility that caters for guests with complex disabilities and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and comfortably.

Each facility is equipped with a height adjustable adult-sized changing bench and a tracking hoist system with adequate space for a person with a disability and up to two carers.

The Changing places facility is located down towards the Southern Concourse just after Door 4, near BLVD Bar. A MLAK (Master Locksmith Access Key) is required to access this facility, many guests who require this facility will already have a MLAK given to them by the Department of Health and Human Services.

If not, they can sign one out at the information desk. A MLAK allows guests and their carers to open changing places toilet facilities in many public spaces and buildings.

CHANGING PLACES

MCA

A Changing Places is a toilet and change facility that caters for guests with complex disabilities and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and comfortably.

Each facility is equipped with a height adjustable adult-sized changing bench and a tracking hoist system with adequate space for a person with a disability and up to two carers.

Unfortunately, MCA does not currently have a Changing Places facility.

CHANGING PLACES

RLA

A Changing Places is a toilet and change facility that caters for guests with complex disabilities and their carers where they require additional space, assistance and specialised equipment to allow them to use toilets safely and comfortably.

Each facility is equipped with a height adjustable adult-sized changing bench and a tracking hoist system with adequate space for a person with a disability and up to two carers.

The Changing places facility is located at Door 7. A MLAK (Master Locksmith Access Key) is required to access this facility, many guests who require this

facility will already have a MLAK given to them by the Department of Health and Human Services.

If not, they can sign one out at the information desk. A MLAK allows guests and their carers to open changing places toilet facilities in many public spaces and buildings.



CHILDREN - FREE ENTRY (BABES IN ARMS)

M&OP

The age for free tickets is determined by the hirer.

Any child admitted free into the venue is not entitled to occupy a seat.

The child must sit on the lap of the accompanying ticketed guest in a reserved seating area.

In the absence of a free age being stipulated the standard M&OP Policy will apply.

The standard policy stipulates that:

- Any child aged 3 and under (0-3) for RLA, MCA & JCA events will be admitted free entry
- Any child aged 4 and under (0-4) for AAMI Park sporting matches will be admitted free entry

Exceptions to this policy are children's events, which require all children 12 months and over to hold a valid ticket.

Note: This is a guide and subject to change per event and hirer.

CIRKA CLEANING

M&OP

Cleaning services at all venues is outsourced and managed by Cirka who are the Precinct's Cleaning Service Partner.

They are contracted to complete all cleaning operations at M&OP which includes pre, during and post-event cleans as well as ongoing maintenance cleans of venues .

All requests for cleaning during an event should be referred to the VCC/SCC.

Cirka's administration office onsite is located in John Cain Arena on Basement level opposite the Arena Management offices next to Staff Entry.

CLOAKING

AP

Cloaking facilities are available at the following locations:

- Gate 1 (Level 1 Aisle 3) Customer Service Centre
- Gate 8 (Level 1 Aisle 28) Customer Service Centre

There is no fee charged for cloaking.

Large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags will not be accepted to cloak. Small carry on size suitcases are permitted.

All items will be visually inspected by our staff, and venue management reserve the right not to cloak certain items.

Refer to P – Prohibited Items.

Items not collected at the end of an event are treated as Lost Property and are managed by M&OP's Customer Service Officer and reception team.

Refer to L - Lost Property for further information

CLOAKING

JCA

Cloaking facilities are available at the following locations:

- Western Plaza (Near GSO, next to Main Entry) – External & Internal cloaking windows available

- Eastern Plaza (Opposite the NTC, near the Entry) – External & Internal cloaking windows available. *Note: this is only open when the Eastern Plaza entry is being used.*

There is no fee charged for cloaking.

Large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags will not be accepted to cloak. Small carry on size suitcases are permitted.

All items will be visually inspected by our staff, and venue management reserve the right not to cloak certain items.

Refer to P – Prohibited Items.

Items not collected at the end of an event are treated as Lost Property and are managed by M&OP's Customer Service Officer and reception team.

Refer to L - Lost Property for further information

CLOAKING

MCA

Cloaking facilities are available at the following locations:

- Internal: Information Desk – opposite Door 7
- External: Show Court 3 – opposite the MCA Box Office

There is no fee charged for cloaking.

Large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags will not be accepted to cloak. Small carry on size suitcases are permitted.

All items will be visually inspected by our staff, and venue management reserve the right not to cloak certain items.

Refer to P – Prohibited Items.

Items not collected at the end of an event are treated as Lost Property and are managed by M&OP's Customer Service Officer and reception team.

Refer to L - Lost Property for further information



CLOAKING

RLA

Cloaking facilities are available at the following locations:

- Internal: Information Desk – Eastern Entry
- External: Eastern Entry next to the RLA Box Office

There is no fee charged for cloaking.

Large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags will not be accepted to cloak. Small carry on size suitcases are permitted.

All items will be visually inspected by our staff, and venue management reserve the right not to cloak certain items.

Refer to P – Prohibited Items.

Items not collected at the end of an event are treated as Lost Property and are managed by M&OP's Customer Service Officer and reception team.

Refer to L - Lost Property for further information

COACHES BOXES

AP

Located:

- Coaches Box 1 - Level 2 West – next to Media Centre (South)
- Coaches Box 2 - Level 2 West - next to Media Centre (North)

Access:

- Lift 4 & 5 Aisle 24
- Gate 6 stairs Aisles 23 & 24 or Gate 8 stairs Aisles 27 & 28.

MSS Security manage the coaches runs to and from Back of House areas.

COLLECTIVE CAFÉ

M&OP

The Collective Café is open to the public Monday to Friday, between 7:30AM – 5:00PM.

Collective Café is managed by Delaware North.

Location: Level 2 – Tennis HQ.

COMPANION CARD

M&OP

M&OP are committed to the Companion Card Scheme. All venue hirers are required to participate.

The Companion Card is a card issued by the Victorian Government to people with a profound disability who require the assistance of a companion to access the venue and event.

The Companion Card Scheme entitles a companion to one complimentary ticket for free entry to an event when attending with the card holder. When booking tickets the card holder is required to quote their card number and then bring their card to collect the ticket at the event.

For more information contact the Companion Card Information Line on 1800 650 611.

COMPLAINTS & FEEDBACK

M&OP

All complaints, where possible, should be resolved on the day by team members, with assistance from a Supervisor or Event Manager if necessary.

Guests with complaints that cannot be resolved on the day must submit their complaint in writing to receive a response.

The Information Desk/Customer Service Centre has business cards that include the contact details of where guests need to send a written complaint. These are given out to guests as required. Please advise the guest they need to email our Guest Services team with information including, the event attended, a description of what happened and their desired outcome when submitting a written complaint.

All feedback received is read and complaints will be escalated throughout the business as required to reach a resolution if necessary. Guests may email or post their complaint to:

enquiries@mopt.vic.gov.au

OR

M&OP Management

GPO Box 4611

Melbourne 3001

CONCESSION CARDS/TICKETS

M&OP

Refer to C - Concession Cards/Tickets

CONCESSION CARDS/TICKETS

M&OP

Concessions applicable for an event are determined by the hirer.

Guests must prove eligibility for concession by producing valid concession documentation when purchasing a concession ticket.

Guests must prove eligibility for concession when entering the venue by producing valid concession documentation with their event ticket on entry.

Any person holding a valid and current: Seniors Card, Pensioner Concession Card, Full-time Student Card, Library card (for Juniors only), Repatriation Health Care Card or are Totally and Permanently Incapacitated.

Health Care Cards are not accepted as a form of concession.

If a valid and current concession card is not presented, entry to the venue may be refused.

A guest who is unable to produce valid concession documentation at the Box Office/Ticket Sales outlet must not be allowed to purchase a concession ticket.

CONDITIONS OF ENTRY

AP

The Conditions of Entry are prominently displayed at all guest entry points into the Stadium. Guests entering the Stadium are bound by the Conditions of Entry. A guest who breaches any of the Conditions of Entry may be ejected from the Stadium. At times, additional event conditions may also apply. The Conditions of Entry Signage at gates reads as below - For the comfort, safety and enjoyment of all guests, staff and event participants, and/or pursuant to the Major Sporting Events Act 2009 entry to the Stadium is

Tickets

- Tickets must be retained at all times.
- Any tickets that are damaged, defaced or have been purchased from an unauthorised agent will not permit the holder to be admitted to the Stadium.
- Guests must occupy the seats specified on their ticket.
- Guests who have purchased a concessional ticket for an event must be able to provide valid proof of concession (i.e. proof of age identification or

subject to the following Conditions of Entry: Prohibited Items The following items are not permitted to be taken iThe Conditions of Entry are prominently displayed at all guest entry points into the Stadium. Guests entering the Stadium are bound by the Conditions of Entry. A guest who breaches any of the Conditions of Entry may be ejected from the Stadium. At times, additional event conditions may also apply. Bus.

The Conditions of Entry Signage at gates reads as below -

For the comfort, safety and enjoyment of all guests, staff and event participants, and/or pursuant to the Major Sporting Events Act 2009 entry to the Stadium is subject to the following Conditions of Entry:

Prohibited Items

The following items are not permitted to be taken into the Stadium:

- Illegal substances including controlled, dangerous or illicit drugs
- Incendiary devices (flares, fireworks and smoke bombs)
- Firearms and explosives
- Chemical, radioactive or biological substances
- Laser lights
- Alcohol
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras, audio recording devices or video cameras (including iPads and tablets)
- Camera Tripods and detachable lenses above 300mm
- Chairs/ Stools
- Glass (including bottles) or cans, drink containers and plastic bottles above 750ml
- Large flags/banners exceeding 1.6m
- Unauthorised advertising material or flyers
- Musical instruments

concession card) upon entry into the Stadium or when requested.

Restrictions on Entry

M&OP Management reserves the right to:

- Refuse entry to any person;
- Inspect any bags, clothing or other items at entry point or within the Stadium at any time.

Ejection from Stadium

A person may be liable for prosecution or a fine or may be ejected from the Stadium where that person:

- Uses foul or abusive language or makes racial or threatening remarks or gestures;
- Is deemed by Stadium management to be displaying offensive, disorderly or unlawful behaviour;
- Enters the Stadium or the playing area without proper authorisation; or
- Fails to comply with these conditions of entry or a lawful request from Stadium staff.
- No ticket refund will be paid to any person who is ejected from the Stadium. It is an offence for a person to re-enter the Stadium for a period of 24 hours after being ejected from the Stadium.

Other Conditions of Entry

- Persons under 12 years of age must be accompanied by a parent or guardian at all times within the Stadium
- No representation is made that there is seating available within the Stadium
- Some areas of the Stadium may be exposed to direct sunlight. Guests are responsible for their own sun protection and hydration.
- By entering the Stadium guests agree for their image, likeness or voice to be used as part of any recording of the event.
- Guests are advised that the Stadium is fitted with electronic surveillance and guests may be filmed in any area of the Stadium.

- Any large item that cannot be placed under a seat; and
- Any other item that in the opinion of M&OP Management could cause harm or public nuisance.

Restricted Items

- Umbrellas may be taken into the Stadium, but may not be opened within the Stadium.
- Prams, pushers, eskies, bags and other belongings are permitted into the Stadium however must be able to fit safely under the guest's seat without impeding access.
- Laptops may be taken into the Stadium, but may not be used within the Stadium.

Alcohol

The Stadium is licensed and as such, the following provisions apply:

- Alcoholic beverages must not be taken into or from the Stadium.
- Intoxicated persons will be refused entry/ evicted from the Stadium.
- Alcohol may only be consumed in designated areas.
- It is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a minor. Breaches of these laws may result in eviction from the Stadium and the persons being reported to the Police (penalties apply under the Liquor Control Reform Act 1998).

Smoking

- Smoking is not permitted within the Stadium or within the designated smoke-free areas outside the Stadium. This includes e-cigarettes and vaporisers.

- Pass outs will be issued at the discretion of the Stadium Hirer or Stadium Management.
- Guests enter the Stadium at their own risk. MOPT has no liability whatsoever for any damaged, lost or stolen property nor for any other loss, damage or injury suffered by any guest, whether in contract, tort or statutory liability to the full extent permitted by law.

Flags and Banners Policy

- Flag poles exceeding 1.6 metre in length are considered prohibited items and are not permitted into the Stadium. Such flag poles must either be surrendered and cloaked or taken back to the guest's vehicle.
- The following items are also not permitted into the Stadium;
 - Large banners taking up more than the guest's seat
 - Flags and banners that may cause offence
 - Flags or banners that conflict with Stadium or event sponsors
- A hirer may also impose further restrictions on the types of permitted flags or banners.

In addition to the matters set out above, the Trust may exercise any rights granted under the Major Sporting Events Act 2009 (Vic) or other legislation or regulations pertaining to the Stadium.

These conditions of entry may vary between events.

CONDITIONS OF ENTRY

all guest entry points into the venue. Guests entering the Venue are bound by the Conditions of Entry. A guest who breaches any of the Conditions of Entry may be ejected from the venue. At times, additional event conditions may also apply.

The Conditions of Entry Signage reads as below -

PROHIBITED ITEMS

The following items are not permitted in the venue:

- Illegal substances including controlled, dangerous or illicit drugs
- Flares, fireworks, smoke bombs or any other incendiary devices
- Firearms and explosives, chemical, radioactive or biological substances
- Laser lights
- Alcohol
- Plastic water bottles cannot exceed 600ml in size and must be unopened. There are water drinking fountains located in the concourse where you will be able to refill bottles at no cost.
- Aerosol Cans of any kind
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Camera Tripods
- Chairs/ Stools
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
(Note: at some events all bottles may be prohibited)
- Posters, banners or flags larger than 1m in width or height, including any handles
- Unauthorised advertising material or flyers
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers

- Tickets must be retained at all times (unless exchanged for a wristband).
- Any tickets that are damaged, defaced or have been purchased from an unauthorised agent will not permit the holder to be admitted to the Venue.
- Guests must occupy the seats specified on their ticket.
- Guests who have purchased a concessional ticket for an event must be able to provide valid proof of concession (i.e. proof of age identification or concession card) upon entry into the Venue or when requested.

RESTRICTIONS ON ENTRY

M&OP management reserves the right to:

- Refuse entry to any person;
- Inspect any bags, clothing or other items at entry point or within the Venue at any time.

EJECTION FROM VENUE

A person may be liable for prosecution or a fine or may be ejected from the Venue where that person:

- Uses foul or abusive language or makes racial or threatening remarks or gestures;
- Is deemed by Venue Management to be displaying offensive, disorderly or unlawful behaviour;
- Enters the Venue or other restricted internal area without proper authorisation; or
- Fails to comply with these conditions of entry or a lawful request from Venue staff.
- No ticket refund will be paid to any person who is ejected from the Venue. It is an offence for a person to re-enter the Venue for a period of 24 hours after being ejected from the Venue.

OTHER CONDITIONS OF ENTRY

- Persons under 12 years of age must be accompanied by a parent or guardian at all times within the Venue
- By entering the Venue, guests agree for their image, likeness or voice to be used as part of any recording

- Any large item that cannot be placed under a seat; and
- Any other item that in the opinion of MOPT management could cause harm or public nuisance

BAG RESTRICTIONS FOR ENTERTAINMENT EVENTS:

In addition to our prohibited items list, there will be strict bag restrictions in place for entertainment events (concerts, comedy shows). The below bags will NOT be permitted into the Venue:

- Backpacks of any size, including handbag style backpacks
- Sports bags of any size
- Any other bag larger than 30x30x30cm
- Backpacks and larger bags will be permitted for sports events and children's shows. Any bags brought into the venue for these events must be able to fit comfortably under your seat.

Further bag restrictions may apply, pending event requirements – please refer to Event Information/Briefing Notes for event specific restrictions.

ALCOHOL

The Arena is licensed and as such, the following provisions apply:

- Alcoholic beverages must not be taken into or from the Venue.
- Intoxicated persons will be refused entry/ evicted from the Venue.
- Alcohol may only be consumed in designated areas,
- Alcohol may not be permitted inside the Auditorium at some events.
- It is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a Minor.

Breaches of these laws may result in eviction from the Venue and the persons being reported to the Police (penalties apply under the Liquor Control Reform Act 1998).

of the event.

- Guests are advised that the Venue is fitted with electronic surveillance and guests may be filmed in any area of the Venue.
- Pass outs will be issued at the discretion of the Venue Hirer or Venue Management.
- Guests enter the Venue at their own risk. MOPT has no liability whatsoever for any damaged, lost or stolen property nor for any other loss, damage or injury suffered by any guest, whether in contract, tort or statutory liability to the full extent permitted by law.

In addition to the matters set out above, the Trust may exercise any rights granted under the Major Sporting Events Act 2009 (Vic) or other legislation or regulations pertaining to the Venue.

These conditions may vary between events.

SMOKING

- Smoking is not permitted within the Venue.

CONDITIONS OF ENTRY

MCA

The Conditions of Entry are prominently displayed at all guest entry points into the venue. Guests entering the Venue are bound by the Conditions of Entry. A guest who breaches any of the Conditions of Entry may be ejected from the venue. At times, additional event conditions may also apply.

The Conditions of Entry Signage reads as below -

PROHIBITED ITEMS

The following items are not permitted in the venue:

- Illegal substances including controlled, dangerous or illicit drugs
- Flares, fireworks, smoke bombs or any other incendiary devices
- Firearms and explosives, chemical, radioactive or biological substances
- Laser lights
- Alcohol
- Plastic water bottles cannot exceed 600ml in size and must be unopened. There are water drinking fountains located in the concourse where you will be able to refill bottles at no cost.
- Aerosol Cans of any kind
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Camera Tripods
- Chairs/ Stools

TICKETS

- Tickets must be retained at all times (unless exchanged for a wristband).
- Any tickets that are damaged, defaced or have been purchased from an unauthorised agent will not permit the holder to be admitted to the Venue.
- Guests must occupy the seats specified on their ticket.
- Guests who have purchased a concessional ticket for an event must be able to provide valid proof of concession (i.e. proof of age identification or concession card) upon entry into the Venue or when requested.

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M&OP management reserves the right to:

- Refuse entry to any person;
- Inspect any bags, clothing or other items at entry point or within the Venue at any time.

EJECTION FROM VENUE

A person may be liable for prosecution or a fine or may be ejected from the Venue where that person:

- Uses foul or abusive language or makes racial or threatening remarks or gestures;
- Is deemed by Venue Management to be displaying offensive, disorderly or unlawful behaviour;
- Enters the Venue or other restricted internal area without proper authorisation; or
- Fails to comply with these conditions of entry or a lawful request from Venue staff.

- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles. (Note: at some events all bottles may be prohibited)
- Posters, banners or flags larger than 1m in width or height, including any handles
- Unauthorised advertising material or flyers
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat; and
- Any other item that in the opinion of MOPT management could cause harm or public nuisance

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- Sports bags of any size
- Any other bag larger than 30x30x30cm
- Backpacks and larger bags will be permitted for sports events and children's shows. Any bags brought into the venue for these events must be able to fit comfortably under your seat.

Further bag restrictions may apply, pending event requirements – refer to Event Information/Briefing Notes for event specific restrictions.

ALCOHOL

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- Alcoholic beverages must not be taken into or from the Venue.
- Intoxicated persons will be refused entry/ evicted from the Venue.
- Alcohol may only be consumed in designated areas,

- No ticket refund will be paid to any person who is ejected from the Venue. It is an offence for a person to re-enter the Venue for a period of 24 hours after being ejected from the Venue.

OTHER CONDITIONS OF ENTRY

- Persons under 12 years of age must be accompanied by a parent or guardian at all times within the Venue
- By entering the Venue, guests agree for their image, likeness or voice to be used as part of any recording of the event.
- Guests are advised that the Venue is fitted with electronic surveillance and guests may be filmed in any area of the Venue.
- Pass outs will be issued at the discretion of the Venue Hirer or Venue Management.
- Guests enter the Venue at their own risk. MOPT has no liability whatsoever for any damaged, lost or stolen property nor for any other loss, damage or injury suffered by any guest, whether in contract, tort or statutory liability to the full extent permitted by law.

In addition to the matters set out above, the Trust may exercise any rights granted under the Major Sporting Events Act 2009 (Vic) or other legislation or regulations pertaining to the Venue.

These conditions may vary between events.

- Alcohol may not be permitted inside the Auditorium at some events.
- It is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a Minor.

Breaches of these laws may result in eviction from the Venue and the persons being reported to the Police (penalties apply under the Liquor Control Reform Act 1998).

SMOKING

- Smoking is not permitted within the Venue.

CONDITIONS OF ENTRY

RLA

The Conditions of Entry are prominently displayed at all guest entry points into the venue. Guests entering the Venue are bound by the Conditions of Entry. A guest who breaches any of the Conditions of Entry may be ejected from the venue. At times, additional event conditions may also apply.

The Conditions of Entry Signage reads as below -

PROHIBITED ITEMS

The following items are not permitted in the venue:

- Illegal substances including controlled, dangerous or illicit drugs
- Incendiary devices (flares, fireworks and smoke bombs)
- Firearms and explosives, chemical, radioactive or biological substances
- Laser lights
- Alcohol
- Backpacks*
- Sports bags
- Any bag larger than 30x30cm
- Aerosol Cans of Sunscreen
- Animals (other than Assistance Dogs)

SMOKING

- Smoking is not permitted within the Venue.

TICKETS

- Tickets must be retained at all times (unless exchanged for a wristband).
- Any tickets that are damaged, defaced or have been purchased from an unauthorised agent will not permit the holder to be admitted to the Venue.
- Guests must occupy the seats specified on their ticket.
- Guests who have purchased a concessional ticket for an event must be able to provide valid proof of concession (i.e. proof of age identification or concession card) upon entry into the Venue or when requested.

RESTRICTIONS ON ENTRY

M&OP management reserves the right to:

- Refuse entry to any person;
- Inspect any bags, clothing or other items at entry point or within the Venue at any time.

EJECTION FROM VENUE

- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Large electronic devices such as laptops and iPads
- Camera Tripods
- Chairs/ Stools
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles. (Note: at some events all bottles may be prohibited)
- Plastic bottles over 600ml in size
- Posters, banners or flags larger than 1m in width or height, including any handles
- Unauthorised advertising material or flyers
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat; and
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Further bag restrictions may apply, pending event requirements – refer to Event Information/Briefing Notes for event specific restrictions.

- A person may be liable for prosecution or a fine or may be ejected from the Venue where that person:
- Uses foul or abusive language or makes racial or threatening remarks or gestures;
- Is deemed by Venue Management to be displaying offensive, disorderly or unlawful behaviour;
- Enters the Venue or other restricted internal area without proper authorisation; or
- Fails to comply with these conditions of entry or a lawful request from Venue staff.
- No ticket refund will be paid to any person who is ejected from the Venue. It is an offence for a person to re-enter the Venue for a period of 24 hours after being ejected from the Venue.

OTHER CONDITIONS OF ENTRY

- Persons under 12 years of age must be accompanied by a parent or guardian at all times within the Venue
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- Guests are advised that the Venue is fitted with electronic surveillance and guests may be filmed in any area of the Venue.
- Pass outs will be issued at the discretion of the Venue Hirer or Venue Management.
- Guests enter the Venue at their own risk. MOPT has no liability whatsoever for any damaged, lost or stolen property nor for any other loss, damage or injury suffered by any guest, whether in contract, tort or statutory liability to the full extent permitted by law.

In addition to the matters set out above, the Trust may exercise any rights granted under the Major Sporting Events Act 2009 (Vic) or other legislation or regulations pertaining to the Venue.

These conditions may vary between events.



ALCOHOL

The Arena is licensed and as such, the following provisions apply:

- Alcoholic beverages must not be taken into or from the Venue.
- Intoxicated persons will be refused entry/ evicted from the Venue.
- Alcohol may only be consumed in designated areas,
- Alcohol may not be permitted inside the Auditorium at some events.
- It is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a Minor.

Breaches of these laws may result in eviction from the Venue and the persons being reported to the Police (penalties apply under the Liquor Control Reform Act 1998).

CONTRACTOR INDUCTION

M&OP

All contractors and personnel in a working capacity must complete the Online Safety Induction prior to commencing work onsite. Inductions can also be completed on the spot prior to entering the venue via this link: <http://www.onlineinduction.com/mopt/>.

Artist and performers are not required to complete this induction.

All contractors and personnel requiring access to the Catwalk must complete the specific Catwalk Induction (online) and can only be granted access by the designated Contract Manager or M&OP Operations Supervisor.

All contractors and personnel should be referred back to their Contractor Manager for access to the induction.

Refer to S – Service Partners for further information on venue event contractors.

CORPORATE BOXES

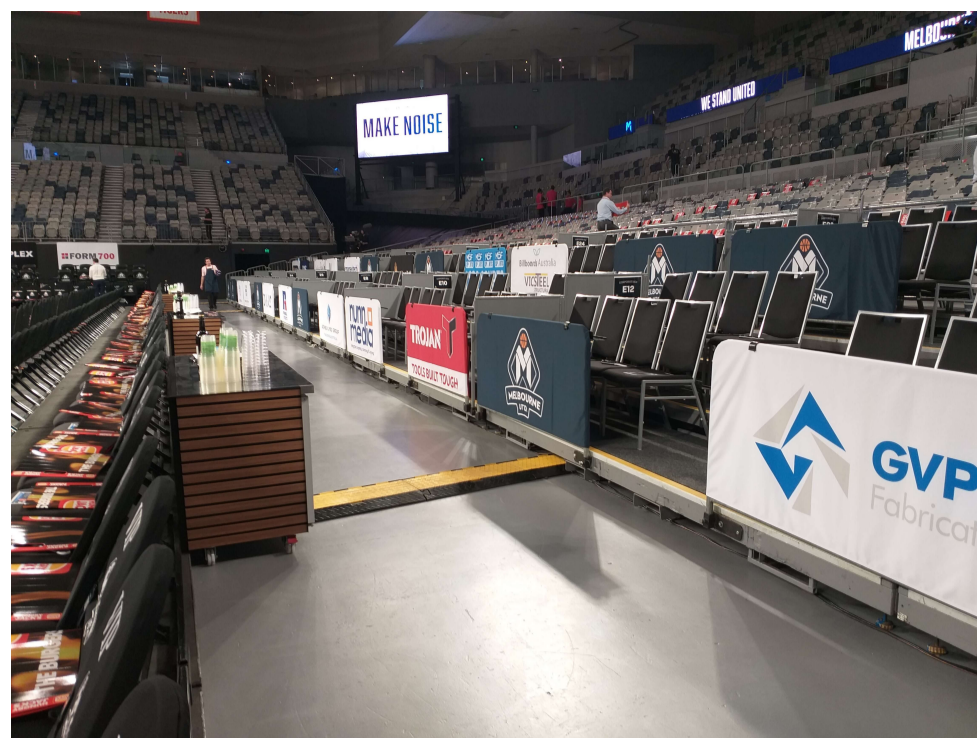
JCA

There are two styles of corporate boxes utilised at John Cain Arena, which are located at arena floor level

typically utilised at sporting events.

Corporate Boxes are located on the East and West sides (can have a maximum of 28 on each side) and are in the lower seating sections.

Executive Boxes are typically utilised in Basketball mode and are in the North and South (6 at each end) at Floor Level, these are identified typically by the use of cinema style seating.



CORPORATE DINING

AP

Refer to O – Olympic Park Room

CORPORATE ENTRIES

AP

Access:

- Gate 4 - Corporate Dining (Olympic Park Room)
- Gate 5 - Corporate Suites 1-24.
- Note: accredited media may also enter via Gate 5 on an event day.

Location:

- Gate 4 - Ground Level off Entrance F (East)
- Gate 5 - Ground Level off Entrance E (West)

CORPORATE RESERVE

JCA

A function space located on Suite Level at the southern end of John Cain Arena. This space has two rows of cinematic seats located external to the room on the balcony where guests can have uninterrupted

Views external to the venue look out onto Olympic Park and AAMI Park.

views of the auditorium from Suite level and also has the ability for bar and catering whilst viewing the event. This space can also be utilised for functions with two permanent bars at each end of the room and access to toilet amenities near Lifts 2 or 3.

Access: via Lift 2 or 3 only

For events where the South Raiseable seats are raised into the ceiling this obstructs the views from Corporate Reserve and is often unusable.



CORPORATE SUITES

AP

There are 24 Corporate Suites at the Stadium numbered 1 -24.

Corporate Suites are located on Level 2 West.

Corporate Suite guests are ticketed to enter via Gate 5 off Entrance E.

Internally the Corporate Suites can be accessed via Lift 4 & 5 at Aisle 24 or stairwells at Gate 6 or Gate 8.

The seating for the suites is located outside immediately in front of each suite.

No glassware is permitted outside the corporate suite (including the outdoor seating).

Corporate suite guests usually have access to the suite from gate opening until approximately 1 hour after the event concludes. Refer to the Event Information/Briefing Notes for exact times.

All other corporate suites are as per contract arrangements with the Hirer.

The following corporate suites are permanently allocated for all events:

Corporate Suite	Allocation
Corporate Suite 5	Melbourne Storm
Corporate Suite 8	Melbourne Victory
Corporate Suite 9	Melbourne Storm
Corporate Suite 11	M&OP
Corporate Suite 14	M&OP
Corporate Suite 16	Melbourne Storm
Corporate Suite 17	M&OP
Corporate Suite 19	Melbourne City
Corporate Suite 20	Melbourne Rebels
Corporate Suite 21	Melbourne Storm

CORPORATE SUITES

JCA

Refer to S - Suites

CORPORATE SUITES

MCA

There are 3 Corporate Suites at MCA (located at Level 3 North) – named Box A, B & C.

Internally the Corporate Suites can be accessed via Lift 1 (North East) or using the stairwells in the North East or North West corners of the Level 2 concourse.

There is no outdoor seating for the suites.

No glassware is permitted outside the corporate suite.

CORPORATE SUITES

RLA

Refer to S - Superboxes

COURIERS

M&OP

Couriers must be directed to M&OP Reception at Tennis HQ Administration Building (THQ), located in the Northern Car Park. Access for couriers is via Entrance A (off Batman Avenue) for small, mid-week deliveries. Courier and delivery drives can contact Reception on 9286 1600.

Couriers for AAMI Park must be directed to the Stadium Security Office off Entrance E.

Refer to D - Deliveries for further information and event specific delivery information.

Unauthorised event team members must not sign for or accept any items delivered by courier. This may change for Special Events, please refer to Event Information/Briefing Notes for further information.

Courtsiding is the practice of transmitting information from an event for the purpose of gambling, or placing of bets directly from an event, predominately seen in sport.

Courtsiding is not permitted in venue and any team member that suspect a guest of courtsiding or displaying unusual behaviour that is not typically seen are to notify a Supervisor or VCC/SCC.

CROWD CONTROLLER

Any person working in a security or crowd control capacity or position at M&OP's venues must hold the appropriate security or Crowd Control License for their duties.

All staff will hold a minimum qualification of Certificate II in Crowd Control.

All security staff working in a security or crowd control capacity must carry their valid license with them at all times, sign in and out of the Crowd Control Register and wear a security number or accreditation, issued by M&OP or M&OP's security contractor.

Crowd Controllers and Security Guards will be familiar with and act in accordance with all relevant legislation.

CRYING ROOM

M&OP endeavours to make a space available for a Cry Room although this is subject to event mode and an available spaces, a designated space isn't available and cannot always be guaranteed.

Refer to Event Information/Briefing Notes for further information or contact VCC/SCC

CUSTOMER SERVICE CENTRES (CSC'S)

There are two Customer Service Centres (CSC's) located externally on Level 1:

- Gate 1 (Level 1 Aisle 3) Customer Service Centre (East)
- Gate 8 (Level 1 Aisle 28) Customer Service Centre (West)

Gate 1 Customer Service Centre – 9286 1157

Gate 8 Customer Service Centre – 9286 1159

The Customer Service Centres provide the following services:

- General information
- Cloaking
- Administration of lost and found property
- Reception area for lost and found children / persons
- Customer feedback and complaints

For any ticket scanning or seating issues or general ticket sales, upgrades or collections, refer the guest to Ticket Sales E or F.

D

DAMAGED TICKET

M&OP

A guest with a ticket that will not scan at the turnstile must not be admitted into the Venue.

The guest must be referred to the closest Ticket Box Office /Ticket Sales outlet. Refer to T - Ticket Sales.

The Ticketing team members will check the ticket to ensure that it is a valid event ticket and if so re-print the ticket for the guest so that it can be scanned.

DEFIBRILLATOR (AED)

AP

Defibrillators (AED) are located in the following areas:

- Within the Stadium Security Office, Ground Level West via Entrance E
- Eastern Admin Corridor for Tenants, Ground Level - East

Defibrillators will also be located in the First Aid Post(s) and/or with roving St John crews.

Asthma Kits are also located with the Defibrillators. Refer to A Asthma Kits

DEFIBRILLATOR (AED)

Defibrillators (AED) are located in the following areas:

- Suite Level, South East Corner near Lift 3 and Suites 5 & 6
- Staff Muster Area, Basement Level - West, near kitchen

Defibrillators will also be located in the First Aid Post(s) and/or with roving St John crews.

Asthma Kits are also located with the Defibrillators. Refer to A Asthma Kits

DEFIBRILLATOR (AED)

Defibrillators (AED) are located in the following areas:

- Level 1 – East: Precinct Operations Centre (POC)
- Level 1 – North: RLA/MCA Staff Muster Area

Defibrillators will also be located in the First Aid Post(s) and/or with roving St John crews.

Asthma Kits are also located with the Defibrillators. Refer to A Asthma Kits

DEFIBRILLATOR (AED)

Defibrillators (AED) are located in the following areas:

- Level 1 – East: Precinct Operations Centre (POC)
- Level 1 – North: RLA/MCA Staff Muster Area
- Level 4 - South West - Superbox Level near Lift 11

Defibrillators will also be located in the First Aid Post(s) and/or with roving St John crews.

Asthma Kits are also located with the Defibrillators. Refer to A Asthma Kits

DELAWARE NORTH CATERING

Delaware North Catering (DNC) is M&OP's Catering Service Partner responsible for all catering at the Arenas, including RLA, MCA and JCA.

DNC manage all food and beverage requirements including corporate catering and retail food & beverage outlets.

DNC have an administration office onsite located on the 5th Floor of M&OP's Tennis HQ Administration Building.

DELIVERIES

M&OP

Large event deliveries must be directed to the relevant venue locations at the request/approval of Venue Management.

- RLA & MCA: M&OP Gate House (Entrance C), Batman Avenue
- JCA: Stage Door (Entrance D)
- AAMI Park: Stadium Security Office (Entrance E)

Unauthorised event team members must not sign for or accept any items delivered by courier.

DIETARY REQUIREMENTS

AP

Healthy food options (gluten friendly) available at:

Level 1

- Aisle 4
- Aisle 28

Vegetarian food options available at:

Level 1

- Aisle 4
- Aisle 28

Always refer to Event Information/Briefing Notes for food and beverage outlets in use.

DIETARY REQUIREMENTS

JCA

Healthy food options (gluten friendly) available at:

Coffee West??

XX

Vegetarian food options available at:

XX

Always refer to Event Information/Briefing Notes for food and beverage outlets in use.

DIETARY REQUIREMENTS

MCA

Healthy food options (gluten friendly) available at:

Outlet	Location	Food Options
Loaded	Between Door 6 & 7	Loaded in a Bowl
Food Store South	Between Door 30 & 31	Beef Burger

Vegetarian food options available at:

Outlet	Location	Food Options
Food Store South	Between Door 30 & 31	Vegie Katsu
The Chipper	Between Door 6 & 7	The Chipper Vegetarian
Food Store North	Between Door 16 & 17	Hot Chips
Loaded	Between Door 6 & 7	Hot Chips
Food Store South	Between Door 30 & 31	Hot Chips

Outlet	Location	Food Options
Loaded	Between Door 6 & 7	Vegetarian Loaded
Salads at Butchers Block	Between Door 30 & 31	Packaged Sandwiches and Salads
Terrace Bar	Opposite Door 10	Packaged Sandwiches and Salads

Always refer to Event Information/Briefing Notes for food and beverage outlets in use.

DIETARY REQUIREMENTS

RLA

Healthy food options (gluten friendly) available at:

Outlet	Location
Loaded Flatbread	North Annex
Grass & Grain Burgers	Eastern Annex

Vegetarian food options available at:

Outlet	Location
Gradi Pronto	Southern Annex
The Chipper	Door 14
Loaded Flatbread	North Annex
Grass & Grain Burgers	Eastern Annex

Always refer to Event Information/Briefing Notes for food and beverage outlets in use.

DISABLED ACCESS, TICKETING AND FACILITIES

M&OP

Refer to A - Accessible Access, Ticketing & Facilities

DIVERSITY INCLUSION

M&OP

Think Person First! Treat everyone equally as a person and not a person with a disability.

Don't make assumptions

No two people are alike and no two people with a similar impairment are alike.

Listen to the guests needs and ask what assistance you may offer.

Be knowledgeable of services we offer, be prepared to answer accurately.

Always address the guest rather than their companion, unless indicated otherwise.

Keep good eye contact, be relaxed and talk normally.

Avoid Jargon; use plain language, making it easy to understand.

DOOR OPENING TIMES

JCA

Door opening times are determined by the hirer. They may set differing times for Inner and Outer Door Opening. Refer to Event Information/Briefing Notes for exact times.

The John Cain Arena Box Office typically opens 30 minutes prior to Outer Door Opening

All doors must remain closed, regardless of the time, until the direction to open is communicated by the Event Manager or the VCC

Those who require access prior to Door Opening must get approval from the Event Manager or the VCC.

DOOR OPENING TIMES

MCA

Door opening times are determined by the hirer. They may set differing times for Inner and Outer Door Opening. Refer to Event Information/Briefing Notes for exact times.

The MCA Box Office typically opens between 15-30 minutes prior to Outer Door Opening.

All doors must remain closed, regardless of the time, until the direction to open is communicated by the Event Manager or the VCC

Those who require access prior to Door Opening must get approval from the Event Manager or the VCC.

DOOR OPENING TIMES

RLA

Door opening times are determined by the hirer. They may set differing times for Inner and Outer Door Opening. Refer to Event Information/Briefing Notes for exact times.

The Rod Laver Arena Box Office typically opens 30 minutes prior to Outer Door Opening

All doors must remain closed, regardless of the time, until the direction to open is communicated by the Event Manager or the VCC

Those who require access prior to Door Opening must get approval from the Event Manager or the VCC.

DOORS

JCA

John Cain Arena has a total of 8 doors in the venue, Ground Doors 2, 4, 6 & 8 are found on Concourse (Ground) Level and Arena Doors 1, 3, 5 & 7 are found on Arena Level of the venue. Not all doors are always open and operational for every event, refer to Event Information/Briefing Notes for further information.

Event tickets and venue wayfinding systems use Levels and Doors as the primary means of directing guests.

Referring to door numbers should be used as much as possible when directing guests around the venue.

Guests are unable to circulate the venue due to the design of the venue therefore you must be referred to the correct lifts or stairs to access their seat.

Floor access is via the Stairs to Floor within the lower seating bowl. Alternatively, for those who cannot manage stairs, Lift 2 can be utilised to access the Floor area via staff escort.

DOORS

MCA

MCA has a total of 42 Arena Door around the venue, Doors 1-20 are located on Level 2 Concourse and Doors 21-42 are located on Level 3 of the venue. Not all doors are always open and operational for every event, refer to Event Information/Briefing Notes for further information.

Event tickets and venue wayfinding systems use Levels and Doors as the primary means of directing guests.

Referring to door numbers should be used as much as possible when directing guests around the venue.

Guests are able to circulate the venue on Level 2 or 3, however, it is still important to referred them to the correct lifts or stairs to access their seat.

Floor access is via the Stairs to Floor within the lower seating bowl. Alternatively, for those who cannot manage stairs, Lift 2 can be utilised to access the Floor area via staff escort.

During entertainment events, doors should be closed once an artist is on stage to mitigate light and noise bleed.

DOORS

RLA

Rod Laver Arena has a total of 20 Arena Doors all located on Level 2 Concourse of the venue. Not all doors are always open and operational for every event, refer to Event Information/Briefing Notes for further information.

Event tickets and venue wayfinding systems use Doors as the primary means of directing guests.

Referring to door numbers should be used as much as possible when directing guests around the venue.

Guests are able to circulate the venue on Level 2 and 4 but not Level 3, therefore it is important to referred them to the correct lifts or stairs to access their seat.

Floor access is via the Stairs to Floor within the lower seating bowl or through the Northern Annex (lift or stairs) via the floor bar.

During entertainment events, doors should be closed once an artist is on stage to mitigate light and noise bleed.



DRESS CODE (GUEST)

M&OP

Guests are encouraged to wear a top (e.g. Shirt, singlet) at all times.

Guest must always have footwear (e.g. shoes, thongs, sandals)

DRESSING ROOMS

RLA

The RLA dressing rooms were upgraded during the stage 2 redevelopment at M&OP.

There are 4 main dressing rooms and other smaller auxiliary dressing rooms.

Access to dressing rooms is restricted by event day accreditation.

DROP OFF AREAS

M&OP

Designated passenger drop off areas are available across the precinct in the following locations::

- In front of John Cain Arena on Olympic Boulevard
- Opposite Gosch's Paddock on Olympic Boulevard
- Within the Northern Car Park (Entrance A – Batman Avenue), near Garden Square
- Mobility impaired passengers may be dropped off before the boom gate at Entrance F (East) and Entrance E (West) near AAMI Park

Guests should be directed to use these zones, especially for those who may experience mobility issues. A time limit applies in these areas and will be enforced.

Car park attendants located at near each Entrance will coordinate which vehicles are permitted access to the drop off areas.

Additional designated drop off zones may be implemented depending on the event, for example parents dropping off their children to a concert with a demographic under the age of 18.

Refer to your Event Information/Briefing Notes for further information.

DUPLICATE TICKET

M&OP

If a same seat allocation problem is reported where two guests have a ticket for the same seat, team members should do the following:

Carefully check both sets of tickets ensuring that event, event date, level, aisle, row and seat number are the same.

Re-direct the guest who is in the wrong seat.

If the tickets are the same clearly mark who belongs to which tickets.

Temporarily seat the guests (if seats are available) and call a Supervisor.

If the guests do not want to wait for a Supervisor refer them to the closest Ticket Box Office/Ticket Sales outlet

The Supervisor will take both sets of tickets to the closest Ticket Box Office/Ticket Sales outlet where Ticketing team members will investigate and resolve the issue.

If necessary Ticketing team members will provide alternative seating for either party.

If a ticket is a member ticket, the member is entitled to their seats and the Ticketek holder will need to be relocated.

E

EFTPOS

M&OP

EFTPOS/Tap & Go is available at all catering outlets and most merchandise outlets (may differ from event to event).

No minimum purchase required and all major cards are accepted.

EAR PLUGS

M&OP

All guests are able to collect a pair of ear plugs at the nearest Information Desk/Customer Service Desk of the venue they are attending.

Refer to I - Information Desk (for RLA, MCA & JCA) or C - Customer Service Centre (for AAMI Park) for further information

The Eastern Annex was upgraded during Stage 2 redevelopment at RLA.

The Annex acts as the main entry into the venue and houses a premium dining experience; the railyards bar and bistro as well as a rooftop bar, the upper deck.



EASTERN LOUNGE

The Eastern Lounge is located on Arena Level on the Eastern side of the venue, which also includes an Annex that is an additional internal space that connects the lounge to the Eastern Plaza. This is a versatile space and has the ability to be divided into two separate spaces with a dividing wall.

For some events this is a hirer space and often used for Corporate Functions, while for concerts it can be used for General Admission Floor guests to enter the venue, be wristbanded and access the floor.

Access: Can be accessed by guests or hirer users via the following ways:

- Eastern Plaza External Doors
- Internal glass doors near Arena Doors 5 and 7
- Internal doors that lead out to east transverse aisle of the seating bowl
- Escalators & stairs from the eastern Concourse
- Lift 6 from the eastern concourse

EASTERN PLAZA

An elevated plaza was part of the redevelopment of the National Tennis Centre providing a landscaped entrance to Melbourne Park on Olympic Boulevard, a public elevated space and an Eastern Entry to John Cain Arena.

The Eastern Plaza includes eight indoor tennis courts, five outdoor hard courts, further down the ramp there are six outdoor Italian clay courts and two additional

Public seating facilities, a water drinking fountain and public toilets are also accessible on the Eastern Plaza.



hard courts.

It is accessible via the MCG Footbridge, the Edwin Flack Bridge, stairs or an external lift from ground level at Entrance D or a ramp off Olympic Boulevard down towards the tram stop.

EDWIN FLACK BRIDGE

M&OP

The Edwin Flack Bridge links the south side of Olympic Boulevard (Olympic Park) to the north side of Olympic Boulevard (Melbourne Park).

It is located externally at AAMI Park on Level 1 West Concourse (near Gate 8) and continues to John Cain Arena, the National Tennis Centre and the Eastern Plaza.

EDWIN'S CAFE

M&OP

Located: Ground Level North of AAMI Park

Access: via Olympic Boulevard

Edwin's Café is managed by Calibre Feasts (not O'Brien Group Australia)

Edwin's is a cafe that is open to the public Monday – Friday between 7:00am-3:30pm.

Edwin's cafe may open pre, post or during an event. Please refer to the Event Information/Briefing Notes for event details.

Edwin's Café also can also cater for private functions

EMERGENCIES

M&OP

Refer to E - Emergencies for further information

EMERGENCY ALARMS & EVACUATION PROCEDURES

M&OP

Alert Alarm "**Beep, Beep, Beep**" - all area wardens and wardens to respond. All other occupants standby-by for instructions from wardens. This is not an evacuation alarm.

Evacuation Alarm "**Whoop, Whoop, Whoop**" – instruct people in your area to evacuate to the nearest Assembly Point as directed by the Chief Warden.

- Put on your Warden Hats / Vests ;
- Do not use Lifts during an emergency;
- Ensure Fire/Smoke doors remain closed;
- Remain calm;
- People with accessibility needs should be moved to a safe area to wait for Emergency Services to assist them.

Use the public message (as listed below) when asking people to evacuate:

"This is an emergency evacuation, it is not a drill. Please move calmly to the nearest exit then move outside the venue. Do not use the lifts or your mobile phones."

If any person in your area refuses to leave, ask them firmly a second time, then leave without them. Report this situation (number of people and locations if possible) to your Area Warden.

Once the area is evacuated, all Wardens should move to the designated assembly area assisting guests on the way to the assembly point.

Chief Warden - White Hat/Vest

Area Warden - Yellow Hat/Vest

Warden - Red Hat/Vest

Refer to Emergency Procedures attached to the Event Information/Briefing Notes.

EMERGENCY CODES

M&OP

Red = Fire or Smoke

Orange = Evacuation

Yellow = Internal Emergency (failure or threat to essential services)

Purple = Bomb Threat or Suspect Package

Black = Personal Threat (Armed or dangerous person)

Blue = Medical Emergency

Brown = External Emergency

Report emergencies by Radio, Landline, WIP, Mobile Phone or Runner, to the VCC/SCC. State the below –

- Your call sign / name
- Code _____ (Emergency Code Colour)
- Exact Location
- Details of the emergency
- Assistance Required / Action Taken



EMERGENCY MANAGEMENT

M&OP

In the unlikely event of an emergency requiring evacuation, the M&OP Emergency Management Plan will be implemented.

The public address announcer will read a message asking guests to exit the venue by the nearest safest exit in an orderly manner and direct them to the designated Assembly area.

Refer to Event Information/Briefing Notes for Assembly Area map.

Refer to W – Wardens for further information on responsibilities of being a Warden.

ENTRY POINTS

AP

The following entries are in the Stadium:

Gates 1 to 8 . Refer to G – Gates

Staff Entry. Refer to S – Staff Entry & Sign On

Players and Officials Entry. Refer to P – Players and Officials Entry

ENTRY POINTS

M&OP

ENTRY POINTS (CORPORATE)

AP

Gates 4 & 6 used as Corporate Entry points to the Stadium and are separate to general public gates and located on Ground Level.

Refer to Event Information/Briefing Notes for further information

ENTRY POINTS (CORPORATE)

JCA

Event dependent. Refer to Event Information/Briefing Notes for further information

ENTRY POINTS (PUBLIC)

AP

AAMI Park has 8 gates for public entry into the Stadium.

- The main public entrances are at Gates 2 & 7.
- Additional public entry points may be open for large events, which include Gates 1 & 3 (Gosch's paddock side of the venue) and Gates 6 & 8 (Olympic Park side of the venue)

All public gates are located on Level 1

Refer to G - Gates for further information.

ENTRY POINTS (PUBLIC)

JCA

John Cain Arena has two main public entries into the venue:

- Western Plaza – entry western side of the venue near Grand Slam Oval
- Eastern Plaza – entry via Eastern Plaza, Arena Level, near National Tennis Centre & MCG Bridge. Not always in use or for public as is sometimes a Hirer/Corporate Entry.

The Western Entry is the main entry point for all events

The Eastern Plaza entry only being open for public for larger events or for General Admission entertainment events where wristbanding is involved.

All entrances are accessibility friendly.

Security screening which includes bag checks and wandings are in place at each entrance.

For Internal access, refer to D - Doors

ENTRY POINTS (PUBLIC)

MCA

MCA has two main public entries into the venue:

- Garden Square Entry (North East)
- Tanderrum Bridge Entry (North West)

Simultaneous use of both entries will only be utilised for the larger events, or as directed by the Event Manager.

The North East entry is the primary accessible entry. Guests with limited mobility will be directed to enter the Arena via Lift 1, off Garden Square.

Lift 1 Entry will have a security checkpoint and team member located with hand held scanner to accommodate guests with accessibility needs.

All entrances are accessibility friendly.

Security screening which includes bag checks and wandings are in place at each entrance.

For Internal access, refer to D - Doors



ENTRY POINTS (PUBLIC)

RLA

Rod Laver Arena has two main public entries into the venue:

- Eastern – entry via Eastern Annex

- Northern – entry via Garden Square

All entrances are accessibility friendly.

Security screening which includes bag checks and wandings are in place at each entrance.

For Internal access, refer to D - Doors

EVENT WORKFORCE GROUP (EWG)

M&OP

Event Workforce Group (EWG) are M&OP's front of house service partner.

EWG provide additional Patron Services and Merchandise team members for events held at all venues.

EWG team members sign on area is shared with M&OP at Staff Sign On.

Administration offices are located off site.

EVENTS (UPCOMING)

M&OP

Upcoming events at M&OP can be found on the precinct's website:

- www.mopty.com.au/event/coming-events/

Or alternatively on each individual venue's website:

- AAMI Park: www.aamipark.com.au/event/coming-events/

- John Cain Arena: www.melbournearena.com.au/event/coming-events/

- MCA: www.margaretcourtarena.com.au/all-events/

- Rod Laver Arena: www.rodlaverarena.com.au/coming-events/

EVICTON PROCESS

M&OP

Evictions should be carried out by a crowd controller, and where possible a supervisor should be present.

Any decision to evict a person(s) should be made by the Event Manager or by the delegated authority given to a Security or Sector Supervisor within the Conditions of Entry or under the Major Events Act 2009 (Vic)

If you are involved in an eviction, please ensure you complete the Incident Report within the new Crowd Control Register, plus the M&OP Incident Report (both available at Staff Sign On). These MUST be completed by the end of your shift.

All evictions must be called through to VCC/SCC as they are happening to ensure the incident actions, number of evictions occurring and the reason for eviction are all logged and also captured on CCTV where possible.

EXIT DOORS (ACCESS TO FLOOR)

JCA

John Cain Arena has 4 Exit Doors off the floor located:

- Exit Door 1 – North West/Near Ground Door 2 – (BOH and Loading Dock)
- Exit Door 2 – South West/Near Ground Door 4 – (BOH via south ramp. Used for accessibility needs access to and from the floor via Lift 2)
- Exit Door 3 – South East/Near Ground Door 6 – (BOH via south ramp. Used for accessibility needs access to and from the floor via Lift 2)
- Exit Door 4 - North East /Near Ground Door 8 – (BOH and Loading Dock)

Depending on event mode and whether the north and/or south raiseables seats are up will determine whether or not there are exit doors in place.

Relevant accreditation access is required to pass through exit doors.

EXIT DOORS (ACCESS TO FLOOR)

MCA

MCA has 3 Exit Doors off the floor located:

- Exit Door 1 – North East – Ramp (BOH – No access to the general public)
- Exit Door 2 – South East – Ramp (Access to Loading Dock Area & Guest Access to floor from Lift 2)
- Exit Door 3 – South West – Stairs (Access to Floor Bar & Entrance B Car Park)

EXIT DOORS (ACCESS TO FLOOR)

RLA

RLA has 4 Exit Doors off the floor located:

- Exit Door 1 - South West - Stairs (Loading Dock Access/First Aid Access)
- Exit Door 2 - North West - Stairs/Accessibility Lift - (Staff Entry & Floor Bar)
- Exit Door 3 - Stairs North East (BOH)
- Exit Door 4 - Stairs South East (BOH)

For some GA Floor events a section of the North West Easting bowl is removed to allow greater thoroughfare through the Floor bar to the floor.

EXIT/RE-ENTRY PROCESS TO VENUE

M&OP

Refer to P - Pass Out Policy

F

FIRE INDICATOR PANEL ROOM (FIP ROOM)

AP

Also referred to as the Fire Control Room.

Located: Ground Level West - Adjacent to Stadium Security Office

Access: Entrance E off Olympic Boulevard.

FIRE INDICATOR PANEL ROOM (FIP ROOM)

JCA

Also referred to as the Fire Control Room.

Located: Concourse (Ground) Level - South East - Adjacent to BLVD Bar near Lift 3

Access: Entrance D off Olympic Boulevard.

FIRE INDICATOR PANEL ROOM (FIP ROOM)

Also referred to as the Fire Control Room.

MCA does not have its own FIP Room and is instead shared with Rod Laver Arena.

Located: Rod Laver Arena – Loading Dock Fire Control Room (Opposite Gate 3)

Access: Entrance C off Batman Avenue.

An additional mimic panel can be found in the Precinct Operations Centre (Rod Laver Arena – adjacent to the VCC).

FIRE INDICATOR PANEL ROOM (FIP ROOM)

Also referred to as the Fire Control Room.

RLA shares it's FIP Room with MCA.

Located: Rod Laver Arena – Loading Dock Fire Control Room (Opposite Gate 3)

Access: Entrance C off Batman Avenue.

An additional mimic panel can be found in the Precinct Operations Centre (Rod Laver Arena – adjacent to the VCC).

FIRST AID

St John Ambulance personnel are onsite for every event to provide guests and staff with first aid medical assistance, if required.

There are two dedicated First Aid Rooms for public access:

- Level 1: Aisle 1
- Level 1: Aisle 21

The Main First Aid Room is:

Guests requesting minor first aid (band aid, headache tablet) should be referred to the closest First Aid Room on Level 1.

For more serious ailments or if there is any doubt as to the nature or severity of the incident, a request for first aid assistance must be communicated to the SCC. If the guest is able to walk safely, escort them to the closest First Aid location. If unable to do so, stay with them, contact the SCC via two-way radio or and provide the following information:

- Located back of house on Ground Level West.
- No public access to this room.
- Access to the Main First Aid Room for emergency vehicles is via the Players and Officials Entry off Entrance E.
- Internal access via Goods Lift E is restricted to members in uniform and accompanied patients and family/friends.
- Guests may be transferred to the Main First Aid Room for observation or transportation by ambulance or private vehicle.
- The location of the Main First Aid Room is subject to change. Refer to Event Information/Briefing Notes for further restrictions.

In addition to First Aid Room(s), St John Ambulance may have crews positioned around the Stadium (fixed position or roving).

A guest requiring first aid may 'walk in' to either of the First Aid Rooms on Level 1 for assistance.

- Problem (e.g. feeling dizzy, unconscious/breathing, laceration to leg, etc. as much relevant information as possible)
- Approximate age and sex of guest
- Location (Exact location of the incident/guest, not where caller is at that time) – A crew will be dispatched to this location

If contact with the SCC cannot be made, go to the nearest First Aid post and request assistance directly. It is important that only one request per incident is made. If you contact the SCC and also request assistance from a First Aid Post, it will be assumed that there are two separate incidents resulting in two crews being deployed, creating delays and wasting resources.

FIRST AID

JCA

St John Ambulance personnel are onsite for every event to provide guests and staff with first aid medical assistance, if required.

There is one dedicated First Aid Room within JCA for public access:

- Concourse (Ground) Level: Near Door 2

At times (for larger or higher risk events), there may be a number of temporary First Aid Posts positioned around the venue. For concert and entertainment events of medium to high risk a temporary First Aid Post is located:

- Arena Floor – Stage Left / Stage Right (Floor)
- Back of the Arena Floor - near Floor Bar or room behind VCC

If unable to do so, stay with them, contact the VCC via two-way radio or and provide the following information:

- Problem (e.g. feeling dizzy, unconscious/breathing, laceration to leg, etc. as much relevant information as possible)
- Approximate age and sex of guest
- Location (Exact location of the incident/guest, not where caller is at that time) – A crew will be dispatched to this location

If contact with the VCC cannot be made, go to the nearest First Aid post and request assistance directly. It is important that only one request per incident is made. If you contact the VCC and also request

There may be additional temporary First Aid positions located on the floor or within the arena for an event so refer to the Event Information/Briefing Notes for further information.

In addition to the First Aid Room, St John Ambulance may have crews positioned around the venue (fixed position or roving).

- For sporting events a roving crew usually bases themselves near Arena Door 5 for coverage on the east side of the venue as well as arena level

Guests requesting minor first aid (band aid, headache tablet etc.) should be referred to the closest First Aid location/crew – ‘walk-ins’ are welcome.

For more serious ailments or if there is any doubt as to the nature or severity of the incident, a request for first aid assistance must be communicated to the VCC. If the guest is able to walk safely, escort them to the closest First Aid location.

assistance from a First Aid Post, it will be assumed that there are two separate incidents resulting in two crews being deployed, creating delays and wasting resources.



FIRST AID

MCA

St John Ambulance personnel are onsite for every event to provide guests and staff with first aid medical assistance, if required.

There is one dedicated First Aid Room within MCA for public access:

- Level 2 Concourse: Between Doors 5 & 6

At times (for larger or higher risk events), there may be a number of temporary First Aid Posts positioned around the venue. Whilst some locations may be used more frequently than others, please ensure you refer to your Event Information/Briefing Notes for confirmation. Below is a list of temporary locations:

- Ground Level – Exit Door 2 Ramp (BOH)
- Ground Level – Stage Left / Stage Right (Floor)
- Level 2 Concourse: RLA First Aid Post (between RLA Doors 14 & 15)
- Ground Level – MCA Room 8 & 9

In addition to the First Aid Room(s), St John Ambulance may have crews positioned around the venue (fixed position or roving).

Guests requesting minor first aid (band aid, headache tablet etc.) should be referred to the closest First Aid location/crew – ‘walk-ins’ are welcome. Refer to your Event Information/Briefing Notes.

FIRST AID

RLA

St John Ambulance personnel are onsite for every event to provide guests and staff with first aid medical assistance, if required.

There are two dedicated First Aid Rooms within RLA for public access:

- Level 2 Concourse: Between Doors 13 & 14
- Level 1 Floor Location: Between Exit Door 1 & 2

In addition to the First Aid Room(s), St John Ambulance may have crews positioned around the venue (fixed position or roving).

Guests requesting minor first aid (band aid, headache tablet etc.) should be referred to the closest First Aid location/crew – ‘walk-ins’ are welcome.

For more serious ailments or if there is any doubt as to the nature or severity of the incident, a request for first aid assistance must be communicated to the VCC. If the guest is able to walk safely, escort them to the closest First Aid location. If unable to do so, stay with them, contact the VCC via two-way radio or and provide the following information:

- Problem (e.g. feeling dizzy, unconscious/breathing, laceration to leg, etc. as much relevant information as possible)
- Approximate age and sex of guest
- Location (Exact location of the incident/guest, not where caller is at that time) – A crew will be dispatched to this location

If contact with the VCC cannot be made, go to the nearest First Aid post and request assistance directly. It is important that only one request per incident is made. If you contact the VCC and also request assistance from a First Aid Post, it will be assumed that there are two separate incidents resulting in two crews being deployed, creating delays and wasting resources.

St John Ambulance personnel are onsite for every event to provide guests and staff with first aid medical assistance, if required. There are two dedicated First Aid Rooms for public access: Level 1: Aisle 1 Level 1:

Guests requesting minor first aid (band aid, headache tablet) should be referred to the closest First Aid Room on Level 1. For more serious ailments or if there is any doubt as to the nature or severity of the incident, a

Aisle 21 The Main First Aid Room is: Located back of house on Ground Level West. No public access to this room. Access to the Main First Aid Room for emergency vehicles is via the Players and Officials Entry off Entrance E. Internal access via Goods Lift E is restricted to members in uniform and accompanied patients and family/friends. Guests may be transferred to the Main First Aid Room for observation or transportation by ambulance or private vehicle. The location of the Main First Aid Room is subject to change. Refer to Event Information/Briefing Notes for further restrictions. In addition to First Aid Room(s), St John Ambulance may have crews positioned around the Stadium (fixed position or roving). A guest requiring first aid may 'walk in' to either of the First Aid Rooms on Level 1 for assistance.

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Location (Exact location of the incident/guest, not where caller is at that time) – A crew will be dispatched to this location
If contact with the SCC cannot be made, go to the nearest First Aid post and request assistance directly. It is important that only one request per incident is made. If you contact the SCC and also request assistance from a First Aid Post, it will be assumed that there are two separate incidents resulting in two crews being deployed, creating delays and wasting resources.

FIRST AID

JCA

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FIRST AID

MCA

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FIRST AID

RLA

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Guests requesting minor first aid (band aid, headache tablet) should be referred to the closest First Aid Room on Level 1. For more serious ailments or if there is any doubt as to the nature or severity of the incident, a request for first aid assistance must be communicated

house on Ground Level West. No public access to this room. Access to the Main First Aid Room for emergency vehicles is via the Players and Officials Entry off Entrance E. Internal access via Goods Lift E is restricted to members in uniform and accompanied patients and family/friends. Guests may be transferred to the Main First Aid Room for observation or transportation by ambulance or private vehicle. The location of the Main First Aid Room is subject to change. Refer to Event Information/Briefing Notes for further restrictions. In addition to First Aid Room(s), St John Ambulance may have crews positioned around the Stadium (fixed position or roving). A guest requiring first aid may 'walk in' to either of the First Aid Rooms on Level 1 for assistance.

to the SCC. If the guest is able to walk safely, escort them to the closest First Aid location. If unable to do so, stay with them, contact the SCC via two-way radio or and provide the following information: Problem (e.g. feeling dizzy, unconscious/breathing, laceration to leg, etc. as much relevant information as possible)
Approximate age and sex of guest
Location (Exact location of the incident/guest, not where caller is at that time) – A crew will be dispatched to this location
If contact with the SCC cannot be made, go to the nearest First Aid post and request assistance directly. It is important that only one request per incident is made. If you contact the SCC and also request assistance from a First Aid Post, it will be assumed that there are two separate incidents resulting in two crews being deployed, creating delays and wasting resources.

FIRST AID EQUIPMENT

AP

First Aid kits are located in the following areas:

- Main First Room – Ground Level West – Back of House
- First Aid Room - Level 1: Aisle 1
- First Aid Room - Level 1: Aisle 21
- Stadium Security Office – Ground Level West via Entrance E
- Staff Break Area – Ground Level East via Staff Entry
- Staff Tea Room – Level 1 North – Aisle 32
- Staff Tea Room – Level 2 West – opposite Suite 22
- Horticulture Workshop - Ground Level - South End

Refer to D - Defibrillator and A - Asthma Kits for further information on location

FIRST AID EQUIPMENT

JCA

First Aid kits are located in the following areas:



- First Aid Room - Concourse (Ground) Level, near Door 2
- Operations Production Office - Basement Level, North East near loading dock
- Staff Muster Area – Basement Level, West near Kitchen
- Suite Level - North West near Suite 1 & 2
- Suite Level - South East near Suite 5 & 6 and Control Room
- Catwalk - South East corner
- Internal Loading Dock - Ground Level, North West, behind Stage Door Keeper office
- Internal Loading Dock - Ground Level, North East near workshop stairs

Refer to D - Defibrillator and A - Asthma Kits for further information on location

FIRST AID EQUIPMENT

MCA

First Aid kits are located in the following areas:

- Ground Level – East: Outside MCA Room 8 & 9 (BOH – Loading Dock Roadway)
- Ground Level – East: Precinct Operations Centre (POC)
- Ground Level – South: Gatehouse Keeper Control Room (BOH – Loading Dock)
- Ground Level – North: RLA/MCA Staff Sign On & Tea Room
- Level 2 – East: Between Doors 5 & 6
- Level 2 – South: Information Counter (Opposite Door 7)
- Level 3 – North: Between Doors 40 & 41

Refer to D - Defibrillator and A - Asthma Kits for further information on location

FIRST AID EQUIPMENT

RLA

First Aid kits are located in the following areas:

- RLA Staff Sign On Area - Level 1 Muster Room

- RLA Superbox Level SW corner - Suite Level in Lift 11 door well area
- RLA Catwalk Nth Entry - Catwalk Level Nth end
- RLA Catwalk Sth Entry - Catwalk Level Sth end
- RLA Farnham Room Kitchen - Level 1 (BOH)
- RLA Davis Cup Room - Level 3 North End
- RLA Staff Sign On Area - Level 1 Muster Room
- RLA Superbox Level SW corner - Suite Level in Lift 11 door well area
- RLA Gatehouse Keeper Control Room - Loading Dock near Gate 2
- RLA Production Office - Level 1 SE Corner (near stage)
- RLA Crew Room - Level 1 (BOH)
- RLA Information Counter - Level 2 SE Concourse (back room) - Level 2 SE Concourse
- RLA Riggers Room - Level 1 SW Corner (near stage)

Refer to D - Defibrillator and A - Asthma Kits for further information on location

FLAGS AND BANNERS POLICY

AP

Flags poles and banners exceeding 1.6 metres in length are considered prohibited items and are not permitted into the Stadium. Flag poles exceeding 1.6 metres will not be cloaked. Guests are required to surrender the item to a team member or return the item to their vehicle.

The following items are also not permitted into the Stadium:

- Large banners that take up more than the guest's seat.
- Flags and banners which may cause offense to guest, team members, hirers, performing artists or athletes.
- Flags and banners which conflict with Stadium or event sponsors and/or are advertising.

A hirer may also enforce further restrictions on the types of flags and banners permitted into the Stadium. For example, at international football events only the national flags of the competing teams are permitted at the event.

A hirer may also be granted permission by Stadium Management to bring in large flags and banners. These items will be brought in by the hirer and are not allowed through public entrances.



Flags, poles and banners exceeding 1 metre in length are considered prohibited items and are not permitted into the venue, flag poles exceeding 1 metres may not be cloaked. Insert AP flag pole 1.6m in here Guests are required to surrender the item to a team member or return the item to their vehicle.

The following items are also not permitted into the venue:

- Large banners that take up more than the guest's seat.
- Flags and banners which may cause offense to guests, team members, hirers, performing artists or athletes.
- Flags and banners which conflict with venue or event sponsors and/or are advertising.

A hirer may also enforce further or ease existing restrictions on the types of flags and banners permitted into the Venues. For example, for international netball or basketball events, only the national flags of the competing teams may be permitted at the event. Refer to the Event Information/Briefing Notes for confirmation.

FLARE MANAGEMENT PROCEDURE

AP

It is the responsibility of trained security staff and/or Victoria Police (if onsite) to manage any flare related incidents within the Stadium.

If you suspect a guest may be in possession of a flare/incendiary device or you witness a flare ignited then please notify the SCC/VCC as soon as possible.

Please refer to the Flare Management Procedure for the latest protocol.

FLOOR BAR

JCA

A temporary Floor Bar can be set up for concerts or some event types at John Cain Arena, which is located at the back of the floor near the south ramp

This temporary bar can be set up regardless of whether or not the South Raiseable seats are raised in the ceiling or down for seating (if seats are down, Exit Door 2 and 3 will be used for bar access).

Floor bar has alcoholic and non-alcoholic beverages and snacks available for guests on the floor.

The Floor Bar is not open for all events – please refer to your Event Information/Briefing Notes.

FLOOR BAR

MCA

Floor Bar located through Exit Door 3. Accessible via the Arena floor.

Floor Bar has alcoholic and non-alcoholic beverages and snacks available for guests on the floor.

The Floor Bar is not open for all events – please refer to your Event Information/Briefing Notes.

FLOOR BAR

RLA

The Floor Bar is located at the north of the floor and can be accessed via the Northern Annex opposite door 17 then down the stairs or Lift 4. Or when on the floor through Exit door 2 or the North West main egress doors (Pie seating - refer to image).

Floor bar has alcoholic and non-alcoholic beverages and snacks available for guests on the floor.

The Floor Bar is not open for all events – please refer to your Event Information/Briefing Notes.

FOOD AND BEVERAGE OUTLETS

AP

Retail Food and Beverage is supplied by Stadium partner O'Brien Group Australia.

Food outlets are located at:

LEVEL 1

Location	Aisle	Outlet No.
East	Aisle 4	F104
East	Aisle 9	F109
South	Aisle 16	F117
West	Aisle 21	F122
West	Aisle 28	F128

LEVEL 1

Location	Aisle	Outlet No.
North	Aisle 33	F133
North	Aisle 35	F136

LEVEL 3

Location	Aisle	Outlet No.
East	Aisle 4	F304
East	Aisle 6	F306
West	Aisle 24	F325
West	Aisle 26	F327

Coffee carts are also positioned in up to 6 locations on Level 1 & Level 3.

Soft drinks/water is available at all food outlets. No alcohol.

Beverage outlets are located at:

LEVEL 1

Location	Aisle	Outlet No.
East	Aisle 1	B101
East	Aisle 6	B107
East	Aisle 8	B109
South	Aisle 14	B114
West	Aisle 24	B125
West	Aisle 26	B127
West	Aisle 30	F130

LEVEL 1

Location	Aisle	Outlet No.
West	Aisle 34	B134

LEVEL 3

Location	Aisle	Outlet No.
East	Aisle 1	B301
East	Aisle 5	B305
East	Aisle 9	B310
West	Aisle 21	B321
West	Aisle 25	B326
West	Aisle 29	B330

FOOD AND BEVERAGE OUTLETS

JCA

Retail Food and Beverage is supplied by Delaware North.

All permanent public food and beverage outlets are located on Concourse (Ground) Level:

DOOR NO/LOCATION	OUTLET	OFFERING	BAR
Door 2	Green Been	Snacks, Ice Cream & Beverages	YES
Door 2	Cleaver & Coop	Fried Chicken Tenders (with toppings), Fried Chicken Burger, Hot Chips	YES

DOOR NO/LOCATION	OUTLET	OFFERING	BAR
Door 4	Food Store West	Hot Chips, Hot Dogs, Fish & Chips, Jam Donuts, Sandwiches, Yoghurt and Snacks	NO
Door 4	Coffee West	Coffee, Snacks	YES
Door 4	Pop Up Bar West	Snacks	YES
Southern Concourse, between Doors 4 & 6	BLVD Bar	Ice Cream, Snacks	YES
Door 6	Pop Up Bar East	Snacks	YES
Door 6	Coffee East	Coffee, Snacks	YES
Door 6	Food Store East	Hot Chips, Fish & Chips, Calamari & Chips, Chicken Tenders & Chips, Snacks	NO
Door 8	Buds Diner	Fish Tacos, Nachos, Hot Dogs, Hot Chips	NO
Door 8	Scoop Parlour	Ice Cream	NO

Floor Bar is set up on the back of the floor (under the south raiseable seats if they are down) for some concert event modes. Refer to Event Information/Briefing Notes for more details.

Food and Beverage outlets are subject to change or may provide specialised offerings per event – refer to the Event Information/Briefing Notes for confirmation.

FOOD AND BEVERAGE OUTLETS

Retail Food and Beverage is supplied by Delaware North.

All permanent public food and beverage outlets are located on the concourse:

DOOR NO/LOCATION	OUTLET	OFFERING	BAR
Level 2 - Door 17 & 18	North Bar	Bar & Coffee	YES
Level 2 - Doors 18 & 19	Food Store North	Hot dogs, Fish & Chips & Burgers	NO
North End	Loaded	Hot chips, Chicken/lamb flatbreads	NO
Level 2 - Doors 6 & 7	Botanical Bar (South)	Bar & Coffee	YES
Level 2 - Doors 6 & 7	The Chipper (South)	Bar & Loaded Fries	YES
Level 2 - Doors 7 & 8	Butcher's Block (South)	Bar & Roast Meat Rolls	YES
Level 2 - Doors 8 & 9	Food Store South	Bar & Hot dogs, Fish & Chips & Burgers	YES
Level 2 - Doors 9 & 10	Terrace Bar	Bar & Coffee	YES
Floor - Exit Door 3	Floor Bar	Bar	YES
Garden Square Entrance	Elbow Bar	Bar	YES
RLA Concourse	RLA Bar 7	Bar	Yes

Food and Beverage outlets are subject to change, to provide specialised offerings per event – refer to the Event Information/Briefing Notes for confirmation.

Retail Food and Beverage is supplied by Delaware North.

All permanent public food and beverage outlets are located on the concourse:

DOOR NO/LOCATION	OUTLET	OFFERING	BAR
Grand Entrance.	GRASS & GRAIN BURGERS	Gourmet beef, chicken and veggie burgers, hot chips.	NO
Grand Entrance.	3000 ACRES	Sweet and savoury topped bagels.	NO
Door 6	FOOD MARKET SOUTH	Nachos, fish tacos, chicken & chips, fish & chips, filled bread products, salads.	NO
Door 7	GRADI PRONTO	Gourmet pizzas, arancini balls, desserts.	YES
Door 10	CLEAVER & COOP	Southern fried chicken tenders & chips, southern fried burgers & chips.	YES
Doors 17	LOADED FLATBREAD	Loaded flatbread filled with lamb, chicken, pork or vegetables.	YES
Door 18	FISH & CHIPPERY	Fish & chips, calamari & chips, hot chips.	YES
Door 14	THE CHIPPER	Loaded fries with a range of topping options.	NO
Door 17	FOOD MARKET NORTH	Menu: Steak sandwich, chicken & chips, fish & chips, filled bread products, salads.	NO

FORGOTTEN TICKETS

M&OP

A guest who has forgotten their ticket (left it at home or work etc.) must not be permitted into the venue without a valid ticket.

A forgotten ticket should be reported to a Ticket Box Office/Ticket Sales outlet as soon as possible. A M&OP Team Member should direct a guest who has forgotten their ticket to the nearest Ticket Box Office/Ticket Sales outlet

Once notified of the forgotten ticket, Ticketing team members will check to ascertain if the ticket has already been used for entry into the event.

If the ticket has already been used for the event, the guest will be required to purchase a new ticket.

If the ticket has not been used Ticketing team members will cancel the original ticket and make it invalid for entry. The ticket will scan STOP with the message "Ticket Not Valid" at the turnstiles.

The ticket will be replaced by Ticketing team members provided that the ticket owner and seat allocation can be verified.

FUNCTION ROOMS

AP

Refer to O – Olympic Park Room

FUNCTION ROOMS

JCA

John Cain Arena has several available function spaces within the venue which include:

Eastern Lounge. Refer to E - Eastern Lounge

Western Lounge. Refer to W - Western Lounge

Corporate Reserve. Refer to C - Corporate Reserve

Suites (include Corner and Northern Suites). Refer to S - Suites

Under Raiseable Corporate Space. Refer to U - Under Raiseable Corporate Space (Southern End)

FUNCTION ROOMS

MCA

LEVEL 3 LANDINGS

MCA has a number of unique spaces, that are ideal for hosting exclusive pre or post event functions. These spaces offer outstanding views across Melbourne's CBD skyline, the Yarra River and the Royal Botanic Gardens, or the world class tennis courts of the Australian Open.

City View Landing – North West – Opposite Door 38 and 39

River View Landing – South – Opposite Door 29

AMEX Lounge

Refer to A - AMEX Lounge

CENTREPIECE

Refer to C - CENTREPIECE

FUNCTION ROOMS

RLA

Level 1 - BOH

Swan Room - Lift 5 (opposite door 19)

Alexandra Room - Lift 5 (opposite door 19)

RLA Multi Purpose Room - Lift 5 (opposite door 19)

Level 3

Federation Cup Room - Lift 5 (opposite door 19)

AMEX Lounge (Formerly known as Davis Cup Room) - Lift 2 (opposite Door 13). Refer to A - AMEX Lounge for further information.

Level 4

The Observatory - Lift 7 & 8 (Eastern Annex)

Superbox Lounge - Lift 7 & 8 (Eastern Annex)

G

GARDEN SQUARE

M&OP

Located at City Entry (Northern Entry), a garden area that is open to the public.

Access to RLA, MCA and CENTREPIECE is through Garden Square.

The Rod Laver Arena Tram Stop (Route 70) is also located adjacent to Garden Square

GATE OPENING

AP

Gate opening time is determined by the Hirer. Refer to Event Information/Briefing Notes for exact gate opening time.

Stadium entrance gates must remain closed, regardless of the time, until the direction to open is communicated by the Event Manager via the Stadium Communication Centre (SCC).

Those who require access prior to Gate Opening must get approval from the Event Manager or the Stadium Security Office (Security).

GATES

AP

The Stadium has eight Gates numbered 1 – 8.

Gates 1, 2 & 3 (East, Gosch's Paddock side) and 6, 7 & 8 (West., Olympic Oval side) are public access Gates on Level 1.

The main Gates are 2 & 7.

The smaller Gates (1, 3, 6 & 8) will only be utilised for larger events. These gates are split into two sections and can be partially opened if required.

Level 1 Gate 2 (East) and 7 (West) are the designated disabled entries with accessible turnstiles to accommodate wheelchairs or guests with special needs.

Ground Level Gate 4 (East) and 5 (West) are designated corporate entries.

GATE

LEVEL

ACCESS

SUMMARY

GATE	LEVEL	ACCESS	SUMMARY
Gate 1	Level 1	East	Public Entry, Access to all Level 1 Seats, Access to Level 3 Aisles 1 - 10
Gate 2	Level 1	East	Public Entry, Designated Disabled Entry, Access to all Level 1 Seats, Access to Level 3 Aisles 1 – 10, Exit Gates (Scan Out)
Gate 3	Level 1	East	Public Entry, Access to all Level 1 Seats, Access to Level 3 Aisles 1 - 10
Gate 4	Ground Level	East	Corporate Entry, Disabled Entry, Access to Corporate Dining – Olympic Park Room, Exit Gate (Scan Out)
Gate 5	Ground Level	West	Corporate Entry, Disabled Access, Access to Corporate Suites 1 – 24, Media Entry on Event Days, Exit Gate (Scan Out)

GATE	LEVEL	ACCESS	SUMMARY
Gate 6	Level 1	West	Public Entry, Access to all Level 1 Seats, Access to Level 3 Aisle 21 – 30
Gate 7	Level 1	West	Public Entry, Designated Disabled Entry, Access to all Level 1 Seats, Access to Level 3 Aisles 21 – 30, Exit Gates (Scan Out)
Gate 8	Level 1	West	Public Entry, Access to all Level 1 Seats, Access to Level 3 Aisle 21 – 30

ACCESS

Gate 4 is for Corporate Dining (Olympic Park Room).

Gate 5 is for Corporate Suites 1 -24. Gate 5 is also the media entry on an event day.

Access to Level 1 Gates 1, 2 and 3 is via the Entrance F stairs (Olympic Boulevard) or South East stairs (Batman Avenue).

Mobility impaired guests access Gate 2 via External Lift F off Entrance F.

Access to Level 1 Gates 6, 7 and 8 is via the Entrance E stairs (Olympic Boulevard) or South West stairs (Batman Avenue).

Mobility impaired guests access Gate 7 via External Lift E off Entrance E.

GENERAL ADMISSION

M&OP

General Admission (GA) refers to an unreserved



seat/section, ticket or event, where a seat is not reserved and allocated to a guest.

General Admission tickets can be for:

- A standing floor
- Unreserved seating: can be the entire venue seating bowl or a designated section(s) of seats within a venue
- Access to the standing floor and unreserved seating.
Refer to G - General Admission Free Flow

Sporting teams may also have General Admission Memberships as well which provides members access to an unreserved seat within a designated team area/section in the venue.

GENERAL ADMISSION FREE FLOW

JCA

General Admission (GA) Free Flow is an event mode with a single ticket price point. All tickets for this event are General Admission and have the ability to access both the standing floor and auditorium seating.

GA Free Flow involves a combination of seating and standing areas within the venue, with the standing area on the floor having a strict capacity with access on a first come, first served basis.

Check your Event Information/Briefing Notes for further information.

GENERAL ADMISSION FREE FLOW

MCA

General Admission (GA) Free Flow is an event mode with a single ticket price point. All tickets for this event are General Admission and have the ability to access both the standing floor and auditorium seating.

GA Free Flow involves a combination of seating and standing areas within the venue, with the standing area on the floor having a strict capacity with access on a first come, first served basis.

Check your Event Information/Briefing Notes for further information.

GLASSHOUSE (EATERY)

M&OP

Located: Glasshouse/Holden Centre on Olympic Blvd, Olympic Park

Access: via Olympic Boulevard

Glasshouse Eatery is managed by The Big Group

Glasshouse Eatery is a cafe that is open to the public Monday – Friday between 7:00am-3:00pm.

GROUND ANNOUNCER

AP

The Ground Announcer is located in the Scoreboard/PA room - Level 2 West within the Stadium Control Centre.

Access via Lifts 4 & 5 at Aisle 24 or the stairs at Gate 6 or Gate 8 stairs.

GROUP BOOKINGS

M&OP

Group ticket bookings are available for selected events and are subject to availability.

Group bookings needs to be made direct through Tickets:

- Tel: 1300 364 001
- Email: groupbookings@ticketek.com.au

Minimum group booking numbers are usually 10 people, however, this may vary by event

- Advantages of booking through the Groups department include:
- Personalised service
- Discounted on selected events
- Bulk ticket purchases
- Reserved group seats and pay later (note - part payments will not be accepted)
- Special offers & incentives

GUEST CONCERNS LINE

RLA

Guests can report antisocial behaviour or any guest concerns by sending a text to 0499 077 077 during an event.

The number is displayed on IPTV screen around the concourse and in public bathroom areas.

The texts are monitored and managed by the VCC Operator

GYMNASIUM & POOL

AP

AAMI Park houses a sports campus including an elite training centre, gymnasium and a 25m lap pool.

The Gymnasium and Pool are located on Ground Level West (via Entrance E) within the Back of House (BOH) area.

There is no public access to the gymnasium or pool.

An external contractor manages the use and scheduling of these shared player facilities on behalf of Melbourne Storm, Melbourne Victory FC and Melbourne Football Club.

There is both internal, via the BOH corridor, and external access into these areas.

The pool area also includes a rehabilitation spa and ice baths.

Only Melbourne Storm, Melbourne Victory and Melbourne Football Club have access to these facilities. Melbourne City and Melbourne Rebels are not to be provided access into these facilities unless pre-approved at the start of the season and as detailed in the Event Information/Briefing Notes.

H

HALF TIME PROCEDURE

AP

Refer to P – Pass Out Policy

HALF TIME PROCEDURE

JCA

Refer to P – Pass Out Policy

Hand Scanners may be used in some venues in place of turnstiles or in addition to.

Hand Scanner Operations:

1. Aim the scan window towards the barcode. Hold the scanner approx. 30cm away from the ticket.
2. Press yellow Scan button (on side or front). The LED status light on the front will turn red while the scanner is active.
3. Centre the laser on the barcode.
4. Wait for the scanner to scan the barcode. The LED status light will change to green and the device will beep, scanner will indicate the scan result on the screen

Hints:

- If the barcode does not read easily, move the scanner slowly towards and away from the ticket
- Look and Listen for the STOP and GO symbols and sounds
- Ask customers to switch to highest brightness for Mobile Tickets
- Only scan Print-At-Home tickets if printed out, not off a mobile
- If STOP symbol appears, the Response Box above it will outline the reasoning e.g. Invalid Event, Invalid Date, Invalid Time, Already In or Cancelled and the guest must be directed to the Ticket Box Office/Ticket Sales



Entry/Exit Scanning

Depending on the device there is two ways you can switch between Entry and Exit mode:

1. Go to the File > Setup screen and check the Exit Mode box. Uncheck the box to return to Entry Mode.
2. Click the GoTo EXIT button on the PGate Home Screen. The button will change to a GoToEntry button. Press that button to return to Entry Mode.

Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment.

John Cain Arena has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium.

Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

HEARING LOOP

A Hearing Loop is an audio signal which is amplified via an induction loop embedded in the floor of a specific section on seating in the venue creating a magnetic field in which guests in those seats can receive a wireless audio signal via their own hearing aid. At John Cain Arena the Hearing Loop section is located in the last two rows of sections 33 & 34 (Rows T & U) and the front row of section 58 (Row AA).

Hearing Augmentation and Hearing Loop is available at some events where in-house venue PA is used or the audio feed is provided to the venue by the hirer. Please confirm with the Event Manager or VCC as to whether the Hearing Augmentation devices or Hearing Loop are applicable for the event.

HEARING AUGMENTATION & HEARING LOOP

MCA

Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment.

MCA has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium.

Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

Hearing Augmentation via the FM transmitter is only available, MCA does not have Hearing Loop infrastructure within the seating bowl like MA.

Hearing Augmentation is available at some events where the audio feed is provided to the venue by the hirer. Please confirm with the Event Manager or VCC as to whether the Hearing Augmentation devices or Hearing Loop are applicable for the event.

HEARING AUGMENTATION & HEARING LOOP

RLA

Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment.

RLA has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium.

Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

Hearing Augmentation via the FM transmitter is only available, RLA no longer has Hearing Loop infrastructure within the seating bowl.

Hearing Augmentation is available at some events where the audio feed is provided to the venue by the hirer. Please confirm with the Event Manager or VCC as to whether the Hearing Augmentation devices or Hearing Loop are applicable for the event.

HEARING AUGMENTATION & HEARING LOOP

JCA

HEARING AUGMENTATION Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment. John Cain Arena has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium. Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

HEARING LOOP A Hearing Loop is an audio signal which is amplified via an induction loop embedded in the floor of a specific section on seating in the venue creating a magnetic field in which guests in those seats can receive a wireless audio signal via their own hearing aid. At John Cain Arena the Hearing Loop section is located in the last two rows of sections 33 & 34 (Rows T & U) and the front row of section 58 (Row AA). Hearing Augmentation and Hearing Loop is available at some events where in-house venue PA is used or the audio feed is provided to the venue by the hirer. Please confirm with the Event Manager or VCC as to whether the Hearing Augmentation devices or Hearing Loop are applicable for the event.

HEARING AUGMENTATION & HEARING LOOP

MCA

HEARING AUGMENTATION Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment. John Cain Arena has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium. Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

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HEARING AUGMENTATION & HEARING LOOP

RLA

HEARING AUGMENTATION Hearing Augmentation is the transmitting and receiving system to enhance the audio for people with a hearing impairment. John Cain Arena has available individual receivers that are worn by a guest to receive the radio waves via an FM transmitter to pick up the sound of an event. Hearing Augmentation FM transmissions can be picked up from any location within the auditorium. Hearing Augmentation FM devices can be sourced from the Information Desk along with further information on the devices and system.

HEARING LOOP A Hearing Loop is an audio signal which is amplified via an induction loop embedded in the floor of a specific section on seating in the venue creating a magnetic field in which guests in those seats can receive a wireless audio signal via their own hearing aid. At John Cain Arena the Hearing Loop section is located in the last two rows of sections 33 & 34 (Rows T & U) and the front row of section 58 (Row AA). Hearing Augmentation and Hearing Loop is available at some events where in-house venue PA is used or the audio feed is provided to the venue by the hirer. Please confirm with the Event Manager or VCC as to whether the Hearing Augmentation devices or Hearing Loop are applicable for the event.

HIRERS

AP

The Stadium has four principal users:

- Melbourne Storm (Rugby League - NRL)

Other Clients may include:

- Australian Rugby Union (ARU)

- Melbourne Victory FC (Football - A-League)
- Melbourne City FC (Football – A-League)
- Melbourne Rebels (Rugby Union - Super Rugby)

M&OP has negotiated a User Agreement with each of the Stadium’s principal users. The User Agreement is a binding contract which covers the terms and conditions for all events the principal user has scheduled at the Stadium.

- National Rugby League (NRL)
- Football Federation Australia (FFA)
- One off promoters e.g. Frontier Touring, Feld Entertainment



HIRERS

JCA

The Venue’s principal user is:

- Tennis Australia (TA) – Australian Open

M&OP has negotiated a User Agreement with Tennis Australia. The User Agreement is a binding contract which covers the terms and conditions for all events the principal user has scheduled at the Venue.

Other hirers may include:

- Concert Promoters (e.g. Live Nation, TEG Live or TEG Dainty, FELD, Chugg etc)
- National Basketball League – Melbourne United & South East Melbourne Phoenix
- Suncorp Super Netball League – Melbourne Vixens & Collingwood Magpies
- Planetshakers
- Victorian State School Spectacular/Department of Education and Training



Other hirers may include:

- Concert Promoters (e.g. Live Nation, TEG Live or TEG Dainty, FELD, Chugg etc)
- National Basketball League – Melbourne United & South East Melbourne Phoenix
- Suncorp Super Netball League – Melbourne Vixens & Collingwood Magpies
- Planetshakers
- Victorian State School Spectacular/Department of Education and Training

HIRERS

RLA

The Venue’s principal user is:

- Tennis Australia (TA) – Australian Open

M&OP has negotiated a User Agreement with Tennis Australia. The User Agreement is a binding contract which covers the terms and conditions for all events the principal user has scheduled at the Venue.

Other hirers may include:

- Live Nation
- TEG Live
- TEG Dainty
- FELD
- Chugg

ICE BATHS

AP

There are 4 rehabilitation ice baths located within the pool area (Ground Level West – Back of House).

An external contractor manages this shared area on behalf of Melbourne Storm, Melbourne Victory FC and Melbourne Football Club.

No public access to these ice baths.

There are an additional 2 ice baths located within both main change rooms. Other hirers e.g. Melbourne City, Melbourne Rebels, and all competing teams will utilise these ice baths as they do not have access to the pool area unless pre-approved at the start of the season and as detailed in the Event Information/Briefing Notes.

ICE BATHS

JCA

There are 4 in-built temperature regulated ice baths located within the Back of House changerooms at John Cain Arena. Located: 2x in Room 52 (commonly home team changeroom) and 2x Room 43 (commonly away team changeroom)

No public access to these ice baths. Only those allocated to these rooms are permitted to use them

Additional temporary portable ICE-ME ice baths may be available upon Hirer request to be arranged with the Event Manager

Incidents at our venues are classified as:

- Minor Incident, Hazard or Near Miss
- Significant Incident or
- Emergency

All incidents must be reported immediately to the Venue Control Centre (VCC) or Stadium Communication Centre (SCC) via two-way radio or phone. The VCC/SCC is responsible for the classification and management of an incident.

All team members or service partners involved in an incident (even if only an observer) must fill in an Incident Report Form.

Incident Report Forms are available from Staff Sign On and all Safety Noticeboards (which are within all team member tea rooms). The Incident Report Form should be returned to your Supervisor or Staff Sign On.

When a safety incident is reported a job reference number is generated by the VCC/SCC. This number must be included on the incident report form in the space provided.

INFORMATION DESK

John Cain Arena operates an Information Desk on the internal concourse, which can be found opposite Door 2. Information Staff can be reached via two-way radio, or by phone on 9286 8011.

The Information Desk provides the following services:

- General Precinct & event information
- Cloaking (internal and external)
- Administration of lost and found property
- Reception area for lost and found children / persons
- Customer feedback and complaints

The information desk can also be a shared space with Sports Venue Hirer's for sporting team information support as well.

INFORMATION DESK

MCA operates an Information Desk on the internal concourse (Level 2), which can be found opposite Door 7. Information Staff can be reached via two-way radio, or by phone on 9286 8017.

The Information Desk provides the following services:

- General Precinct & event information
- Cloaking
- Administration of lost and found property
- Reception area for lost and found children / persons
- Customer feedback and complaints



INFORMATION DESK

RLA

Rod Laver Arena operates an Information Desk on the internal concourse (Level 2), which can be found within the Eastern Annex next to the main entry. Information Staff can be reached via two-way radio, or by phone on 9286 8013.

The Information Desk provides the following services:

- General Precinct & event information
- Cloaking
- Administration of lost and found property
- Reception area for lost and found children / persons
- Customer feedback and complaints

J

JOHN CAIN

JCA

As former Victorian Premier between March 1976 and August 1992, it was the late Hon John Cain who brought the long-held vision of successive Victorian Governments to life when he opened the National Tennis Centre (now known as Rod Laver Arena) in 1988, which has become the foundation for what became the M&OP precinct. The creation of the precinct was just one of John Cain's many achievements during a political career that helped shape the future of Victoria. To honour John Cain in recognition of his vision and achievements in establishing this world-class precinct, Melbourne Arena has been renamed to John Cain Arena.

John Cain Arena has held several venue names over the lifetime of the building formerly known as the Multi Purpose Arena, Vodafone Arena, Hisense Arena and more recently Melbourne Arena.

K

No listings under K

L

LEVELS

M&OP

LEVELS (EXTERNAL)

AP

Externally the Stadium has two Levels; Ground Level and Level 1.

GROUND LEVEL

Street Level

Gate 4 Corporate Dining - Olympic Park Room (East) is accessed from Ground Level

Gate 5 Corporate Suites 1 – 24 (West) is accessed from Ground Level

Staff Entry (East) is accessed from Ground Level East

Players and Officials Entry (West) is accessed from Ground Level West

Ticket Sales E and F are located Ground Level North

Guests are unable to circulate the Stadium on Ground Level. Stadium South on Ground Level is a restricted Back of House area.

LEVEL 1

Gates 1, 2 and 3 are accessed via Level 1 External Concourse (East)

Gates 6, 7 and 8 are accessed via Level 1 External Concourse (West)

Gate 1 Customer Service Centre (East)

Gate 8 Customer Service Centre (West)

Guests are unable to circulate the Stadium on the Level 1 External Concourse

Guests therefore need to be directed to the appropriate side of the Stadium according to how they are ticketed for the most direct access to their seat.

LEVELS (EXTERNAL)

JCA

Externally the Venue has the following areas located within their levels:

WESTERN PLAZA (GROUND LEVEL)

Ground Level, near Grand Slam Oval

Main entry

Ticket Box Office

External Cloaking & Information

Water drinking fountains

EASTERN PLAZA

Eastern Plaza. Refer to E - Eastern Plaza for further information

Secondary Entry Point (not always in use) - used for Corporate Entries for Sport Venue Hirers or General Admission ticket holder entrance for Concerts

Entrance to the National Tennis Centre

External Cloaking

Public toilets and water drinking fountain

LEVELS (EXTERNAL)

MCA

Externally the Venue has the following areas located within their levels:

LEVEL 1 (GROUND LEVEL)

Ground Level, Garden Square

Lift 1 Lobby – Accessible Turnstile Entry, ATM access & Bathroom facilities

Artist Entry

MCA Ticket Box Office

External Cloaking (Show Court 3)

LEVEL 2

Main Entries, Garden Square Entrance and Tanderrum Bridge Entrance

Smoking Area (South/Berm) – Opposite Doors 8 & 9

LEVELS (EXTERNAL)

RLA

Externally the Venue has the following areas located within their levels:

LEVEL 1 (GROUND LEVEL)

Ground Level, Garden Square

LEVEL 2

Central Concourse

Eastern Entry

Smoking Area (South) – Opposite Doors 8

LEVELS (INTERNAL)

AP

Internally there are four levels, three of which include seating.

GROUND LEVEL

Includes: Pitch, Back of House areas, Stadium Management Office, Security Office, All Tenant Offices, Pool and Gym, Gates 4 & 5 Entry, Players and Officials Entry, Staff Entry, Staff Muster Area, Staff Sign On, Main Kitchen and Maintenance/Horticultural storage areas, Edwin's Cafe, Main First Aid Room and Police Rooms.

No public access to Ground Level

LEVEL 1

Includes: Public Entry Gates (1, 2 & 3 / 6, 7 & 8), Public Seating Aisles 1 - 38, Toilets, Food and Beverage Outlets, Parents Rooms, ATMs, Merchandise Sales, First Aid Rooms.

LEVEL 2

East Includes: Corporate Dining - Olympic Park Rooms 1, 2 & 3, Corporate Dining Seating Aisle 1 – 10.

West Includes: Corporate Suites 1 - 24, Corporate Suites Seating (located in front of each suite), Media Centre (TV and Radio Broadcast Boxes, Print Media and Lounge), Coaches Boxes, Video Referee Room, Scoreboard and PA Operating Room and the Stadium Communication Centre.

LEVEL 3

Public Seating Aisle 1 – 10 (East) and 21 – 30 (West), Toilets, Food and Beverage Outlets.

LEVELS (INTERNAL)

JCA

Internally there are four levels, two of which include

ARENA LEVEL

seating.

BASEMENT LEVEL

Includes: Arena Floor, Stage Door, Loading Dock, Back of House Areas including Changerooms and Dressing Rooms, Catering room, Venue Communications Centre, Staff Entry, Staff Muster Area and Sign On, Staff Kitchen and amenities, JCA Administration Offices, Cirka Offices, Delaware North Muster Room, Operations Storage Cage, Lifts 1-4

No public access on basement level

CONCOURSE (GROUND) LEVEL

Includes: Main Public Entry Turnstiles (Western Plaza), Ground Doors 2, 4, 6 & 6 for seating bowl access, Toilets, Food & Beverage Outlets, Information & Cloaking, Internal Stairs to Arena Level, Lifts 1-4 & 6 (Public), Lift 5 (Service Lift Only), Parents Room, Baby Change Facilities, Changing Places, Merchandise Outlet(s), First Aid Room, Fire Indicator Panel (FIP) Room.

Includes: Arena Doors 1, 3, 5 & 7 for seating bowl access, wheelchair bays on transverse aisles, Toilets, Western Lounge (including kitchens, balconies, bathrooms and internal glass stairs), Eastern Lounge (including Annex, Cloaking, kitchens, balconies, bathrooms and internal glass stairs), Table storeroom

Access: Concourse stairs near Ground Doors 2, 4, 6 & 8, Lifts 1 to 4 or Eastern Plaza entry glass doors

SUITE LEVEL

Northern end (access via Lift 1 or 4) - includes Suites 1, 2, 7 to 13, Toilets, Kitchens

Southern end (access via Lift 2 or 3) - includes Suites 3 (Tennis Australia) to 6, Corporate Reserve, Toilets, Kitchens, Control Room (operations)

No public access, unless have a valid ticket for a Suite or Corporate Reserve

LEVELS (INTERNAL)

MCA

Internally there are three levels, three of which include seating.

LEVEL 1 (GROUND LEVEL)

Includes: Arena Floor, Artist Entry, ATM, Back of House Areas, Box Office (Ticket Sales), Changerooms A-F, Exit Doors 1-3 (Access to Floor), Lift 1 (Public), Lift 2 (BOH Only), Loading Dock/Stage Door, Promoter Parking, Production Offices, Venue Control Centre, Security Office, Staff Entry Corridor, Staff Muster Area, Staff Sign On, Main Kitchen and Tennis World.

LEVEL 2 (CONCOURSE LEVEL)

LEVEL 3

Public Seating Doors 21 – 42, Media Boxes A, B & C, Roof Control Room and Control Room (House Lighting, Arena Audio & PA), Video Board Room x 4, Lift 1 (Public), Lift 2 (BOH Only) and Internal Stairs.



Includes: Public Entry Turnstiles (North East), Public Seating Doors 1 – 20, Toilets, Food & Beverage Outlets, Information & Cloaking, Internal Stairs, Lift 1 (Public), Lift 2 (BOH Only), Parents Rooms, Baby Change Facilities, Merchandise Outlets, Smoking Area, First Aid Room, North West Concourse – Opposite Doors 16 (near Tanderrum Bridge Entry) and South West Concourse – Opposite Door 10 (near Terrace Bar)

LEVELS (INTERNAL)

RLA

Internally there are four levels, one which include seating.

LEVEL 1 (GROUND LEVEL)

Includes: Arena Floor, Artist Entry, Back of House Areas, Exit Doors 1-4 (Access to Floor), First Aid, Floor Bar, Loading Dock/Stage Door, Promoter Parking, Production Offices, Venue Control Centre, Security Office, Staff Entry Corridor, Staff Muster Area and Staff Sign On.

LEVEL 2 (CONCOURSE)

Includes: Public Entries, Public seating doors 1-20, Toilets, Food & beverage Outlets, Information & Cloaking, Merchandise Outlets 1-4, First Aid Room.

LEVEL 3

Includes: Amex Lounge (Davis Cup Room), Fed Cup Room, Railyards Bar and Bistro

LEVEL 4 (SUPERBOX LEVEL)

Includes: Access to Catwalk, Superbox Lounge, Superboxes, Upper Deck

LIFTS

AP

The Stadium has 9 lifts:

- 2 External Lifts
- 5 Internal Lifts
- 2 Goods Lifts

Lifts are the only means of ingress and egress at the Stadium for guests with accessibility needs who are unable to manage stairs. There are no ramp facilities internally or externally (only stairs).

Goods Lifts are strictly for team members only. At a standard event the Goods Lifts are locked and all staff that require access have been issued a swipe card. The Goods Lift is only manned for special events and concerts.

Unless for working purposes (i.e. for a security or medical incident), team members are NOT permitted to use the Lifts at Corporate Gate 4 or 5. These are for Corporate guests only. Please use the stairs.

LIFT	LOCATION	ACCESS TO
External Lift E	Off Entrance E (West)	Ground Level to Level 1 External Concourse and Gates 6, 7 & 8
External Lift F	Off Entrance F (East)	Ground Level to Level 1 External Concourse and Gates 1, 2 & 3.
Lift 1, 2 & 3	Aisle 7 (East)	<p>Ground Level Gate 4</p> <p>Level 1 Aisle 1 - 38,</p> <p>Corporate Dining – Olympic Park Room,</p> <p>Level 3 Aisle 1 – 10,</p> <p>Note: Lift 1 does not go to Level 3</p>
Lift 4 & 5	Aisle 24 (West)	<p>Ground Level Gate 5</p> <p>Level 1 Aisles 1 38</p> <p>Level 2 Corporate Suites 1 – 24</p> <p>Coaches Boxes</p> <p>Media facilities including TV and radio Broadcast</p> <p>Video Referee Room</p> <p>Print Media and Media Lounge</p> <p>Stadium Communication Centre</p>

LIFT	LOCATION	ACCESS TO
		Level 1 Aisles 1 – 38 , Level 2 Corporate Suites 1 – 24, Coaches Boxes
Ground Lift E	Between Aisles 20 & 21 (South West)	Media facilities including TV and radio Broadcast Print Media and Media Lounge, Stadium Communication Centre Level 3 Aisles 21 - 30
		Ground Level Back of House - East
Ground Lift F	Between Aisle 10 & 11 (South East)	Level 1 Aisle 1 - 38 Corporate Dining – Olympic Park Room Level 3 Aisle 1 – 10

NOTE: Goods Lifts E and F operate back of house with the exception of Level 1 where they open into a public area (Level 1 Concourse).



LIFTS

JCA

Lifts are a means of accessing the various levels within the venue for guests with accessibility needs who are unable to manage stairs. There are no ramp facilities internally or externally (only stairs).

The Service Lift is strictly for team members and service partners only. At a standard event the Service Lift is locked and all staff that require access have been issued a swipe card. The Service Lift is only manned for special events and concerts.

Team members and service partners are encouraged not to use public lifts once doors have opened.

LIFT	LOCATION	ACCESS TO
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Lift 1	North West corner of venue, near Doors 1 & 2	<p>BASEMENT LEVEL - Back of House - No Public Access, Accreditation Only</p> <p>CONCOURSE (GROUND) LEVEL - Western Concourse (Near Door 2) - Public</p> <p>ARENA LEVEL - Arena Door 1 and Western Lounge - Public</p> <p>SUITE LEVEL - Suites 1, 2, 7 to 13 - Relevant suite ticket or Accreditation only</p>
Lift 2	South West corner of venue, near Doors 3 & 4	<p>BASEMENT LEVEL - Back of House - No Public Access, Accreditation Only</p> <p>*Guests with accessibility needs who require access to the Arena Floor will use Lift 2 with a staff escort down to Basement Level</p> <p>CONCOURSE (GROUND) LEVEL - Western Concourse (Near Door 4) - Public</p> <p>ARENA LEVEL - Arena Door 3 and Western Lounge - Public</p> <p>SUITE LEVEL - Suites 3 to 6 and Corporate Reserve - Relevant suite ticket or Accreditation only</p>
Lift 3	South East corner of venue, near Doors 5 & 6	<p>BASEMENT LEVEL - Back of House - No Public or Accredited Access, staff only</p> <p>CONCOURSE (GROUND) LEVEL - Eastern Concourse (Near Door 6) - Public</p> <p>ARENA LEVEL - Arena Door 5 and Eastern Lounge - Public</p> <p>SUITE LEVEL - Suites 3 to 6 and Corporate Reserve - Relevant suite ticket or Accreditation only</p>

Lift 4	North East corner of venue, near Doors 7 & 8	<p>BASEMENT LEVEL - Back of House - No Public or Accredited Access, staff only</p> <p>CONCOURSE (GROUND) LEVEL - Eastern Concourse (Near Door 8) - Public</p> <p>ARENA LEVEL - Arena Door 7 and Eastern Lounge - Public</p> <p>SUITE LEVEL - Suites 1, 2, 7 to 13 - Relevant suite ticket or Accreditation only</p>
Lift 5	North East of venue beyond Lift 4	All Levels - accredited and authorised staff & service providers only permitted
Lift 6	Eastern Concourse, next to escalators	provide access for guests to and from the Eastern Concourse and Eastern Lounge Annex

LIFTS

MCA

Lifts are the primary means of ingress, egress and guest movements between levels of the venue at MCA for guests with accessibility needs who are unable to manage stairs.

Team members and service partners are not permitted to use public lifts once doors have opened.

Back of House Lifts are strictly for team members only – unless approved by the Event Manager (e.g. guests with accessibility needs requiring access the Arena Floor).

LIFT	LOCATION	ACCESS TO
Lift 1	Garden Square Entrance – North East Corner	Ground Level, Level 2 and Level 3 – Public Areas.
Lift 2	Level 2 – Opposite Door 3 (East)	Ground Level (BOH, Floor & Loading Dock), Back of House to Elbow Bar (Level 2), and Amex Lounge (Level 3).
Lift 3	Western Berm / Back of House Roadway	Ground Level (BOH) & Level 2 (External – South)

LIFT	LOCATION	ACCESS TO
Lift 4	Floor Bar (Exit Door 3)	Ground Level – Floor Bar & Accessible Toilet only

LIFTS

RLA

Lifts are a means of accessing the various levels within the venue for guests with accessibility needs who are unable to manage stairs. There are no ramp facilities internally or externally (only stairs).

Goods Lifts are strictly for team members only. At a standard event the Goods Lifts are locked and all staff that require access have been issued a swipe card. The Goods Lift is only manned for special events and concerts.

Team members and service partners are not permitted to use guest lifts. Stairs or Goods Lift must be used.

LIFT	LOCATION	ACCESS TO
Lift 1	Opposite door 9	<p>LEVEL 1 - Back of House - No Public Access, Accreditation Only</p> <p>LEVEL 2 - South Western Concourse (Near Door 9) - Public</p> <p>LEVEL 3 – No Stop.</p> <p>LEVEL 4 - Superbox TBC - Relevant suite ticket or Accreditation only</p>
Lift 2	Opposite door 13	<p>LEVEL 1 - Back of House - No Public Access</p> <p>LEVEL 2 - Western Concourse (Near Door 13) - Public</p> <p>LEVEL 3 - AMEX Lounge (Davis Cup Room) - Public</p> <p>LEVEL 4 - Superbox TBC - Relevant suite ticket or Accreditation only</p>

Lift 4	Northern Annex – Opposite Door 17	<p>LEVEL 1 – Accessible Floor access through the Floor Bar - Public</p> <p>LEVEL 2 – Northern Annex - Public</p> <p>LEVEL 3 - Davis Cup Room / Fed Cup Room – Public</p>
Lift 5	Opposite door 18	<p>LEVEL 1 - Back of House - No Public Access</p> <p>LEVEL 2 – North Eastern Concourse (Near Door 18) - Public</p> <p>LEVEL 3 – Fed Cup Room - Public</p> <p>LEVEL 4 - Superbox TBC - Relevant suite ticket or Accreditation only</p>
Lift 6	Eastern Annex - Service Lift (Staff Only)	<p>LEVEL 1 - Back of House - No Public Access</p> <p>LEVEL 2 – Eastern Annex – Service Lift</p> <p>LEVEL 3 – Railyards Kitchen - Restricted</p> <p>LEVEL 4 - Superbox Lounge Kitchen - Restricted</p>
Lift 7 & 8	Eastern Annex (North)	<p>LEVEL 1 - Back of House - No Public Access</p> <p>LEVEL 2 – Eastern Annex</p> <p>LEVEL 3 – Railyards Bar and Bistro</p> <p>LEVEL 4 - Superbox Lounge & Upper Deck</p>
Lift 9	(Lift not in Use unless directed)	<p>Location: Eastern Annex (South)</p> <p>LEVEL 1 - Back of House - No Public Access</p> <p>LEVEL 2 – Eastern Annex</p> <p>LEVEL 3 – Railyards Bar and Bistro</p> <p>LEVEL 4 - Upper Deck & Observatory</p>

		LEVEL 1 - Back of House - No Public Access
Lift 10	Eastern Annex - Service Lift (Staff Only)	LEVEL 2 – Eastern Annex – Service Lift LEVEL 3 – Railyards Kitchen - Restricted LEVEL 4 - BOH - Restricted
Lift 11	Opposite door 4	LEVEL 1 - Back of House - No Public Access, Accreditation Only LEVEL 2 - South Western Concourse (Near Door 9) - Public LEVEL 3 – N/A LEVEL 4 - Superbox TBC - Relevant suite ticket or Accreditation only

LIQUOR LICENCE

M&OP

Alcohol must not be removed from the venue

No more than 4 drinks may be purchased in any single transaction (comprising 4 beers or 4 ciders or a combination comprising no more than 2 spirits)

Under no circumstances are minors to be served alcohol.

Drink serving limits may change based on the event, or over the duration of the event if the Event Manager deems it appropriate based on intoxication levels. This decision will be communicated during the Event with Catering Management and the VCC/SCC will notify all staff of any changes via radio.

At M&OP the standard practice is that service of liquor in the public areas will cease 15-30 minutes before the scheduled end of the event. This may vary event by event, refer to Event Information/Briefing Notes for further information.

Please refer to the Liquor Licence displayed at various points around the venue, at all bars and where alcohol is served, for further information.

AAMI Park has a different Liquor Licence to venues on Melbourne Park (RLA, MCA and JCA) due to different catering contracts.

LOADING DOCK

RLA

The Loading dock is accessed via Entrance C off Batman Ave. Roller door 8 provides access into the central car park of Rod Laver Arena and into the secured BOH space.

The loading dock is shared space with MCA and DNC.

LOADING DOCK AND NORTHERN ROADWAY

JCA

Located: Ground Level, North of the building

Access to the Loading Dock is via Entrance D roundabout off Olympic Blvd and the Northern roadway

Car Park Control manage boom gate and loading dock gate access

Stage Door Keeper is situated in the Internal Loading Dock and is responsible for managing the internal / external loading dock and access, as well as Back of House pedestrian arrivals and Hirer parking

Delaware North's Loading Dock is also accessible from the Loading Dock accessible on the eastern side of the building near the eastern show courts

LOADING DOCK AND ROADWAY

MCA

MCA

Ground Level, South East

Gate 2 Off Batman Avenue

Also used by DNC

RLA

Ground Level, South West

Off Batman Avenue

Located: Ground Level South

Access to the Loading Dock is via the Service Road Entrance E off Olympic Boulevard ONLY.

The Service Road is ONE WAY operating in an anti-clockwise direction from Entrance E

All vehicles must report to the Stadium Security Office.

The Service Road is protected by security gates. Core Security manages access into the Service Road and loading dock area.

This may change for Special Events and Concerts. Please refer to Event Information/Briefing Notes for specific information.

LOST AND FOUND CHILDREN/PERSONS

The designated reception areas for lost children or persons are the Information Desks/Customer Service Centres at each Venue.

When a lost child or person is reported lost or is found:

- Report the finding of the lost child / person or the report of a lost child / person or to your Supervisor or VCC/SCC immediately.
- Remain with the companion or lost child / person in the same location until your Supervisor arrives or advised by the VCC/SCC.
- Reassure them that every effort will be made to reunite them with their companion or lost child / person.

REPORTING OF A LOST CHILD/PERSON

Find out the child / person's name, age, sex, height, build, hair colour / style, other distinguishing features and description of clothing. Refer to Lost and Found Children and Persons Checklist:

Ask if the child / person has any disabilities such as mental, physical or language.

Pass the information on to other team members who do not have a two-way radio.

REPORTING OF A FOUND CHILD/PERSON

Notify the VCC/SCC that you have found a lost child / person and their name in case the companion has already reported them lost.

Ask the lost child / person where they became separated or the last time they saw their companion.

Remain with the lost child / person in that location for a short period of time (10 to 15 minutes) as their companion may be looking for them.

Find out the name of and relationship of their companion.

Ask the child / person if they know their companions mobile phone number. If so, ask the VCC/SCC to call the number.

Ask them if they have their event ticket or if not, do they know where they were sitting. Accompany the lost child / person back to their seat to see if their

Call the VCC/SCC and provide all details.

Accompany the companion back to their seats to see if the child / person has returned to their seat.

Determine whether there were any arrangements made if they became separated, for example, meet at Door 1. Accompany the companion to the meeting point.

If the child / person cannot be found during this time, escort the companion to the nearest Information Desk/Customer Service Centre.

M&OP Team members should do the following if they hear a radio broadcast from the VCC/SCC regarding a lost child or person:

Listen carefully to the description of the lost child or person.

If able to leave your position have a look for the lost child or person in nearby toilets, food, beverage and merchandise outlets, parents' rooms, seating areas, lifts and stairs. Team members in external positions should check the external concourse, car parks etc.

companion is there.

Ask them if there were any arrangements made if they became separated, for example, meet at Door 1.

Accompany the child / person to that meeting point.

If the companion is found, ensure that the lost child / person can confirm who they are. Request identification and record the details prior to handing back the lost child / person.

If the companion cannot be found during this time provide full details to the VCC/SCC including name (check for visible identification and / or a wristband with a telephone number) or if not possible provide a full description – age, sex, height, build, hair colour / style, other distinguishing features and description of clothing etc.

Escort the child / person to the nearest Information Desk/Customer Service Centre.

LOST AND FOUND PROPERTY

M&OP

The enquiry / drop off points for all lost property found during an event are the Information Desks/Customer Service Centres.

Any lost property found by team members or handed to team members must be taken to an Information Desk/Customer Service Centre as soon as possible. If a team member is unable to leave their position, they should contact their Supervisor or the closest Event Security Team members.

A guest looking for lost property is to be directed to an Information Desk/Customer Service Centre.

Note - Some 'found' items should be treated as unusual or suspicious. Do not touch any item that you believe is suspicious and refer the item to your Supervisor or nearest Event Security team member.

There is also an online form which guests can complete and submit post-event if they have lost an item at an event, direct guests to visit www.mopty.com.au/lost-property/

LOST OR STOLEN TICKETS

M&OP

A guest who has lost or had their ticket stolen must not be admitted into the venue without a valid ticket.

The guest must be referred to the Ticket Box Office/Sales outlet for the appropriate investigation and action to be taken.

M

MSS SECURITY (MSS)

M&OP

MSS Security (MSS) are our Precinct Security Service Partner.

They supply Core Security team members for the precinct who are located in the Precinct Operations Centre and the AAMI Park Security Control Office.

MSS also provide additional Event Security for events held at all venues. At a standard event, they would be utilised in the following roles, but is not limited to:

- Bag Search & Wanding
- CCTV
- Crash Fence

MSS Employee Sign On area is shared with M&OP at Staff Sign On.

Administration offices are located off site.

All requests for assistance from Event Security must be referred to the VCC/SCC.

MAJOR SPORTING EVENTS ACT 2009

M&OP

The Act was developed to consolidate all the laws relating to major sporting events and venues. It is designed to provide all the powers and protections required to stage major sporting events in the State of Victoria.

The Act supports and protects events in a range of area including crowd management, operational arrangements, aerial advertising, commercial obligations and ticket scalping.

Refer to Event Information/Briefing Notes for further Media information

MEDIA CENTRE & FACILITIES

GROUND LEVEL – BACK OF HOUSE

Ground Level facilities:

- Theatre for press conferences (pre and post match)
- Photographers Room

Access: Accredited Media Only

- via Gate 5 or Players and Officials Entry (for Photographers Room)
- From Level 1: Lift 4 & 5 Aisle 24 or Gate 6 stairs Aisles 23 & 24

LEVEL 2 MEDIA CENTRE – LEVEL 2 WEST

Level 2 Media Centre includes:

- Print Media Area
- 2 x Radio Broadcast Boxes
- TV Broadcast Room
- Media Lounge with tea/coffee facilities and separate toilet facilities

Access: Accredited Media Only

- Level 2 West Via Gate 5
- From Level 1: Lift 4 & 5 Aisle 24 or Gate 6 stairs Aisles 23 & 24 or Gate 8 stairs Aisles 27 & 28.

OUTSIDE BROADCAST (OB) MEDIA AREA

Refer to O – Outside Broadcast

Level 3

Media Box A between Doors 39 & 40

Media Box B between Doors 40 & 41

Media Box C between Doors 38 & 39

Access: Accredited Media Only

via Garden Square Entrance (North East) Turnstiles

From Level 2: Lift 1 or all internal stairs access to Level 3 (opposite Door 20 and Door 16)

MEDIA ENTRY

AP

Location: Gate 5 - Ground Level West

Access: via Entrance E off Olympic Boulevard

Accredited media enter the Stadium via Gate 5 – Ground Level West.

Gate 5 facilitates direct access via Lift 4 & 5 to the Level 2 Media Centre which includes the Broadcast Box, Radio Boxes, Print Media area and Media Lounge.

Please refer to the Event Information/Briefing Notes for the exact time Gate 5 is open for media access.

Media requiring access outside this time will be via Player & Officials Entry. To gain access, media will need to check in at the Stadium Security Office via Entrance E.

MEDIA POLICY

M&OP

Event staff and contractors are not permitted under any circumstances to make comments to the media regarding any issue involving the venues(s), hirers or events.

The Policy includes directly answering media questions, general comments, or speculation and comments off the record.

All requests from the media must be referred to the M&OP Corporate Communications Team Department via the Event Manager for a response.

MEMBERSHIPS

AP

Sporting Venue Hirers may have team memberships which can be used to enter the venue containing barcodes to be scanned upon entry and may also include seating information.

Refer to the Event Information/Briefing Notes for further information



MEMBERSHIPS

JCA

Sporting Venue Hirers may have team memberships which can be used to enter the venue containing barcodes to be scanned upon entry and may also include seating information.

Refer to the Event Information/Briefing Notes for further information

MERCHANDISE

AP

There are three merchandise outlets located:

- Level 1 Aisle 3 - Internal
- Level 1 Aisle 23 – Internal
- Ground Level North – Front Forecourt External (Melbourne Victory and Melbourne Storm only)

The merchandise outlets are managed and staffed by team members or volunteers organised by the venue hirer.

A merchandise shop is also located externally on ground level at the front of the Stadium (Olympic Boulevard).

This is managed by Melbourne Storm & Melbourne Victory FC and contains only their merchandise. This shop is open on Event Days only.

MERCHANDISE

JCA

The main merchandise outlet is located internally on the Western Concourse opposite the main entry between

Ground Doors 2 and 4.

In addition to permanent merchandise outlets, there are also opportunities for temporary merchandise outlets to be set up on the internal concourse or external to the venue. Check your Event Information/Briefing Notes at each event to determine which outlets are open as this will vary from event to event.

For most events at JCA, the merchandise outlets are managed by Venue Hirer staff or volunteers, however, for concerts this is typically staffed by M&OP team members.

The only official point of sale for Merchandise at any event is through the venue Merchandise outlets.



MERCHANDISE

MCA

There are three merchandise outlets utilised at MCA events:

- Level 2 – Door 6 (Internal)
- Level 2 – Door 19 (Internal)
- Ground Level – Garden Square (Show Court 3 – External)

In addition to permanent merchandise outlets, there are also opportunities for temporary merchandise outlets to be set up on the internal concourse or external to the venue. Check your Event Information/Briefing Notes at each event to determine which outlets are open as this will vary from event to event.

For most events at MCA, the merchandise outlets are managed and staffed by M&OP team members.

The only official point of sale for Merchandise at any event is through the venue Merchandise outlets.

MERCHANDISE

RLA

There are 4 permanent Merchandise Stands at Rod Laver Arena located:

- Merch Stand 1 - Opposite Door 4
- Merch Stand 2 - Opposite Door 9
- Merch Stand 3 - Opposite Door 13
- Merch Stand 4 - Opposite Door 18

In addition to permanent merchandise outlets, there are also opportunities for temporary merchandise outlets to be set up on the internal concourse or external to the venue. Check your Event Information/Briefing Notes at each event to determine which outlets are open as this will vary from event to event.

For most events at RLA, the merchandise outlets are managed and staffed by M&OP team members.

The only official point of sale for Merchandise at any event is through the venue Merchandise outlets.

MOBILE PHONE CHARGING STATION

RLA

There is a mobile phone charging station on the concourse of RLA in the Eastern Annex.

Please direct guests to view the relevant instructions on the system.

There are limited ports for charging and this varies from each event and there may be a cost associated with the use.

N

NATIONAL TENNIS CENTRE

M&OP

Melbourne Park and Rod Laver Arena was previously known as the National Tennis Centre.

Melbourne and Olympic Park's new National Tennis Centre was opened in 2014.

The National Tennis Centre features eight indoor and 13 outdoor courts for elite training and general public use, as well as a state of the art player gym, lounge and change room facilities. There are cameras on every court with video analysis facilities

The Eastern Plaza includes eight indoor tennis courts, five outdoor hard courts, further down the ramp there are six outdoor Italian clay courts and two additional hard courts.

Courts can be booked through Tennis World. Refer to T - Tennis Court Hire.

The National Tennis Centre also includes warm up and warm down facilities for athletes, including recovery pools.

Refer to T - Tennis World for further information.



O

M&OP strive to ensure that the personal safety of team members and guests are maintained at all times

Once in position for the event all team members should:

- Identify the location of the closest team member allocated a two-way radio
- Note the locations of the nearest fire extinguishers and emergency exit points
- Complete a White Level Inspection. Refer to W - White Level Inspection
- Make sure your work area is clean and safe by checking for hazards or anything requiring maintenance. Report cleaning / maintenance issues to your Supervisor or the VCC/SCC.
- All team member should be aware of the assembly areas in an emergency. Refer to Evacuation Procedures Map in Event Information/Briefing Notes.

Safety Noticeboards are located in the Muster Rooms. Refer to these for up to date information regarding OH&S

For reporting of any OH&S incidents refer to I - Incident Reporting for further information

OLYMPIC PARK ROOM (CORPORATE DINING)

The Stadium has one main corporate dining facility – Olympic Park Room.

Located on Level 2 East (Richmond side).

Capacity:

- 1,000 guests seated (sit-down dinner)
- 1,138 total capacity (stand-up or a combination of sit-down and stand-up)

The room can also be divided into three separate rooms using a retractable wall system:

FUNCTION ROOM	LOCATION	CAPACITY
Olympic Park Room 1	North East	330 seated
Olympic Park Room 2	Central	360 seated
Olympic Park Room 3	South East	310 seated

Corporate Dining Guests are ticketed to enter via Gate 4 Corporate Dining – Olympic Park Room

Internally the Olympic Park Room can be accessed via:

- Lift 1, 2 & 3 at Aisle 7
- Gate 1 stairs at Aisle 3 & 4 / Gate 3 stairs at Aisle 7 & 8

The seating for the Olympic Park Room is located outside immediately in front in Aisles 1 – 10. Access to seating is through the room.



OUTSIDE BROADCAST (OB) COMPOUND

AP

The OB compound is located external to the Stadium within Car Park E.

Access is via Entrance E off Olympic Boulevard and the driveway into Car Park E.

Broadcasters arriving to set up in the OB area must report to the Stadium Security Office (SSO) on arrival. The SSO will facilitate access into the compound.

Toilet facilities are available in this area.

OUTSIDE BROADCAST (OB) COMPOUND

JCA

The OB compound is located external to John Cain Arena within the Loading Dock.

Access is via Entrance D and the Northern Roadway to access the Eastern Loading Dock gate.

Typically the OB compound is located across the parking spaces against the northern black gates that run parallel to the roadway.

The Precinct Operations Centre or Stage Door Keeper will facilitate access to the OB trucks upon their arrival.

Broadcasters arriving to set up in the OB area must report to the Stage Door Keeper.

OUTSIDE BROADCAST (OB) COMPOUND

MCA

The OB compound can be set up in the following areas:

Ground Level – MCA Loading Dock, via Gate 2 (Batman Avenue)

Broadcasters arriving to set up in the OB area must report to the Precinct Operations Centre, or if rostered on, the Gatehouse Keeper on arrival. The Security Control Office or Gatehouse Keeper will facilitate access.

O'BRIEN GROUP AUSTRALIA (OBGA)

AP

O'Brien Group Australia (OBGA) were formerly known as Michael O'Brien Catering.

O'Brien Group Australia are the Stadium Service Partners responsible for all catering at the Stadium (excluding the café).

OBGA manage all food and beverage requirements including function and corporate suite catering and retail food and beverage outlets.



OBGA have an administration office onsite located on Ground Level – East.

OBGA staff share the same staff facilities as M&OP, MSS Security, Victoria Police and St John Ambulance staff. Refer to S – Staff Facilities for more information.

P

PARENTS ROOM

AP

A Parents Room is a secure space for parents and their children, where fathers can take their daughters and mothers their sons to the toilet comfortably, as well as also providing the facilities necessary to tend to a baby.

- Located Level 1 Aisle 18 & Aisle 37

The facilities available in the Parents Rooms include:

- Toilet
- Baby Change Table and nappy disposal bins.
- A microwave for heating bottles and baby food.
- Baby feeding areas.

PARENTS ROOM

JCA

There is a dedicated parent's room is located on the Concourse (Ground) Level at John Cain Arena next to the First Aid Post near Door 2 /

Lift 1.

The facilities available in the Parent's Room include:

- Baby Change Tables and nappy disposal bins
- A microwave for heating up bottles and baby food
- Baby feeding areas

There are no toilets facilities within this room, however, there is an Accessible toilet opposite the parent room if required.

This room may also be utilised as a cry room.



PARENTS ROOM

MCA

Parents Rooms also provide the facilities necessary to tend to a baby.

The facilities available in the Parents Rooms include:

- Baby Change Table and nappy disposal bins.
- A microwave for heating bottles and baby food.
- Baby feeding areas.

Parents Rooms are available at the following locations:

- Level 2 – between Door 5 & 6
- Level 2 – between Door 19 & 20
- Level 2 – between Door 8 & 9
- Level 2 – between Door 15 & 16

There are no toilets facilities within this room, however, there is an Accessible toilet opposite the parent room if required.

PARENTS ROOM

RLA

There is a dedicated parent's room is located behind lift 9 at the Eastern Annex.

The facilities available in the Parents Rooms include:

- Baby Change Table and nappy disposal bins.
- A microwave for heating bottles and baby food.
- Baby feeding areas.

The parents room also has a close proximity to an accessible toilet located next to the parents room.

PARKING

M&OP

M&OP offer multiple parking opportunities available across the precinct. For further information on types of parking offered:

Car Parking. Refer to C - Car Parking

Accessible Parking. Refer to A - Accessible - Access, Ticketing & Facilities

Bus Parking. Refer to B - Bus Parking

PASS OUT POLICY

AP

The use of paper pass outs is very limited at the Stadium.

In order to leave the Stadium and then re-enter guests are required to scan out their ticket at the exit turnstile.

Exit turnstiles are located:

- Level 1 Gate 2 and Gate 7 only
- Ground Level Gate 4 Corporate Dining and Gate 5 Corporate Suites

The guest can re-enter through their relevant gate.

The exception to this is the Smokers Exit / Re-entry at Major Breaks Procedure (half time). In order to accommodate the large volume of smokers leaving the Stadium at the same time, the external concourses on both sides of the Stadium are secured at the access points allowing guests to exit the Stadium (onto the concourse area) and re-enter without scanning their ticket out and in.

Guests wishing to exit the concourse area during this period will require a paper pass out from Event Security located at the stairs. They need to present their pass out and ticket to re-enter.

NOTE: The external concourse is licensed during sporting events for the period of a major break only. The license permits guests to take alcohol out of the Stadium on to the external concourse for the duration of the major break only. Alcohol is not permitted to be taken from the Stadium at any other time.

During concerts and special events, designated smoking areas may apply. Refer to the Event Information/Briefing Notes for further information.

PASS OUT POLICY

JCA

In order to leave an event at JCA, then re-enter, guests are required to scan their ticket out at the exit turnstile or hand scanner.

Exit turnstiles or hand scanners are located at the main entry points.

The guest can re-enter through any entry with a turnstile or hand scanner.

Guests wishing to smoke should be directed to the designated smoking area (external), if available, or will otherwise need to scan out.

Guests will generally exit at major breaks e.g. interval for a concert or half time for a sporting event and then look to re-enter the venue again.

There may be exceptions for certain events or corporate spaces, refer to the Event Information/Briefing Notes for more details.

PASS OUT POLICY

MCA

In order to leave an event at MCA, then re-enter, guests are required to scan their ticket out at the exit turnstile or hand scanner.

Exit turnstiles or hand scanners are located at the main entry points.

The guest can re-enter through any entry with a turnstile or hand scanner.

Guests wishing to smoke should be directed to the designated smoking area (external), if available, or will otherwise need to scan out.

Guests will generally exit at major breaks e.g. interval for a concert and then look to re-enter the venue again.

There may be exceptions for certain events or corporate spaces, refer to the Event Information/Briefing Notes for more details.

PASS OUT POLICY

RLA

In order to leave an event at RLA, then re-enter, guests are required to scan their ticket out at the exit turnstile or hand scanner.

Exit turnstiles or handscanners are located at the main entry points.

The guest can re-enter through any entry with a turnstile or hand scanner.

Guests wishing to smoke should be directed to the designated smoking area (external), if available, or will otherwise need to scan out.

Guests will generally exit at major breaks e.g. interval for a concert and then look to re-enter the venue again.

There may be exceptions for certain events or corporate spaces, refer to the Event Information/Briefing Notes for more details.

PITCH

AP

The maintenance of the pitch is managed in house by the M&OP Horticulture Department.

Pitch size: 135.8m x 82m.

Artificial Turf has been installed around the perimeter of the pitch 3 metres wide.

No team member should ever walk across the pitch, unless directed or approved by Stadium Management



PITCH RAMPS

AP

There are two pitch ramps that lead off the field at the south end in each corner that connect the southern back roadway to the field-of-play.

These pitch ramps are in the eastern and western corners at the southern or Yarra River end of the venue, and provide a key function for operational access between the back-of-house and field-of-play for all event content including sports, concerts and exhibitions events such as Monster Jam.

PLAYERS RACE

AP

The Players Race is located on the western side of the venue, directly on the halfway point of the field-of-play and is the only means of direct travel to-and-from from the western BOH area.

There are no direct races from individual change rooms to the field-of-play, and the Players Race is the only event operational route for accredited event and venue workforce personnel moving between the field-of-play and the western BOH spaces.

PLAYERS AND OFFICIALS ENTRY

AP

Located: Ground Level West (City side)

Access: Via Entrance E off Olympic Boulevard

Accredited players and officials only are permitted to access the Stadium via the Players and Officials Entry.

A back of house drop off area is located outside the Players and Officials Entry to enable team buses to drop off and collect players and officials from the door.

PLAYERS AND OFFICIALS ENTRY

JCA

Located: Stage Door, John Cain Arena Loading Dock (North facing - near train line/MCG)

Access: Accredited players and officials only. Refer to the Event Backstage Briefing Notes for further access information.

Players and Officials may access this area via vehicle or the loading dock pedestrian gates

POOL

AP

Refer to G – Gymnasium & Pool

PRAM POLICY

M&OP

Refer to R – Restricted Items

PRAYER ROOM (MULTI FAITH)

AP

The Multi Faith Prayer Room is located on Level 1, Aisle 10. The prayer room is available to guests and open during all events.

PRAYER ROOM (MULTI FAITH)

M&OP

M&OP endeavours to make a space available for a Prayer Room although this is subject to event mode and an available spaces, a designated space isn't available and cannot always be guaranteed.

Refer to the Event Information/Briefing Notes, VCC or your supervisor for more information or to follow up a guest request.

PRECINCT OPERATIONS CENTRE (POC)

M&OP

Located: Rod Laver Arena, Level 1

Precinct Operations Centre: 9286 1255 / 1180

Access: Accredited team members, service partners only

The Precinct Operations Centre is staffed 24 hours a day 7 days per week

During non-event times the main responsibilities of the Precinct Operations Centre is to facilitate and control access into the venues and to protect the building and precinct assets

On event days the Precinct Operations Centre carries out business as usual and general precinct responses whilst venues (RLA, MCA and JCA) manage and control their event(s) separately via the Venue Control Centre (VCC) and assume tasks such as:

- Control access and respond to request from event team members
- Monitor CCTV

The Precinct Operations Centre may be called upon to provide additional Event support as required which will come from the VCC.

The Stadium Security Office conducts this role for AAMI Park and Olympic Park

PRINT PRESS BOX

AP

Refer to M – Media Centre

PROBLEM TICKETS

M&OP

Most problems with tickets will be discovered when a guest is entering the venue via turnstiles or a hand scanner.

Guests with tickets that scan RED must NOT be permitted entry into the venue. This may be an invalid ticket or has already been scanned in.

Carefully check the ticket to check that is the right venue, event, event date and time

The guest must be referred back to the Ticket Box Office/Ticket Sales outlet, so that the problem with the ticket can be investigated and rectified.

PROHIBITED ITEMS

AP

Prohibited items are not permitted into the Stadium, under any circumstances. There are two types of prohibited items:

1. Those items prohibited by law:

- Large flags/banners exceeding 1.6m in height and/or length
- Unauthorised advertising material or flyers
- Musical instruments Any large item that cannot be placed under a seat; and

- Illegal substances including controlled, dangerous or illicit drugs
- Incendiary devices (flares, fireworks and smoke bombs)
- Firearms and explosives
- Chemical, radioactive or biological substances

Police must be involved where a guest is found to be in possession of an item prohibited by law.

2. Those items deemed by the venue to be a security or safety risk or a threat to the commercial interests of the venue:

- Laser lights
- Alcohol
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras, audio recording devices or video cameras (including iPads and tablets)
- Camera Tripods and detachable lenses above 300mm
- Chairs/ Stools
- Glass (including bottles) or cans and drink containers above 750ml

- Any other item that in the opinion of M&OP Management could cause harm or public nuisance.

Guests in possession of items prohibited by the Stadium will be required to cloak them, surrender them or return the item to their vehicle depending on the item.

The following prohibited items only can be cloaked:

- Scooters, skateboards and rollerblades/skates
- Professional cameras, audio recording devices or video cameras
- Camera Tripods and detachable lenses above 300mm
- Musical instruments
- Any large item that cannot be placed under a seat

Cloaking will not accept large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags. Small carry on size suitcases are permitted.

Refer also to C - Conditions of Entry and R – Restricted Items

PROHIBITED ITEMS

JCA

Prohibited items are not permitted into the venue, under any circumstances. There are two types of prohibited items:

1. Those items prohibited by law:

- Illegal substances including controlled, dangerous or illicit drugs
- Incendiary devices (flares, fireworks and smoke bombs)
- Firearms and explosives
- Chemical, radioactive or biological substances

- Posters, banners or flags larger than 1m in width or height, including any handles
- Unauthorised advertising material or flyers
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat; and
- Any other item that in the opinion of MOPT management could cause harm or public nuisance

Police must be involved where a guest is found to be in possession of an item prohibited by law.

2. Those items deemed by the venue to be a security or safety risk or a threat to the commercial interests of the venue:

- Laser lights
- Alcohol
- Plastic water bottles cannot exceed 600ml in size and must be unopened. There are water drinking fountains located in the concourse where you will be able to refill bottles at no cost.
- Aerosol Cans of any kind
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Camera Tripods
- Chairs/ Stools
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
(Note: at some events all bottles may be prohibited)

Guests in possession of items prohibited by the venue will be required to cloak them, surrender them or return the item to their vehicle depending on the item.

The following prohibited items only can be cloaked.

- Scooters, skateboards and rollerblades/skates
- Professional cameras, audio recording devices or video cameras
- Camera Tripods and detachable lenses
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat

Cloaking will not accept large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags. Small carry on size suitcases are permitted.

Refer also to C - Conditions of Entry and R – Restricted Items

PROHIBITED ITEMS

MCA

Prohibited items are not permitted into the venue, under any circumstances. There are two types of prohibited items:

1. Those items prohibited by law:
 - Illegal substances including controlled, dangerous or illicit drugs
 - Incendiary devices (flares, fireworks and smoke bombs)
 - Firearms and explosives
 - Posters, banners or flags larger than 1m in width or height, including any handles
 - Unauthorised advertising material or flyers
 - Musical instruments
 - Umbrellas
 - Prams, pushers, and strollers
 - Any large item that cannot be placed under a seat; and
 - Any other item that in the opinion of MOPT management could cause harm or public nuisance

- Chemical, radioactive or biological substances
- Police must be involved where a guest is found to be in possession of an item prohibited by law.

2. Those items deemed by the venue to be a security or safety risk or a threat to the commercial interests of the venue:

- Laser lights
- Alcohol
- Aerosol Cans of Sunscreen
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Laptops
- Camera Tripods
- Chairs/ Stools
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
(Note: at some events all bottles may be prohibited)
- Plastic water bottles cannot exceed 600ml in size.

Guests in possession of items prohibited by the venue will be required to cloak them, surrender them or return the item to their vehicle depending on the item.

The following prohibited items only can be cloaked.

- Scooters, skateboards and rollerblades/skates
- Professional cameras, audio recording devices or video cameras
- Camera Tripods and detachable lenses
- Laptops
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat

Cloaking will not accept large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags. Small carry on size suitcases are permitted.

Refer also to C - Conditions of Entry and R – Restricted Items

PROHIBITED ITEMS

RLA

Prohibited items are not permitted into the venue, under any circumstances. There are two types of prohibited items:

1. Those items prohibited by law:

- Illegal substances including controlled, dangerous or illicit drugs
- Incendiary devices (flares, fireworks and smoke bombs)
- Firearms and explosives
- Chemical, radioactive or biological substances

- Posters, banners or flags larger than 1m in width or height, including any handles
- Unauthorised advertising material or flyers
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat; and
- Any other item that in the opinion of MOPT management could cause harm or public nuisance

- Police must be involved where a guest is found to be in possession of an item prohibited by law.

2. Those items deemed by the venue to be a security or safety risk or a threat to the commercial interests of the venue:

- Laser lights
- Alcohol
- Aerosol Cans of Sunscreen
- Animals (other than Assistance Dogs)
- Bicycles, scooters, skateboards and rollerblades/ skates
- Professional cameras including; DSLR, mirrorless or any cameras with a detachable lens (some events prohibit the use of all cameras, or flash photography)
- Audio recording devices or video cameras
- Laptops
- Camera Tripods
- Chairs/ Stools
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles. (Note: at some events all bottles may be prohibited)
- Plastic water bottles cannot exceed 600ml in size.

Guests in possession of items prohibited by the venue will be required to cloak them, surrender them or return the item to their vehicle depending on the item.

The following prohibited items only can be cloaked.

- Scooters, skateboards and rollerblades/skates
- Professional cameras, audio recording devices or video cameras
- Camera Tripods and detachable lenses
- Laptops
- Glass (including bottles) or cans, metal or hard plastic containers including metal water bottles.
- Musical instruments
- Umbrellas
- Prams, pushers, and strollers
- Any large item that cannot be placed under a seat

Cloaking will not accept large items such as suitcases, camping gear, fold-out chairs, pillows or sleeping bags. Small carry on size suitcases are permitted.

Refer also to C - Conditions of Entry and R – Restricted Items

PUBLIC ADDRESS

M&OP

Paging members of the public over the public address system is done in cases of emergency only

Refer any requests for paging to your Supervisor or the VCC/SCC.

PUBLIC PHONES

AP

There are no public phones available at AAMI Park

PUBLIC PHONES

JCA

Public phones are located internally on the concourse:

Next to Lift 2, near Door 4

Next to Lift 3, near Door 6

PUBLIC PHONES

MCA

There are no public phones available at MCA

PUBLIC PHONES

RLA

Public phones are located internally on the concourse:

Opposite Door 3

Opposite Door 13

PUBLIC TRANSPORT

M&OP

No Text

Q

No listings under Q

R

RADIO BROADCAST BOX

AP

Refer to M – Media Centre

RADIOS

M&OP

No Text

RAILYARDS BAR & BISTRO

RLA

Railyards Bistro & Bar is a restaurant located within the Eastern Annex of RLA. located on Level 3.

Access is via Lift 7 or 8 at the Eastern Annex or up the Escalators.

It is the perfect place to sit back and relax before an event with family and friends.

Bookings should be made prior to coming to RLA and can be arranged via the online booking systems at rodlover.com.au/food-beverage. Walk ups may be available on the event day at the venue and guests should be direct to the top of the escalators to further enquire on availability.

RECEPTION

M&OP

Melbourne & Olympic Park's Reception is located on Level 1 of Tennis HQ.

Tel: + 61 3 9286 1600

Email: enquiries@mopt.vic.gov.au

Postal Address: Melbourne & Olympic Parks, GPO Box 4611, Melbourne VIC 3001

REFEREE FACILITIES

AP

Location: Ground Level West within BOH.

Referees are accredited to enter via the Players and Officials Entry. Access via Entrance E.

Facilities include the following:

- Male Referee change rooms including lockers, toilets, showers, massage tables
- Female Referee change rooms including lockers, toilets, showers, massage tables

RESTRICTED ITEMS (UMBRELLAS, PRAMS, LAPTOPS, ESKIES AND OTHER LARGE ITEMS) POLICIES

AP

Restricted items differ from prohibited items as do not pose an immediate threat to guest safety, security or the commercial interest of the venue.

Guests are permitted to bring restricted items into the Venue provided they abide by the conditions imposed in allowing the item into the venue.

Restricted items include but are not limited to:

Umbrellas

- Umbrellas are permitted into the venue however must not be opened. Guests must abide by the conditions imposed to allow them inside.
- The purpose of the policy is to ensure that a guest's line of sight to the field of play or stage is not obstructed by another guest's open umbrella.
- Open umbrellas also pose a risk to guest safety.

Prams and Pushers

- Prams and pushers are permitted into the venue provided that they are stowed safely under the guest's seat or used in a location where guest access and egress is not inhibited or blocked by the pram or pusher.
- In the case that a guest wishes to use their pram or pusher, the guest may be able to exchange their ticket and relocate to nearby Accessible Seating depending on availability.
- Prams can be cloaked at the Customer Service Centres.

Eskies, Bags and Other Belongings

- Other items are permitted into the venue providing they fit safely under the guest's seat without impeding access. If not, guests will be required to cloak the item.

Laptops

- Laptops may be taken into the venue but may not be used within the Venue.

If a restricted item poses a threat to safety or security it is to be treated as a prohibited item and must be cloaked.

Refer to C - Cloaking for further information on cloaking locations

RESTRICTED ITEMS (UMBRELLAS, PRAMS, LAPTOPS, ESKIES AND OTHER LARGE ITEMS) POLICIES

JCA

Restricted items differ from prohibited items as do not pose an immediate threat to guest safety, security or the commercial interest of the venue.

Guests are permitted to bring restricted items into the Venue provided they abide by the conditions imposed in allowing the item into the venue.

Restricted items include but are not limited to:

Umbrellas

- Small umbrellas are permitted into the venue however must not be opened.
- Larger golf umbrellas must be cloaked at the relevant cloaking booth free of charge.

Refer to U - Umbrellas for further information.

- The purpose of the policy is to ensure that a guest's line of sight to the field of play or stage is not obstructed by another guest's open umbrella.
- Open umbrellas also pose a risk to guest safety.

Prams and Pushers

- Prams and pushers are required to be cloaked and are not permitted into the auditorium. Egress is restricted or blocked by prams or pushers in the auditorium.
- For exceptional circumstances please request support from a Supervisor or the VCC.

Eskies, Bags and Other Belongings

- Subject to bag restrictions
- Other items are permitted into the Venue providing they fit safely under the guest's seat without impeding access. If not, guests will be required to cloak the item.

Laptops

- Laptops may be taken into the venue but may not be used within the Venue.

If a restricted item poses a threat to safety or security it is to be treated as a prohibited item and must be cloaked.

Refer to C - Cloaking for further information on cloaking locations

RESTRICTED ITEMS (UMBRELLAS, PRAMS, LAPTOPS, ESKIES AND OTHER LARGE ITEMS) POLICIES

MCA

Restricted items differ from prohibited items as do not pose an immediate threat to guest safety, security or the commercial interest of the venue.

Guests are permitted to bring restricted items into the Venue provided they abide by the conditions imposed in allowing the item into the venue.

Restricted items include but are not limited to:

Umbrellas

- Small umbrellas are permitted into the venue however must not be opened.
- Larger golf umbrellas must be cloaked at the relevant cloaking booth free of charge.

Refer to U - Umbrellas for further information.

- The purpose of the policy is to ensure that a guest's line of sight to the field of play or stage is not obstructed by another guest's open umbrella.
- Open umbrellas also pose a risk to guest safety.

Prams and Pushers

- Prams and pushers are required to be cloaked and are not permitted into the auditorium. Egress is restricted or blocked by prams or pushers in the auditorium.
- For exceptional circumstances please request support from a Supervisor or the VCC.

If a restricted item poses a threat to safety or security it is to be treated as a prohibited item and must be cloaked.

Refer to C - Cloaking for further information on cloaking locations

RESTRICTED ITEMS (UMBRELLAS, PRAMS, LAPTOPS, ESKIES AND OTHER LARGE ITEMS) POLICIES

RLA

Restricted items differ from prohibited items as do not pose an immediate threat to guest safety, security or the commercial interest of the venue.

Guests are permitted to bring restricted items into the Venue provided they abide by the conditions imposed in allowing the item into the venue.

Restricted items include but are not limited to:

- Umbrellas
- Small umbrellas are permitted into the venue however must not be opened.
- Larger golf umbrellas must be cloaked at the relevant cloaking booth free of charge.

Refer to U - Umbrellas for further information.

- The purpose of the policy is to ensure that a guest's line of sight to the field of play or stage is not obstructed by another guest's open umbrella.
- Open umbrellas also pose a risk to guest safety.

Prams and Pushers

- Prams and pushers are required to be cloaked and are not permitted into the auditorium. Egress is restricted or blocked by prams or pushers in the auditorium.
- For exceptional circumstances please request support from a Supervisor or the VCC.

If a restricted item poses a threat to safety or security it is to be treated as a prohibited item and must be cloaked.

Refer to C - Cloaking for further information on cloaking locations

ROD LAVER

RLA

Dubbed “Rocket” by legendary Davis Cup captain Harry Hopman, Rod Laver stands as the only man to complete the Grand Slam twice. A powerful left-hander who sent the ball hurtling over the net laden with topspin, Laver was a driven competitor whose all-court play won him many titles. He dominated the 1960s, winning 17 of his 20 titles in this decade.

Formerly known as Flinders Park, the National Tennis Centre or Centre Court, the venue was re-named as Rod Laver Arena on 16 January 2000 in honour of Rod Laver and his achievements.

ROOF LIGHTING & DESIGN

AP

AAMI Park has Victorian's glowing with pride, lighting up Melbourne's skyline each night with a spectacular lighting design which utilises 1544 LED lights.

The environmentally friendly lights are a key element of the sustainable design of the stadium, with LEDs using around one tenth of the power required to floodlight the stadium, and without any light spill into the surrounding area.

The lights operate with specific sequences designed for event and non-event nights such as Game Day, Team Colours, Resting and Festival modes. AAMI Park's roof lighting is available to be booked for not-for-profit events, such as festivals and charity causes.

The lights are visible from dusk each night.

ROOF LIGHTS

RLA

RLA has coloured roof lights that operate with specific sequences designed for event and non-event nights such as charity support and significant events.

S

SAFETY ZONE

JCA

The Safety Zone refers to the concrete landing at the bottom of the velodrome, which is commonly an aisleway in front of the lower seating bowl on the east and west when the seats are down covering the velodrome.

This space is to be treated as a transverse aisle space with no standing or dancing in this area permitted.

SANITARY DISPENSERS

AP

Sanitary Dispensers are available in the following Female toilet locations:

Level 1: Aisle 3 & Aisle 27

Level 3: Aisle 3 & Aisle 27

SANITARY DISPENSERS

JCA

Sanitary Dispensers are available in the following Female toilet locations:

Concourse (Ground) Level: opposite Door 4, under Stairs to Door 3

Concourse (Ground) Level: opposite Door 6, under Stairs to Door 5

SCOREBENCH

JCA

The scorebench for sporting event such as Basketball and Netball is usually located on the West side of the floor in the centre of the court, in between the Home and Away team benches. However, this is subject to change so refer to Event Information/Briefing Notes for further information.

Officials for the scorebench access require the relevant accreditation.



SCOREBOARD

AP

Refer to V – Video Screens / LEDs

SCOREBOARD

JCA

Refer to V – Video Screens / LEDs

SCOREBOARD

MCA

Refer to V – Video Screens / LEDs

SCOREBOARD AND PA OPERATING ROOM (STADIUM PRODUCTION ROOM)

AP

Located: Level 2 West within the Stadium Control Centre next to the SCC

Access: Accredited team members and service partners only

Lifts 4 & 5 Aisle 24

Gate 6 stairs Aisles 23 & 24 or Gate 8 stairs Aisles 27 & 28.

SEAT DOES NOT EXIST

M&OP

If there is a seat allocation problem reported whereby a seat does not exist, M&OP team members should do the following:

- Carefully check the ticket to ensure that the event, event date, level, door, row and seat number are correct.
- Re-direct the guest if they are in the wrong area.
- Verify that the seat does not exist.
- Temporarily seat the guest (if seats are available) and call a Supervisor or the VCC/SCC.
- If the guest does not want to wait for a Supervisor refer them to the Ticket Box Office/Ticket Sales outlet.
- The Supervisor will take the ticket to the Ticket Box Office/Ticket Sales outlet, where Ticketing team members will investigate and resolve the issue.

If appropriate, Ticketing team members will provide alternative seating for the guest.

SEATING AREAS FOR PUBLIC

JCA

There are multiple seating options available for guests around John Cain Arena on the concourse (Ground Level) only:

Western Concourse, seats against walls near Door 2 and First Aid Post (seating only)

South East Concourse, before Door 6 in alcove opposite Lift 3 (seating and bar tables)

Eastern Concourse, between Doors 6 & 8 near the escalators (seating and bar tables)

Seating options may vary on the concourse depending on events and other activations or set up. For some events, more seating opportunities may be provided on the south west concourse, near Lift 2 or in the Southern Concourse

SEATING AREAS FOR PUBLIC

MCA

There are multiple seating options available for guests around MCA:

Level 2 (Concourse)

- Between Doors 17 - 19 - northern concourse (tables and chairs)
- Between Doors 6 - 9 - southern concourse (tables and chairs)
- Between Doors 11 - 15 against the glass wall of MCA (bench seating)

Level 3

- Landing near Lift 1, close to Door 21 (couches)

SEATING AREAS FOR PUBLIC

RLA

There are multiple seating options available for guests around the Rod Laver Arena Concourse.

The Northern Annex opposite door 17 has an alfresco dining area as well as an indoor seating area.

The Southern Annex between doors 6 & 7 has indoor seating.

There is an alfresco dining area within the Eastern Annex next to the grass and grain catering outlet.

Levels 3 & 4 of the Eastern Annex house a restaurant and roof top bar, refer to your briefing notes to see if these are available.

There are a range of concourse couches and chairs around the concourse.

Opposite door 8 is an external seating area which is predominantly used by the venue as a smokers area.

Elbow bar near door 14 has high bar tables and stools available for guests

Floor bar has high bar tables and stools available for guests.



SEATING AREAS FOR PUBLIC

AP

The AAMI Park does not have any specific seating areas and opportunities for guests on the concourse. Small amount of seating facilities (barrels or stools) can be found at some bar outlets around the venue.

SEATS

AP

The total seated capacity is 30,052 (includes wheelchair bays)

Level	Total Capacity	Seats	Wheelchair Bays
Level 1	18,500	18,406	94
Level 2 Corporate Dining & Level 2 Corporate Suites	1,138 & 432	1,132 & 432	6
Level 3	9,981	9,933	48

Seats are located by Level, Aisle, Row and Seat Number

Each Row is identified by a letter of the alphabet.

Each Row is clearly marked by a plate located on the stair nosing. Seat numbers are also included on the plate.

The front row of each level starts with the letter A. After the letter Z the Rows commence AA.

- Level 1 Row A up to NN
- Level 2 Corporate Dining (Olympic Park Room) A – E
- Level 2 Corporate Suites A – C
- Level 3 A up to DD

NOTE: There are NO Rows I or Q on any Level in the Stadium (I and L / O and Q are easily confused on event tickets).

Seat numbering starts at 1 one each level. The highest number in the Stadium is 559.

On Level 1 the seat numbers repeat once (the Stadium is divided North and South).

Level 2 the seat numbers are unique and do not repeat.

Level 3 the seat numbers are unique and do not repeat.

SEATS

JCA

The total venue capacity in John Cain Arena is 10,500, however, seating capacity is event and mode dependent.

Seats are located by Level, Section, Door, Row and Seat Number

Each Row is identified by a letter of the alphabet

Each Row is clearly marked by a plate located on the stair nosing. Seat numbers are also included on the plate as well as on the top of the back of each seat, for permanent seats only.

The Lower (includes North, South, East & West retractables) and Mezzanine Sections are marked with a single letter, for example A. The rows of the Upper Section is marked with two letters of the alphabet, for example the front row is AA.

NOTE: There are NO Rows I or Q on any Level in the venue (I and L / O and Q are easily confused on event tickets)

John Cain Arena has various event modes with seating configuration and capacity subject to change, this may include the addition of extra retractable seating to extend the north, south, east or west lower seating sections towards the arena floor, corporate or executive boxes or temporary floor seats.

Floor seating is dependent on the event and will differ on the mode, please refer to your Event Information/Briefing notes for more information.

An event-specific ticketing seating map will be provided in your Event Information/Briefing Notes for further information.

SEATS

MCA

The total seated capacity in MCA when in-the-round is 7,568 (including wheelchair bays), however, is event and mode dependent.

Seats are located by Level, Section, Door, Row and Seat Number

Each Row is identified by a letter of the alphabet

Each Row is clearly marked by a plate located on the stair nosing. Seat numbers are also included on the plate as well as on each seat.

The front row of each level starts with the letter A. The rows of the Upper Sections on Level 3 is marked with two letters of the alphabet, for example the front row is AA.

NOTE: There are NO Rows I or Q on any Level in the Arena (I and L / O and Q are easily confused on event tickets)

Seat numbering starts at 1 on each level. The highest number in the venue is 407 on Level 2 and 454 on Level 3. Seat numbers go in a clockwise direction on Level 2 and Level 3.

Level 2 the seat numbers are unique and do not repeat. Seat number 1 begins in Section 4 with easiest access through Door 20.

Level 3 the seat numbers are unique and do not repeat. Seat number 1 begins in Section 22 with easiest access through door 42.

Floor seating is dependent on the event and will differ on the mode, please refer to your Event Information/Briefing notes for more information.

An event-specific ticketing seating map will be provided in your Event Information/Briefing Notes for further information.

SEATS

RLA

The total seated capacity in Rod Laver Arena when in-the-round is 14,820 (including wheelchair bays), however, is event and mode dependent and does not include floor capacity.

Uppers -8057

Lowers -5124

This changes depending on the venue mode and positioning of the stage.

Seats are located by Level (Floor, Lower, Upper), Door, Row and Seat Number

Each Row is identified by a letter of the alphabet

Each Row is clearly marked by a plate located on the stair nosing. Seat numbers are also included on the plate as well as on each seat.

The front row of the Lower Section is marker letter A. The rows of the Upper Section is marked with two letters of the alphabet, for example the front row is AA.

NOTE: There are NO Rows I or Q on any Level in the venue (I and L / O and Q are easily confused on event tickets)

Seat numbering starts at 1 in both the lower and upper sections of the seating bowl. The highest number in the Arena is 712. Seat numbers go in a clockwise direction around the seating bowl.

Seat number 1 begins in Section 6, near Door 2 for the lower seating bowl and Seat number 1 begins in Section 30 above Door 2.

Floor seating is dependent on the event and will differ on the mode, please refer to your Event Information/Briefing notes for more information.

An event-specific ticketing seating map will be provided in your Event Information/Briefing Notes for further information.



SMOKING AREA

AP

Typically for sporting events, patrons who smoke are directed to the external concourses on the eastern and western sides of the Stadium

The external concourse becomes an extension of the event space with public access points controlled by the event security contractor to ensure only ticketed and accredited personnel gain access. The external concourses are also part of the licensed area of the stadium, and therefore patrons are permitted to have stadium purchased alcohol in their possession when smoking on these external concourse areas.

During concerts and special events, designated smoking areas may apply. Refer to the Event Information/Briefing Notes for further information.

SMOKING AREA

JCA

An external smoking area is subject to change depending on event and will not always be available, in this case guest should scan out of the venue and stand 10m away from public entrances.

For concerts and special events there may be a designated external smokers area established, refer to the Event Information/Briefing Notes for more details. The external smoking area is included in the ticketed/licensed zone, which permits guests to take alcohol into this area.

SMOKING AREA

MCA

Guests wishing to smoke should be directed to the designated smoking area (external) – opposite Door 8 & 9 near the south concourse.

The external smoking area is included in the ticketed/licensed zone, which permits guests to take alcohol into this area.

Refer to the Event Information/Briefing Notes for confirmation on smoking areas and locations

SMOKING AREA

An external smoking area is subject to change depending on event and will not always be available, in this case guest should scan out of the venue and stand 10m away from public entrances.

Where a designed external smoking area is available, refer to the Event Information/Briefing Notes for further details.

SMOKING POLICY

All venues at M&OP are smoke free.

Smoking is not permitted anywhere inside the venues.

Electronic cigarettes and vaporisers are also prohibited within the venue.

Guests are required to exit the venue in order to smoke and ensure they are the required distance by law from any entrances or food and beverage outlets.

Refer to your Event Information/Briefing Notes for smoking areas.

SOCIAL MEDIA

Guests can follow AAMI Park through the AAMI Park website, Facebook, Instagram and Twitter.

Website: <https://www.aamipark.com.au/>

Facebook: <https://www.facebook.com/AAMIParkMelbourne/>

Instagram: <https://www.instagram.com/aamipark/>

Twitter: <https://twitter.com/AAMIPark>

Join the conversation using #AAMIPark or @AAMIPark



Guests can follow John Cain Arena through the JCA website, Facebook, Instagram and Twitter.

Website (<https://melbournearena.com.au/>)

Facebook (<https://www.facebook.com/MelbourneArena>)

Instagram (<https://www.instagram.com/melbournearena/>)

Twitter (twitter.com/melbournearena)

Join the conversation using #MelbourneArena or @melbournearena

SOCIAL MEDIA

Guests can follow Margaret Court Arena through the MCA website, Facebook, Instagram and Twitter.

Website: <https://www.margaretcourtarena.com.au/>

Facebook: <https://www.facebook.com/MCourtArena/>

Instagram: <https://www.instagram.com/mcourtarena/>

Twitter: <https://twitter.com/MCourtArena>

Join the conversation using #MCA, #MargaretCourtArena or @mcourtarena

SOCIAL MEDIA

Guest can follow Rod Laver Arena through the RLA website, Facebook, Instagram and Twitter.

Website: <https://www.rodloverarena.com.au/>

Facebook: <https://www.facebook.com/RodLaverArena>

Instagram: <https://www.instagram.com/RodLaverArena>

Twitter: <https://twitter.com/RodLaverArena>

Join the conversation using #RLA, #RodLaverArena or @RodLaverArena

St John Ambulance is M&OPs First Aid Service Partner and are onsite for all events.



Refer to F - First Aid for further information.



STADIUM COMMUNICATION CENTRE (SCC)

AP

Location: Level 2 West – next to Corporate Suite 24

Access: Accredited team members and service partners only

- Lifts 4 & 5- Aisle 24
- Gate 6 stairs - Aisles 23 & 24 or Gate 8 stairs - Aisles 27 & 28

The Stadium Communication Centre (SCC) operates as the control room during events. The primary role of the SCC is to monitor, manage and record the operation of the event and to facilitate communication between the various departments

Stadium Management are located in this room on an event day as well as representatives from Victoria Police, St John Ambulance and MSS Security

The CCTV Operator located in the SCC records footage of incidents and/or the response and management of incidents.

The SCC Supervisor/Operator manages all radio and phone communications and is responsible for the logging of all jobs and incidents.

Incidents and Emergencies are to be reported to the SCC on 9286 1050 or via two-way radio (all channels)

General requests and enquiries are to be reported to the SCC on 9286 1055 or via two-way radio (all channels).

Refer to R – Radios for radio channels utilised.

STADIUM SECURITY OFFICE – (SSO)

AP

Location: Ground Level West

Access: via Entrance E off Olympic Boulevard.

The Stadium Security Office is staffed 24 hours a day 7 days per week

During non-event times the main responsibilities of the SSO is to facilitate and control access into the Stadium and to protect the building and Stadium assets.

On event days the SSO conducts the following roles whilst the Stadium Communications Centre (SCC) controls event operations:

- Control the entry and exit of all vehicles requiring access to the Service Road
- Provide an escort for emergency vehicles and personnel as required.

STAFF BRIEFINGS

M&OP

All team members are required to attend a briefing prior to commencing their shift.

Staff briefings commence at shift start times, therefore, all team members are encouraged to arrive early to be ready for the start of their shift and briefing.

The staff briefings are done by the team members' immediate supervisor or an Event Manager.

The locations of the staff briefing areas (by position) are displayed on the Position Sheet which is displayed at Staff Sign On.

STAFF ENTRY & SIGN ON

AP

Location: Ground Level East

Access: via Entrance F off Olympic Boulevard

The Staff Entry is a security checkpoint which controls the entry and exit of all casual team members and service partners rostered for an event. All event day personnel (team member, service partners and other service providers) unless otherwise accredited must enter the Stadium on an event day via the Staff Entry and be checked in.

This includes event team members from M&OP, O'Brien Group Australia, MSS Security, EWG, Merchandise, Ticketek, Victoria Police, St John Ambulance and other miscellaneous employees and service partners.

Entry via Stadium Gates without a valid event ticket is strictly forbidden.

Staff Entry facilitates access to the following:

- Staff Entry Checkpoint

- Staff Sign On
- Muster Room (waiting area/ tea room)
- Change rooms, toilets and lockers
- Stadium

The Staff Entry door is locked after approximately half time on an event day.

Staff Sign On is the administration area for all M&OP Patron Services and Event Security team members.

- Located inside the Staff Entry – Ground Level East.
- All M&OP team members are required to report to Staff Sign On to sign on/sign off, and to collect Event Information/Briefing Notes, uniform and equipment.
- Staff Entry will verify the right of the team member or service partner to enter the Stadium for the event from employee lists provided.

STAFF ENTRY & SIGN ON

JCA

Location: Basement Level, West

Access: via glass doors at bottom of South West stairs next to the Ticket Box Office on the Grand Slam Oval/City side of the building.

The Staff Entry is a security checkpoint which controls the entry and exit of all casual team members and service partners rostered for an event. All event day personnel (team members, service partners and other service providers) unless otherwise accredited must enter the venue on an event day via the Staff Entry and be checked in.

This includes event team members from M&OP, MSS Security, EWG, Merchandise, Ticketek, St John Ambulance and other miscellaneous employees and service partners.

Delaware North have a separate Staff Entry and Muster Area point located on the North East Basement level, access via the ramp near the Loading Dock gate off Entrance D roundabout.

Entry to the venue via external public doors without a valid event ticket is strictly forbidden.

Staff Entry facilitates access to the following:

- Staff Entry Checkpoint
- Staff Sign On
- Muster Room (waiting area/ tea room)
- Change rooms, toilets and lockers
- Venue

Staff Sign On is the administration area for all M&OP Patron Services and Event Security team members

- All team members and service partners must report to the Staff Entry checkpoint upon arrival and are required to report to Staff Sign On to sign on/sign off, collect Event Information/Briefing Notes, uniform and equipment.
- Staff Sign On will verify the right of the team member or service partner to enter the venue for the Event from employee lists provided.

STAFF ENTRY & SIGN ON

RLA

Located: Rod Laver Arena, Level 1

Access: via Garden Square and through the Keymaster doors.

The Staff Entry is a security checkpoint which controls the entry and exit of all casual team members and service partners rostered for an event. All event day personnel (team members, service partners and other service providers) unless otherwise accredited must enter the venue on an event day via the Staff Entry and be checked in.

This includes event team members from M&OP, Delaware North, MSS Security, EWG, Merchandise, Ticketek, Victoria Police, St John Ambulance and other miscellaneous team members and service partners

Entry to the venue via external public doors without a valid event ticket is strictly forbidden.

Staff Entry facilitates access to the following:

- Staff Entry Checkpoint
- Staff Sign On
- Muster Room (waiting area/ tea room)
- Change rooms, toilets and lockers
- Venue

Staff Sign On is the administration area for all M&OP Patron Services and Event Security team members

- All team members and service partners must report to the Staff Entry checkpoint upon arrival and are required to report to Staff Sign On to sign on/sign off, collect Event Information/Briefing Notes, uniform and equipment
- Staff Sign On will verify the right of the team member or service partner to enter the venue for the Event from employee lists provided

STAFF ENTRY & SIGN ON

MCA

Located: Rod Laver Arena, Level 1

Access: via Garden Square and through the Keymaster doors.

The Staff Entry is a security checkpoint which controls the entry and exit of all casual team members and service partners rostered for an event. All event day personnel (team members, service partners and other service providers) unless otherwise accredited must enter the venue on an event day via the Staff Entry and be checked in.

This includes event team members from M&OP, Delaware North, MSS Security, EWG, Merchandise, Ticketek, Victoria Police, St John Ambulance and other miscellaneous team members and service partners

Entry to the venue via external public doors without a valid event ticket is strictly forbidden.

Staff Entry facilitates access to the following:

- Staff Entry Checkpoint
- Staff Sign On
- Muster Room (waiting area/ tea room)
- Change rooms, toilets and lockers
- Venue

Staff Sign On is the administration area for all M&OP Patron Services and Event Security team members

- All team members and service partners must report to the Staff Entry checkpoint upon arrival and are required to report to Staff Sign On to sign on/sign off, collect Event Information/Briefing Notes, uniform and equipment
- Staff Sign On will verify the right of the team member or service partner to enter the venue for the Event from employee lists provided

STAFF FACILITIES

M&OP

STAFF FOOD & BEVERAGE DISCOUNTED OUTLET

M&OP

Staff have access to a discount to food outlets when they are on shift in uniform. Refer to Event Information/Briefing Notes for further information on which outlets can be accessed and are open.

STAGE DOOR

JCA

Located at the northern end of the venue in the Internal Loading Dock with visibility and accessibility to both internal and external loading docks.

Is a control check point for access to the venue and back of house spaces.

The Stage Door Keeper is responsible for maintaining the security of the loading dock, managing exit and entry of the loading dock and venue, overseeing traffic management in this vicinity.

STAIRS

AP

Stairs facilitate access to all levels within the Stadium. There are no ramps in the Stadium. The lifts also provide access to each level however these are not to be used in an emergency.

Location	Reference	Access
External		
East	Front Forecourt East Stairs Level 1	Gates 1, 2 & 3
South	East Stairs Level 1	Gates 1, 2 & 3
West	Front Forecourt West Stairs Level 1	Gates 6, 7 & 8
South	West Stairs Level 1	Gates 6, 7 & 8

Location	Reference	Access
Internal		
East	Aisles 3 & 4 Level 1, Level 2 - Corporate Dining, Level 3 - Aisle 1 – 10	Gates 1 Stairs
	Aisles 7 & 8	Gates 3 Stairs
	Ground Level, Level 1, Level 2- Corporate Dining, Level 3 - Aisles 1 – 10	Gates 4
	Aisles 23 & 24	Gates 6 Stairs

	Ground Level	Gate 5
West	Level 1, Level 2 Corporate Suites, Media Centre, Coaches Boxes, Level 3 Aisle 21 - 30	
	Aisles 27 & 28 Level 1	Gate 8
	Level 3 Aisle 21 - 30, Level 1 North Emergency Exit Stairs	Gate 8 Stairs
	Level 1 - Aisles 31 & 32 Level 1 to Ground Level external (Olympic Boulevard)	
	Level 1 - Aisles 37 & 38 Level 1 to Ground Level external (Batman Ave)	Emergency Exit Stairs
	Level 1 - Aisles 13 & 14 Level 1 to Ground Level external (Batman Ave)	Emergency Exit Stairs
	Level 1 - Aisles 17 & 18 Level 1 to Ground Level external (Batman Ave)	Emergency Exit Stairs
South	Level 1	Emergency Exit Stairs

STAIRS

JCA

Stairs facilitate access to Concourse (Ground) and Arena Levels within the venue.

External Stair Locations:

Eastern Plaza staircase from Entrance D Olympic Blvd

Internal Stair Locations:

Stairs to Arena Door 1 - access from Concourse Level near Door 2

Stairs to Arena Door 3 - access from Concourse Level near Door 4

Stairs to Arena Door 5 - access from Concourse Level near Door 6

Stairs to Arena Door 7 - access from Concourse Level near Door 8

Suite level access is via Lifts.

There are no ramps in the arena concourse or auditorium.

The lifts also provide access to each level however these are not to be used in an emergency.

STAIRS

MCA

Stairs facilitate access to all levels within the venue.

Level 3 access via stairs on Level 2 opposite Door 7, 16 and 20

Location	Reference	Access
External		
External East (Garden Square)	North East Stairs	Level 1 External Level 2 Internal – Main Turnstiles

Location	Reference	Access
Internal		
North East	North East Stairs	Level 1,2,3
North West	North West Stairs	Level 1,2,3
South East	South East Stairs	Level 2,3
North East	North East Stairs	Level 2,3

There are no ramps in the arena concourse or auditorium.

The lifts also provide access to each level however these are not to be used in an emergency.



STAIRS

RLA

Stairs can facilitate access to all levels within the venue.

Location	Access
External	
North (Garden Square)	Level 1 , Level 2 - Main Turnstile

Internal

There are stairs to access all Arena Doors from Concourse Level to the transverse aisle/seating bowl

Ramps are available at Doors 1, 2, and 9 for those with accessibility needs and cannot take the stairs

Northern Annex stairs provide access to the floor bar and to the floor from the concourse.

Ceremonial stairs, provide access to all levels 1-4 of the Eastern Annex, these stairs are found next to lift 7 & 8.

Lifts are required to access Level 3 function spaces and Level 4 Superbox - with the exception of staircase in Eastern Annex and glass bridge.

The lifts also provide access to each level however these are not to be used in an emergency.



STAIRS TO FLOOR

JCA

Stairs to Floor access for guests depends on the event, refer to the Event Information/Briefing Notes for specific details.

They accommodate access to the floor from the lower seating bowl.

The maximum number of stairs to floor for events in John Cain Arena is six (6).

Stairs to Floor access for guests depends on the event, refer to the Event Information/Briefing Notes for specific details.

They accommodate access to the floor from the lower seating bowl.

The maximum number of stairs to floor for events in MCA is six (6).

STAIRS TO FLOOR

Stairs to Floor access for guests depends on the event, refer to the Event Information/Briefing Notes for specific details.

They accommodate access to the floor from the lower seating bowl.

The maximum number of stairs to floor for events in RLA is eight (8).

STANDARD OPERATING PROCEDURES (SOP'S)

SOP's are available for each position from Staff Sign On

All staff should read the SOP for their position prior to commencing their shift.

STANDING AREAS

The Stadium is designed to be fully seated.

There are no standing areas within the Stadium.

STANDING AREAS

With exception of the General Admission Arena Floor, John Cain Arena is designed to be fully seated. This is subject to change as some events will allow standing and dancing in front of seats, any questions should be referred to your supervisor or the VCC.

For safety measures, there are no standing areas on the safety zone or transverse aisles, as well as dancing on the stairs.



STANDING AREAS

MCA

With exception of the General Admission Arena Floor, MCA is designed to be fully seated. This is subject to change as some events will allow standing and dancing in front of seats, any questions should be referred to your supervisor or the VCC.

For safety measures, there are no standing areas on the transverse aisles or dancing on the stairs.

STANDING AREAS

RLA

With exception of the General Admission Arena Floor, MCA is designed to be fully seated. This is subject to change as some events will allow standing and dancing in front of seats, any questions should be referred to your supervisor or the VCC.

For safety measures, there are no standing areas on the transverse aisles or dancing on the stairs.

SUITES

JCA

John Cain Arena has a total of 13 suites in the venue, with a combination of corner suites and northers suites.

Corner Corporate Suites:

No glassware is permitted outside the corporate suites or on the seating balconies.

For events where the north and south raiseable seats are raised into the ceiling the Suites are often not utilised as have obstructed views.

There is a total of eight corner corporate suites, suites 1-8, with two located in all four corners of the venue on Suite Level.

Each suite has the option of utilising the cinematic seats located on the balcony directed outside the suite to view all the event in the venue.

Capacity of the two Suites in each corner can be doubled by removing the adjoining wall to cater for one larger group or function.

There are bathroom facilities in each corner of the venue on Suite level opposite each Suite for guests

Northern Suites:

There are also five Northern Suites, suites 9-13 located at the northern end of the venue which are five smaller spaces.

These Suites are not fitted out with seats, catering or existing infrastructure and are most commonly used for production, technical, media or broadcast purposes by various Hirers.

Refer to Event Information/Briefing Notes for further information.

Corporate suites	Lifts
Suites 1, 2, 11, 12 & 13	Lift 1
Suites 3 & 4	Lift 2
Suites 5 & 6	Lift 3
Suites 7, 8, 9 & 10	Lift 4

SUPERBOXES

RLA

Rod Laver Arena has 31 Superboxes which offer a Premier Experience across our diverse calendar of events. Guests attending a Superbox have access to the Superbox lounge (Level 4 of the Eastern Annex) which can be accessed via lift 7 & 8, refer to Event Information/Briefing Notes for confirmation.

Superboxes can be rented year round, or purchased on an event by event basis. Thrill your clients and guests with our delicious in box catering, while enjoying the best entertainment from your exclusive suite.

Refer to Event Information/Briefing Notes for further information.

SUSTAINABILITY

M&OP

M&OP is committed to being an environmentally responsible organisation and is working to reduce water, waste and energy consumption in its efforts to deliver benefits to the people of Victoria.

M&OP demonstrates sustainability through the following ways:

LEED Gold Certified Buildings

- The M&OP precinct is home to several LEED (leadership in Energy and Environment Total Design) Gold certified venues which include Margaret Court Arena, the National Tennis Centre, Tennis HQ administrative building, Rod Laver Arena's Eastern Annex as well as the soon to be CENTREPIECE.
- These venues are recognised for their best-in-class building strategies and practices ensuring water and energy efficiency, use of materials and resources and innovation in design are achieved

Food & Beverage Packaging

- Straws: bio-degradable 'Eco Straws' are available on request only, having been removed from being freely available at counters and condiment stands within Rod Laver Arena and John Cain Arena.
- Post-mix cups: an alternative lid has been sourced to eliminate the need for straws.
- Packaging, paper plates, napkins and paper towels: made from recycled materials.

- Wooden cutlery: made from either recycled materials or sustainable plantation timbers.
- Plastic cutlery: items are biodegradable.
- Plastic cups: bio-compostable and all certified to AS4736 standards.
- Cup carry trays: plastic with a Recycle 6 mark.
- Corporate area plates: made with sustainable plantation bamboo.

Green Space

- Emphasis on green spaces across the site, including planting of trees to provide shade, garden beds and grassed areas.

Water Harvesting System

- M&OP has an underground 4.5 megalitre stormwater retention tank under GSO which harvest rainwater of which is used for flushing toilets and irrigation of some of the precincts green space areas

T

TAXI RANK

M&OP

A taxi rank is located on Olympic Boulevard in between Rod Laver Arena and John Cain Arena.

TEA / BREAK ROOMS

AP

The main team members break room is located Ground Level in the Muster Area inside the Staff Entry. All team members and service partners may use the Muster Room for breaks.

Other smaller tea / break rooms for all team members are located:

- Level 1 North – Aisle 32
- Level 2 West – Opposite Suite 22

TEA / BREAK ROOMS

JCA

The team members' break room is located near the Muster area. All team members and service partners may use the Muster Room for breaks.

Team member toilets, showers and change room facilities are located near the Muster Room

Team member lockers are located inside the change rooms

TEA / BREAK ROOMS

MCA

The team members' break room is located within the Muster area. All team members and service partners may use the Muster Room for breaks.

Team member toilets, showers and change room facilities are located near the Muster Room

Team member's can cloak personal items in lockers located inside the adjacent change rooms

TEA / BREAK ROOMS

RLA

The team members' break room is located within the Muster area. All team members and service partners may use the Muster Room for breaks.

Team member toilets, showers and change room facilities are located near the Muster Room

Team member's can cloak personal items in lockers located inside the adjacent change rooms

TEAM BENCHES

JCA

Typically for sporting events at John Cain Arena, Home and Away Team/Player benches are located on the West side of the floor in the centre of the court, either side of the scorebench.

Broadcast cameras are located in the middle of the eastern seating bowl and transverse aisle, therefore the broadcast arch and premium seating is located on the west side of the seating bowl behind the team benches.

Court security is responsible for monitoring access to team/player benches and ensuring that guests, corporates or unaccredited personnel do not access these spaces.



TENANTS

AP

Stadium tenants include:

Tenant	Abbrev.	Lease Agreement	Access
Edwin's Café (Calibre Feasts)	Café		Ground Level North
Imaging @ Olympic Park	Imaging @OP	Clinic	Entrance F
Melbourne Football Club	MFC	Sports Campus	Ground Level North
Melbourne Rebels	MR	Offices	Entrance F
Melbourne Storm	MS	Offices / Sports Campus	Entrance E
Melbourne Victory FC	MVFC	Offices / Sports Campus	Entrance E
O'Brien Group Australia	OBGA	Offices	Entrance F
Olympic Park Sports Medicine Clinic	OPSMC	Clinic	Entrance F

Tenant	Abbrev.	Lease Agreement	Access
Tennis Victoria	TV	Offices	Entrance F

TENNIS COURT HIRE

M&OP

All court bookings are made via Tennis World

1300 TENNIS (1300 836 647)

tennisworld@tennis.com.au

Guests can personally book courts via the on-site Pro Shop. Refer to T - Tennis World

TENNIS HQ

M&OP

Tennis HQ is an administration building located onsite.

Reception desks for M&OP and Tennis Australia can be found on the Ground Level.

M&OP and Delaware administration is located on Level 5

Tennis Australia's administration also occupies various levels of THQ

Large, multi-purpose function rooms and spaces are located on Levels 2 and Level 3

Collective Café is accessible by all and located on Level 2. Refer to C - Collective Café.



TENNIS WORLD

M&OP

The Australian Open Tennis shop (Pro Shop/Tennis World) is run by Tennis Australia and located next to the National Tennis Centre Café.

The shop offers Tours, AO merchandise, public tennis court hire, tennis workouts, coaching, tournaments, competitions, restringing, racquet hire, BBQ functions, social tennis days etc.

Operating hours are:

Pro Shop

Monday – Thursday 10:00-23:00

Friday 10:00-19:00

Saturday – Sunday 08:30-18:00

National Tennis Centre

Monday – Thursday 06:30-22:30

Friday 06:30-21:00

Saturday – Sunday 08:30-18:00

Telephone: 1300 TENNIS (1300 836 647)

For further information please visit www.mopt.com.au or www.tennis.com.au

THEATRETTE

AP

Located: Ground Level West within Back of House area.

Access: Gate 5 or Player and Officials Entry.

The theatrette is used on event days for pre and post-match press conferences.

On non-event days, the theatrette is mainly used by AAMI Park tenants for press conferences or team meetings.

TICKET BOX OFFICE/ TICKET SALES OUTLETS

M&OP

Ticket sales (subject to availability) and ticket collection will be available at the registered Venue Ticket Box Offices/Ticket Sales Outlets listed below:

AAMI Park Ticket Sales:

There are two ticket sales box offices at the Stadium:

Ticket Sales E (Ground Level North West)

Ticket Sales F (Ground Level North East)

Margaret Court Arena Ticket Box Office:

The MCA Ticket Box Office is located next to the Northern Entry opposite Show Court 3.

The Box Office will generally open 30 minutes prior to the Outer Door opening time

Rod Laver Arena Ticket Box Office:

Ticket sales outlets are open 15 minutes prior to gate opening time and close 15 minutes after half time (or once the game has recommenced).

John Cain Arena Ticket Box Office:

The JCA Ticket Box Office is located on the Western side of the venue next to the main entry near Grand Slam Oval.

The Box Office will generally open 30 minutes prior to the Outer Door opening time

The Ticket Box Office is located next to the Eastern Entry off Grand Slam Oval.

The Box Office will generally open 30 minutes prior to the Outer Door opening time

Please refer to Event Information/Briefing Notes for confirmed Box Office / Ticket Sale locations and confirmed times.



TICKET COLLECTIONS

M&OP

Ticketek collections are generally located at Ticket Box Office / Ticket Sales unless otherwise specified.

Refer to the Event Information/Briefing Notes for the location of hirer ticket collections.

TICKET POLICIES

M&OP

TICKET SALES

M&OP

Ticket Sales are encouraged to be purchased in advance prior to arriving at the venue via Ticketek, which can be done online (www.ticketek.com.au), at any Ticketek agency location or through the Ticketek Call Centre (13 28 49).

Each venue has registered Ticket Box Office/Ticket Sales outlets which are open on event days where tickets may be purchased, subject to availability. Refer to T - Ticket Box Office/Ticket Sales Outlets for locations and more information



TICKET SCALPERS

Ticket scalping is the practice of buying and reselling tickets for a profit which is not permitted onsite to ensure fans are protected from being ripped off by ticket scalpers and to ensure that tickets to events are available for everyone.

Ticket scalpers must be reported in to a Supervisor or VCC/SCC and asked to move on offsite.

TICKETEK

Ticketek are the contracted ticketing agent for all M&OP venues (with the exception of the Australian Open).

Tickets can be purchased in advance online at www.ticketek.com.au, at any Ticketek agency location or through the Ticketek Call Centre 13 28 49. The nearest Ticketek agency to M&OP is located in the Melbourne CBD.

Tickets for events may also be purchased from a ticket sales outlet on the day of the event (assuming tickets are still available).

Refer to T - Ticket Box Office/Ticket Sales for further information.



TICKETING TERMS & CONDITIONS

Tickets are sold by Ticketek as agent for the organisation ("seller") responsible for the event. All claims are the sole responsibility of the seller. The ticket is sold subject to the following conditions:

No refund or exchange on any ticket except in accordance with the (Live Performance Australia Ticketing Code of Practice).

The right is reserved to charge a fee for the replacement of tickets. Ticketek reserves the right not to replace tickets where seating is not allocated (general admission tickets).

The right is reserved to add, withdraw or substitute artists and / or vary advertised programs, prices, seating arrangements and audience capacity.

The right of admission is reserved and is subject to the seller's and the venue's terms of admission, copies of which are available on request.

Late arrival may result in non-admittance until a suitable break in the performance.

Cameras, audio and video recorders may not be permitted.

It may be a condition of entry to individual events that a search of person or possessions will be required at the time of entry to the venue. If concerned, please consult the venue.

This ticket may not, without the prior written consent of Ticketek or the Seller, be resold at a premium or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the bearer of the ticket will be refused admission.

Entry may be refused if tickets are damaged or defaced in any way or are not purchased from Ticketek or other authorised points of sale.

TIMEKEEPER ROOM

AP

Located: Level 2 West (City side) within the Stadium Control Centre (Production Room)

Access: via Lifts 4 & 5 Aisle 24 or Stairs Aisles 23 & 24 or 27 & 28

TOILETS

M&OP

TOILETS - EXTERNAL

AP

There is a public toilet facility available on the north-west corner of Gosch's Paddock.

Public toilets are also available in Edwin's Cafe located Ground Level North off Olympic Boulevard.

Access to these toilets however is subject to the hours of operation and may be limited if Edwin's is booked for a function.

TOILETS - EXTERNAL

JCA

There is a public toilet facilities available on the Eastern side of the venue on the Eastern Plaza near the MCG bridge

Access to these toilets however is subject to the hours of operation, which are typically during business hours, and may be limited.

TOILETS - EXTERNAL

MCA

There is a public toilet facility available on the City side of Show Court 3.

There are also public toilets available within the Collective Café at Tennis HQ. Access to these toilets however is subject to the hours of operation and may be limited.

TOILETS - EXTERNAL

RLA

There is a public toilet facility available on the City side of Show Court 3.

There are also public toilets available within the Collective Café at Tennis HQ. Access to these toilets however is subject to the hours of operation and may be limited.

TOILETS - INTERNAL

AP

There are multiple toilet facilities throughout AAMI Park as listed below.

Level	Gender	Aisle/Room
Level 1	Male	Aisle 1,7,13,19,29,31,36
Level 1	Female	Aisle 2,12,17,27,30,32,38
Level 2 - Corporate	Male	Opposite Suite 5, 20, Olympic Park Room 1 ,3

Level 2 - Corporate	Female	Opposite Suite 5, 20, Olympic Park Room 1 ,3
Level 3	Male	Aisle 2,8,22,28
Level 3	Female	Aisle 3,7,23,27
Level 1 -Swing Toilets **	Male/Female	Aisle 1,15,22,31
Level 3 -Swing Toilets **	Male/Female	Aisle 1- East, Aisle 30- West

**Swing Toilets (can be converted to either Male or Female)

**All swing toilets are converted to MALE toilets during sporting events.

TOILETS - INTERNAL

JCA

There are multiple toilet facilities throughout JCA as listed below:

BASEMENT LEVEL (available for Hirer / contractors only)

- North Basement tunnel (leading to loading dock)
- North ramp and south ramp to arena floor - Accessible toilets only. South Ramp accessibility toilet is available to guests with accessibility needs who are located on the floor via security escort only.

CONCOURSE (GROUND) LEVEL

- Opposite Ground Doors 2, 4, 6 & 8 in each corner of the venue - includes male, female and unisex accessible toilets
- Changing Places. Refer to C - Changing Places

ARENA LEVEL

- Outside Arena Doors 1 & 7 (male, female & unisex accessible toilets)
- Outside Arena Doors 3 & 5 - Accessible toilet only

SUITE LEVEL

- Opposite Suites 1 & 2 (North West corner) - includes male, female and unisex accessible toilets
- Opposite Suites 3 & 4 (South West corner) - includes male, female and unisex accessible toilets
- Opposite Suites 5 & 6 (South East corner) - includes male, female and unisex accessible toilets
- Opposite Suite 7 & 8 (North East corner) - includes male, female and unisex accessible toilets

Refer to Multi-Level Map

TOILETS - INTERNAL

MCA

There are multiple toilet facilities throughout MCA as listed below.

LEVEL 1

Main toilets located on Level 1 but are accessed via Level 2 stairs.

LEVEL 2

- Opposite Door 11 - South West Corner Toilet Block (All gender toilets)
- Opposite Door 16
- Opposite Door 19
- Accessible toilets are located near Doors 6, 9, 16 and 19.

Refer to Multi-Level Map

TOILETS - INTERNAL

RLA

There are multiple toilet facilities throughout RLA as listed below.

Level	Location
	North, Eastern Annex
	South, Eastern Annex
	Door 2 Male
	Door 3 Unisex DDA/Parent Room
	Door 4 Female
	Door 5 Female
RLA Level 2	

Door 5 Male

Door 7 Gender Neutral

Door 11 Male

Door 13 Unisex DDA/Parent Room

Door 14 Female

Door 15 Female

Door 15 Male

Door 16 Unisex DDA/Parent Room

Door 16 Female

Door 17 Female

Door 19 Male

Door 20 Unisex DDA/Parent Room

Door 20 Female

Davis Cup Room

Federation Cup Room

RLA Level 3

North, Eastern Annex

South, Eastern Annex

RLA Level 4

North, Eastern Annex

South, Eastern Annex

Refer to Multi-Level Map



TOILETS AND CHANGEROOMS

AP

Team member toilets, showers and changeroom facilities are located on Ground Level East near Staff Sign On.

Team member lockers are located inside the changerooms. Lockers are free of charge and for M&OP team members only.

TOILETS AND CHANGEROOMS

JCA

Team member toilets, showers and change room facilities are located on Basement Level accessible off the Staff Muster Area near Staff Sign On.

Team member lockers are located inside the change rooms. Lockers are free of charge and for M&OP team members only.

TOILETS AND CHANGEROOMS

MCA

Team member toilets, showers and change room facilities are located on Level 1, next to the Staff Sign On.

TOILETS AND CHANGEROOMS

RLA

Team member toilets, showers and change room facilities are located on Level 1, next to the Staff Sign On.

TOURS

M&OP

Tennis World currently offer Australian Open Guided Tours that walk through areas such as the RLA Player Pod, training areas, changing rooms, player lounge and underground paths.

Tours run Mondays, Wednesday and Fridays at 11:30am, 1:00pm and 2:30pm. Tours will not run on public holidays.

Tours can be booked through Tennis World, refer to T - Tennis World for further information.

No public tours are currently being offered at AAMI Park, JCA, or MCA.

TRAIN

M&OP

Train stations within easy walking distance of the precinct and venues include:

Flinders Street Station

- 15 minute walk
- All Train Lines
- The last train on weekdays is approximately 12:00am. On Friday & Saturday evenings, Night Trains run every 60 minutes after midnight.

Richmond Station

- 10 minute walk
- Lilydale, Belgrave, Alamein, Glen Waverley, Sandringham, Frankston, Cranbourne Lines
- The last train on weekdays is approximately 11:45pm. On Friday & Saturday evenings, Night Trains run every 60 minutes after midnight.

Jolimont Station

- 10 minute walk
- Epping, Hurstbridge Lines
- The last train on weekdays is approximately 12:15am. On Friday & Saturday evenings, Night Trains run every 60 minutes after midnight.



TRAM

M&OP

The closest tram stops that are within easy walking distance to the precinct and venues include:

- Tram 70 (Wattle Park) from Flinders Street and Richmond Stations. This stops at Rod Laver Arena (Stop 7B), Hisense/Melbourne Arena (Stop 7C) and AAMI Park (Stop 7D). The last tram on weekdays is approximately 12:00am. On Friday & Saturday evenings, the last tram is approximately 1:30am.
- Tram 48 (North Balwyn) and Tram 75 (Vermont South) stops adjacent to MCG on Wellington Parade. The last tram on weekdays is approximately 12:00am for both lines. On Friday & Saturday evenings, the last Tram 48 (North Balwyn) is approximately 1:15am. On Friday & Saturday evenings Tram 75 (Vermont South), runs every 30 minutes as part of the Night Network.



TROPHY CABINET

MCA

The MCA Trophy Cabinets are located:

- Between Door 20 and Door 1
- The Botanical Bar opposite Door 8
- Outside Door 11 opposite Door 16

TROPHY CABINET

RLA

Located within the Eastern Annex.

TURNSTILES

AP

The turnstiles operate with a three light system on the rear of the unit:

- Green light indicates a valid adult ticket.
- Orange light indicates that the ticket is concession or child (request to see the guest's concession card if they are not a child).
- Red light indicates an invalid event ticket.

The guest should follow the instructions on the screen on the front of the turnstiles.

Scanning:

- A ticket needs to be held face up with the barcode forward.
- For mobile tickets ensure the screen brightness is turned all the way up
- The barcode is placed under the scanner. The scanners are multidirectional so the barcode can be entered straight or on an angle.
- Holding the ticket still under the scanner will result in a faster scan.
- The turnstiles do not take the guest's ticket. The guest is required to hold the ticket whilst it is scanned and then take the ticket before moving through the turnstile arm.
- Once a ticket has been scanned at a turnstile, the guest is unable to scan the same ticket for 30 seconds. This feature aims to eliminate an accidental double scan where a ticket presents immediately as a second entry.
- A guest has 30 seconds to walk through the turnstile. If the guest does not walk through in 30 seconds the turnstile will clear the scan and the ticket will remain unused.

Level	Gate	Turnstile
Ground Level	Gate 4	1 Standard Entry/Exit Turnstile, 1 Wheelchair Entry
	Gate 5	1 Standard Entry/Exit Turnstile, 1 Wheelchair Entry, Players and Officials Entry, Nil. Accreditation Only
Level 1	Gate 1	2 Standard Entry
	Gate 2	10 Standard Entry, 1 Wheelchair Entry, 3 Exit Turnstile
	Gate 3	4 Standard Entry
	Gate 6	4 Standard Entry
	Gate 7	10 Standard Entry, 1 Wheelchair Entry, 3 Exit Turnstiles
	Gate 8	2 Standard Entry

The turnstiles operate with a three light system on the rear of the unit:

- Green light indicates a valid adult ticket.
- Orange light indicates that the ticket is concession or child (request to see the guest's concession card if they are not a child).
- Red light indicates an invalid event ticket.

The guest should follow the instructions on the screen on the front of the turnstiles.

Scanning:

- A ticket needs to be held face up with the barcode forward.
- For mobile tickets ensure the screen brightness is turned all the way up
- The barcode is placed under the scanner. The scanners are multidirectional so the barcode can be entered straight or on an angle.
- Holding the ticket still under the scanner will result in a faster scan.
- The turnstiles do not take the guest's ticket. The guest is required to hold the ticket whilst it is scanned and then take the ticket before moving through the turnstile arm.
- Once a ticket has been scanned at a turnstile, the guest is unable to scan the same ticket for 30 seconds. This feature aims to eliminate an accidental double scan where a ticket presents immediately as a second entry.
- A guest has 30 seconds to walk through the turnstile. If the guest does not walk through in 30 seconds the turnstile will clear the scan and the ticket will remain unused.

Location	Turnstile
Western Plaza (Main Entry)	14x Entry turnstiles (accessible entry is via a hand scanner next to the Exit turnstile)
	1x Exit turnstile (closest to the Ticket Box Office/Olympic Blvd)
Eastern Plaza (Secondary entry)* (For large events or concerts)	4x Entry turnstiles (accessible entry is via a hand scanner next to the Exit turnstile)
	1x Exit turnstile (closest to Cloaking/Olympic Blvd)

Eastern Plaza (Secondary entry)*

Hand scanners used for when the entry is used for Corporates



The turnstiles operate with a three light system on the rear of the unit:

- Green light indicates a valid adult ticket.
- Orange light indicates that the ticket is concession or child (request to see the guest's concession card if they are not a child).
- Red light indicates an invalid event ticket.

Hand scanners can be collected from the MCA Box Office (Opposite Show Court 3). They must be returned at the conclusion of an event.

The guest should follow the instructions on the screen on the front of the turnstiles.

Scanning:

- A ticket needs to be held face up with the barcode forward.
- For mobile tickets ensure the screen brightness is turned all the way up
- The barcode is placed under the scanner. The scanners are multidirectional so the barcode can be entered straight or on an angle.
- Holding the ticket still under the scanner will result in a faster scan.
- The turnstiles do not take the guest's ticket. The guest is required to hold the ticket whilst it is scanned and then take the ticket before moving through the turnstile arm.
- Once a ticket has been scanned at a turnstile, the guest is unable to scan the same ticket for 30 seconds. This feature aims to eliminate an accidental double scan where a ticket presents immediately as a second entry.
- A guest has 30 seconds to walk through the turnstile. If the guest does not walk through in 30 seconds the turnstile will clear the scan and the ticket will remain unused.

Location	Turnstile
Tanderrum Bridge Entry	8 x Entry turnstiles
	1 x Exit turnstile
Garden Square Entry (RLA / MCA Airlock - Northern Entry)	RLA side 9 x Entry turnstiles
	RLA side 1 x Exit turnstile
	MCA side 9 x Entry turnstiles

There are 3 spare turnstiles in MCA near Western Stairs.

TURNSTILES

RLA

The turnstiles operate with a three light system on the rear of the unit:

- Green light indicates a valid adult ticket.
- Orange light indicates that the ticket is concession or child.
- Red light indicates an invalid event ticket.

The guest should follow the instructions on the screen on the front of the turnstiles.

Scanning:

- A ticket needs to be held face up with the barcode forward.
- For mobile tickets ensure the screen brightness is turned all the way up
- The barcode is placed under the scanner. The scanners are multidirectional so the barcode can be entered straight or on an angle.
- Holding the ticket still under the scanner will result in a faster scan.
- The turnstiles do not take the guest's ticket. The guest is required to hold the ticket whilst it is scanned and then take the ticket before moving through the turnstile arm.
- Once a ticket has been scanned at a turnstile, the guest is unable to scan the same ticket for 30 seconds. This feature aims to eliminate an accidental double scan where a ticket presents immediately as a second entry.
- A guest has 30 seconds to walk through the turnstile. If the guest does not walk through in 30 seconds the turnstile will clear the scan and the ticket will remain unused.

Eastern Annex Entry

Runs primarily of Hand scanners but has the capability to set up turnstiles as the primary access control.

Location	Turnstile
	RLA side 9 x Entry turnstiles
Garden Square Entry (RLA / MCA Airlock - Northern Entry)	RLA side 1 x Exit turnstile
	MCA side 9 x Entry turnstiles

TWO WAY RADIOS

AP

The two-way radio system at the Stadium is a digital system with three designated channels:

- AP - Emergency
- AP - M&OP
- AP - Security

The remainder of the M&OP site operates on a separate system.

The radio channel number and name will appear on the screen. Please check you are listening to the correct radio channel as outlined in the Event Information/Briefing Notes.

If a team member's position requires a two-way radio one will be allocated and distributed by Staff Sign On.

Prior to a shift team members are expected to have completed two-way radio training as part of the induction

Be familiar and adhere to radio etiquette, ensuring communications via radio are clear and concise, think about what you are going to say before you speak and ensure you don't speak over another conversation unless it is an emergency

The SCC operators monitor all channels relevant to the event. This includes the 3 Stadium specific channels as well the rest of the M&OP system. Therefore staff and contractors on these channels do not need to switch channels to contact the SCC.

Team members and service partners requesting contact or assistance from another work stream on a different channel must radio through to the Stadium Communication Centre (SCC).

Area AAMI Park Radio Channels Other M&OP Radios/Channels

- Event Manager AP – M&OP
- Stadium Communication Centre ALL
- Sector Supervisors AP – M&OP
- Patron Services AP – M&OP
- Event Security AP – M&OP
- MSS Security AP - ACG
- CCTV Operator AP - ACG
- Cleaning Cleaning
- Operations AP – M&OP
- Duty Technician AP - M&OP

- Customer Service Centre's AP – M&OP
- Car Park Car Park 1
- First Aid AP – M&OP
- FIP Operator AP – M&OP
- Victoria Police Not on M&OP system–communication via SCC

TWO WAY RADIOS

M&OP

The two-way radio system at RLA, MCA & JCA is a digital system with 25 designated channels.



AP operates on a separate radio system and channels.

The radio channel number and name will appear on the screen. Please check you are listening to the correct radio channel as outlined in the Event Information/Briefing Notes.

If a team member's position requires a two-way radio one will be allocated and distributed by Staff Sign On.

Prior to a shift team members are expected to have completed two-way radio training as part of the induction

Be familiar and adhere to radio etiquette, ensuring communications via radio are clear and concise, think about what you are going to say before you speak and ensure you don't speak over another conversation unless it is an emergency

Team members and service partners requesting contact or assistance from another work stream on a different channel must radio through to the Venue Control Centre (VCC).

The VCC operator monitors all channels relevant to the event, logging jobs, incidents and radio calls. Therefore staff and contractors on these channels do not need to switch channels to contact the VCC.

Two Way Radio Channel Listing

Sr. No	Channel Listing
1	Building Services
2	Carpark 1
3	Carpark 2
4	Cleaning 1

5	Cleaning 2
6	Control Room
7	Corporate
8	Event Management
9	Incident Management
10	Merchandise
11	Operations HA (used by John Cain Arena Operations)
12	Operations MCA
13	Operations RLA
14	Venue HA (used by John Cain Arena FOH event staff)
15	Venue MCA
16	Venue RLA
17	VCC
18	Spare 1
19	Spare 2
20	AO External
21	AO Birrarung
22	AO Court Security 1
23	AO Court Security 2

U

UMBRELLAS

M&OP

Typically umbrellas are a prohibited or restricted item, with certain types not permitted into the venue

- Larger golf umbrellas must be cloaked at the relevant cloaking booth free of charge.
- Smaller compact umbrellas may be permitted into the venue if they are small and are not opened in the venue or auditorium
- Guests must abide by the conditions imposed to allow them inside.
- The purpose of the policy is to ensure that a guest's line of sight to the field of play or stage is not obstructed by another guest's open umbrella.
- Open umbrellas also pose a risk to guest safety.

Refer to C - Conditions of Entry, P - Prohibited Items or R - Restricted Items

UNDER RAISEABLE CORPORATE SPACE (SOUTHERN END)

JCA

Under the Southern Raiseable seating of John Cain Arena there is the ability to transfer this area into an inner sanctum corporate function space providing a very different experience and offerings for Hirers and their guests.

A cocktail style is more suitable for this space for approx. XX pax and can include a temporary bar, catering amenities and furniture. The space can be themed and has a very industrial modern look and feel due to the existing steel under the seats.

This lends itself well for sporting events where guests can access this space straight off the Arena floor and move between their seats in the auditorium and the function space.

Small pathways for player and BOH movements will still be facilitated in this area.

Refer to Event Information/Briefing Notes for further information about where this function space is in use and necessary access and accreditation system required for this space.

UPPER DECK

RLA

The Upper Deck is an outdoor rooftop bar located on the top level (Level 4) of the Eastern Annex of RLA.

It is the perfect place to sit back and relax before the show with family and friends.

The Upper Deck boasts spectacular views of the MCG and AMMI Park.

Access to the Upper Deck is via Lift 7 or 8 .

V

VIP PACKAGES

JCA

Refer to Event Information/Briefing Notes

VIP PACKAGES

MCA

Refer to Event Information/Briefing Notes

VIP PACKAGES

RLA

Refer to Event Information/Briefing Notes

VELODROME

JCA

Since its construction in 2000, John Cain Arena, has been the venue for major cycling events in Melbourne with an ICU internationally accredited 250 metre velodrome.

The lower seating bowl on the east and west as well as the north and south ends of seating usually cover the track for a majority of events, however can be raised into the ceiling to reveal the cycling track.

The in-built velodrome gives John Cain Arena it's unique design



VENUE CONTROL CENTRE (VCC)

JCA

Location: Basement Level West – near Staff Muster Area / Entry

Access: Venue Management, VCC Operational staff, service partners only Via South West stairs next to Ticket Box Office (Staff Entry)

The Venue Control Centre (VCC) operates as the control and communication room during events.

The primary role of the VCC is to monitor, manage and record the operation of the event and to facilitate communication between the various departments.

Venue Management are located in this room on an event day. Other representatives that may also be located in the VCC depending on the event include: Ticketing, St John Ambulance, MSS Security, Ambulance Victoria, Victoria Police

The CCTV Operator located in the VCC records footage of incidents and/or the response and management of incidents.

The VCC Operator manages all radio and phone communications and is responsible for the logging of all jobs and incidents.

Incidents and Emergencies are to be reported to the VCC on 9286 1768 or via two-way radio.

Refer to Event Information/Briefing Notes for radio channels utilised.

VENUE CONTROL CENTRE (VCC)

MCA

Location: Level 1 next to the Precinct Operations Centre

The Venue Control Centre (VCC) operates as the control room during events.

The primary role of the VCC is to monitor, manage and record the operation of the event and to facilitate communication between the various departments.

Venue Management are located in this room on an event day. Other representatives that may also be located in the VCC depending on the event include: Ticketing, St John Ambulance, MSS Security, Ambulance Victoria, Victoria Police

The CCTV Operator located in the VCC, monitors event activity and records footage of incidents and/or the response and management of incidents.

The VCC Operator manages all radio and phone communications and is responsible for the logging of all jobs and incidents.

Incidents and Emergencies are to be reported to the VCC on 9286 1684 or via two-way radio.

Refer to Event Information/Briefing Notes for radio channels utilised.

VENUE CONTROL CENTRE (VCC)

RLA

Location: Level 1 next to the Precinct Operations Centre

The Venue Control Centre (VCC) operates as the control room during events.

The primary role of the VCC is to monitor, manage and record the operation of the event and to facilitate communication between the various departments.

Venue Management are located in this room on an event day. Other representatives that may also be located in the VCC depending on the event include: Ticketing, St John Ambulance, MSS Security, Ambulance Victoria, Victoria Police

The CCTV Operator located in the VCC, monitors event activity and records footage of incidents and/or the response and management of incidents.

The VCC Operator manages all radio and phone communications and is responsible for the logging of all jobs and incidents.

Incidents and Emergencies are to be reported to the VCC on 9286 1684 or via two-way radio.

Refer to Event Information/Briefing Notes for radio channels utilised.

VICTORIA POLICE

AP

Victoria Police are on site for all football events at the Stadium

Victoria Police may attend other stadium events depending on the risk profile associated with each event

The Police Rooms are located on Ground Level East off Entrance F.

2 parking spaces are reserved for Police vehicles outside the Staff Entry. Access is via Service Road – Entrance E.

Victoria Police members enter the Stadium via Staff Entry.

Police members in uniform are not required to report to Staff Entry on arrival – their uniform is sufficient for access.

Internal access to the Police Rooms is via Goods Lift F or Lift 1, 2 & 3 Aisle 7.

All requests for Victoria Police assistance must be referred to the Stadium Communication Centre (SCC).

VICTORIA POLICE

JCA

Victoria Police are not always onsite for all events at John Cain Arena.

Victoria Police may have an external presence around the precinct to maintain public order and monitoring crowd behaviour when there are large numbers of guests onsite when more than one venue has an event on, or if the event is considered high risk.

Crowd Controllers are rostered on to events to be able to manage most security-related incidents in the first instance.

If a situation arises, Venue Management and VCC will determine whether Victoria Police will need to be contacted by calling 000 based on the nature of the incident or event

VICTORIA POLICE

MCA

Victoria Police are not always onsite for all events at MCA.

Victoria Police may have an external presence around the precinct to maintain public order and monitoring crowd behaviour when there are large numbers of guests onsite when more than one venue has an event on, or if the event is considered high risk.

Crowd Controllers are rostered on to events to be able to manage most security-related incidents in the first instance.

If a situation arises, Venue Management and VCC will determine whether Victoria Police will need to be contacted by calling 000 based on the nature of the incident or event

Victoria Police are not always onsite for all events at Rod Laver Arena.

Victoria Police may have an external presence around the precinct to maintain public order and monitoring crowd behaviour when there are large numbers of guests onsite when more than one venue has an event on, or if the event is considered high risk.

Crowd Controllers are rostered on to events to be able to manage most security-related incidents in the first instance.

If a situation arises, Venue Management and VCC will determine whether Victoria Police will need to be contacted by calling 000 based on the nature of the incident or event

VIDEO BOARDS AND PA OPERATING ROOM (ARENA PRODUCTION ROOM)

Located: Level 3, between Doors 41 & 42

Access: Accredited team members and service partners only

Lift 1 or 2 or all internal stairs that access to Level 3. Closest stairs are Yellow Stairs (North East) located opposite Doors 19 & 20 on Level 2.

VIDEO REFEREE ROOM

Located: Level 2 West - Media Centre

Access: via Lifts 4 & 5 Aisle 24

Gate 6 stairs Aisles 23 & 24 or Gate 8 stairs Aisles 27 & 28.

VIDEO SCREENS / LEDS

The Stadium has two video boards.

The video screens are large LED screens that are used on an event day to broadcast match information such as a live feed of the game, instant replays, the time clock and the scoreboard. The video screens are also used for advertising and for public announcements and displays.

The surface area of the video boards is 51.8 m².

The video screens are located inside the seating bowl Level 1:

- South West Aisle 19&20
- North East Aisle 38

The video screens are operated from the Scoreboard/PA Room which is located Level 2 North West.

The Stadium also has LED signage on the front of the east and west seating bowl of Level 3, as well as around the pitch in front of Level 1 seating on 3 sides (north, east and south), event dependent.

VIDEO SCREENS / LEDS

JCA

John Cain Arena has several video boards and LEDs located in the seating bowl:

- 4x Large LED video screen boards are located in each corner of the venue near Arena Doors 1, 3, 5 & 7.
- LED Cube which includes 4x LED screens on each side as well as a LED ribbon at the bottom
- Transverse aisle LED ribbons located at the front of the upper seating on the west and east sides

The video screens are large LED screens that are typically used for sporting events to broadcast match information such as a live feed of the game, instant replays, the time clock and the scoreboard. The video screens are also used for advertising and for public announcements and displays.

The video screens are operated by Operations or Hirer Production

VIDEO SCREENS / LEDS

MCA

MCA has several video boards located in the seating bowl:

- 4 x Large LED video screen boards are located in each corner on Level 3
- For sporting events, the screens may broadcast a live feed of the event and are also used for displaying team stats, images, graphics, scores, times advertising and for public announcements and displays.
- All screens are managed in the main Control Room on Level 3, with the option to manage from the Arena Floor.

W

WARDEN RESPONSIBILITIES

M&OP

Wardens are appointed to assist Area Wardens with the safe and orderly evacuation of their area.

If safe to do so, assist your Area Wardens to ensure that all persons have been evacuated from your immediate area. This may include checking toilets, offices, plant rooms and stairwells along the way. The SOP (Standard Operating Procedure) and Warden Card for your position may also have additional Warden Information – please read these.

It should be clearly understood that the primary duty of Wardens is not to combat emergencies, but to ensure, as far as practicable, the safety of the occupants and their orderly evacuation from the danger zone.

Make sure you are familiar with your area, emergency response equipment and at least two exit routes.

Continually check your area for hazards – spills, blocked pathways, faulty lighting, trip hazards, etc.

If you have a two-way radio, communicate messages and instructions to staff that do not have radios.

Follow your Area Warden and Chief Warden's instructions

Emergency Procedures and Assembly Areas are attached in your Event Information/Briefing Notes

WARDENS

M&OP

WATER - FREE

M&OP

In venue, free drinking water is available to all guests and can be accessible from the following (venue-dependent):

- From all bars/catering outlets (cup of water only)
- Water Drinking Fountains (if applicable). Refer to W - Water Drinking Fountains for location details.
- Crash Fence at all General Admission Floor events

Bottles of water are available for purchase at all catering retail outlets.

WATER DRINKING FOUNTAINS

AP

Free water drinking fountains can be located:

Level 1 – Aisle 1 & Aisle 21

Level 3 – Aisle 1 & Aisle 30

WATER DRINKING FOUNTAINS

JCA

Free water drinking fountains can be located:

Internally - in four corners of the internal Concourse outside the toilets, near Doors 2, 4, 6 & 8

Externally

- Next to the External Cloaking/Information window on the Western Plaza (towards the show courts & sliding door)
- On the Eastern Plaza near staircase and Cloaking window



WATER DRINKING FOUNTAINS

MCA

Free water drinking fountains are available externally in the smoker's area opposite Door 8 & 9 near the southern concourse.

Free drinking water is also available from all catering outlets.

WATER DRINKING FOUNTAINS

RLA

Free water drinking fountains are externally in the smoker's area opposite Door 8.

Free drinking water is also available from all catering outlets.

These inspections are conducted to ensure the workplace is secure and items that are not normally found in specific locations are identified for further inspection to ensure they do not possess a security or health risk to those in that area.

All team members are expected as part of their role to conduct a White Level Inspection of their area on arrival to their position before their shift commences and the venue opens to public

WI-FI

AP

Free Public Wi-Fi is currently unavailable at AAMI Park.

WI-FI

JCA

Free Wi-Fi is available at John Cain Arena under network John Cain Arena + Free Wi-Fi

Guests will need to register their name and email on the landing page for the Wi-Fi usage.

WI-FI

MCA

Free Wi-Fi is available at MCA under network Margaret Court Arena + Free Wi-Fi

Guests will need to register their name and email on the landing page for the Wi-Fi usage.

WI-FI

RLA

Free Wi-Fi is available at Rod Laver Arena under network Rod Laver Arena + Free Wi-Fi

Guests will need to register their name and email on the landing page for the Wi-Fi usage.

WRISTBANDS

MCA

Wristbands are used throughout MCA as an identifier for Public or Staff.

Staff Wristbands are distributed via the Gatehouse or Artist Entry for BOH staff that are onsite in a working capacity and have access were applicable on relevant accreditation boards.

Public wristbands are distributed by venue staff or promoter representatives, these are an indicator for General Admission floor access, VIP packages, special guest experiences or other ticketed packages.

Refer to Event Information/Briefing Notes for further information, or contact your Supervisor or VCC.

WRISTBANDS

RLA

Wristbands are used throughout RLA as an identifier for Public or Staff.

Staff Wristbands are distributed via the Gatehouse or Artist Entry for BOH staff that are onsite in a working capacity and have access were applicable on relevant accreditation boards.

Public wristbands are distributed by venue staff or promoter representatives, these are an indicator for General Admission floor access, VIP packages, special guest experiences or other ticketed packages.

Refer to Event Information/Briefing Notes for further information, or contact your Supervisor or VCC.

WRISTBANDS

JCA

Wristbands are used throughout JCA as an identifier for Public or Staff.

Staff Wristbands are distributed via the Stage Door for BOH staff that are onsite in a working capacity and have access were applicable on relevant accreditation boards.

During bump or out, contractor wristbands may also be distributed which are separate to the accreditation system and help identify who people are.

Public wristbands are distributed by venue staff or promoter representatives, these are an indicator for General Admission floor access, VIP packages, special guest experiences or other ticketed packages.

Refer to Event Information/Briefing Notes for further information, or contact your Supervisor or VCC.

X

No listings under X

Y

No listings under Y

Z

No listings under Z