



ACCESSIBILITY GUIDE

This accessibility guide is for the following venues only:

Mount Duneed Estate, Geelong VIC

Sirromet, Mount Cotton QLD

Bimbadgen, Hunter Valley NSW

Peter Lehmann Wines, Barossa Valley SA

Sandalford Wines, Swan Valley WA

Regatta Grounds, Hobart TAS

Centennial Vineyards Bowral NSW

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GENERAL INFORMATION

These events are held outdoors on sites with terrain that consists of grass and uneven, rough surfaces. There is no shade or undercover areas, and the inclement weather can have a significant impact on the conditions of the site. We recommend taking this into consideration and reviewing the relevant venue’s Event Site and Distances information within this guide.

Our events go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at hello@mg.live

We are continually striving to improve access to our outdoor venue sites and enhance the experience of our patrons with disability. Please contact us at hello@mg.live if you have any further questions regarding accessibility.

For enquiries relating to the concerts at Sandalford Wines, Swan Valley and Regatta Grounds, Hobart – Please contact info@facetofacetouring.com.au

Patrons are advised that flicker, laser, strobe and other lighting effects may be in use at the event.

Carers

We are pleased to support the National Companion Card system. You can receive a complimentary ticket for a carer when booking your tickets via Ticketmaster’s accessibility line on 1300 446 925 or alternatively, you can submit a request via <https://help.ticketmaster.com.au>. Please have your companion card handy when booking your ticket as well as bringing it along with you when attending the event. Please note there is a limit of one complimentary carer ticket per companion card.

We recommend bringing a carer who will be able to physically help you in navigating the event site and the uneven and rough terrain.

Guide & Service Dogs

Guide dogs, hearing dogs, or registered assistance and companion animals are allowed on site. For patrons attending with a guide or service dog, we ask that handlers carry appropriate identification/accreditation for the dog and for the dog to wear at all times their identification coat and harness/lead.

If you are purchasing Reserved Seating tickets, please contact Ticketmaster’s accessibility line on 1300 446 925 or alternatively, you can submit a request via <https://help.ticketmaster.com.au>, and advise you require a complimentary seat for your service dog. At the event, our team of ushers can assist in removing the

complimentary reserved chair for your service dog to sit comfortably with you in the reserved seating area. Please be aware patrons often stand / dance in front of their seats throughout the events.

Our venues can be very large sites where dogs will experience dense crowds, high levels of noise and laser, strobe and other lighting effects maybe in use at the event. We recommend guide and service dogs are not positioned within the front rows of the stage due to high sound volume and the dog's comfort and wellbeing.

Deaf & Hard of Hearing Patrons

There are no shows scheduled with Auslan interpreters.

Limited Mobility Patrons

An allocation of seats on the aisles are available for purchase in the Reserved Seating area for patrons with limited mobility. Please contact Ticketmaster's accessibility line on 1300 446 925 to purchase these specific seats or alternatively, you can submit a request via <https://help.ticketmaster.com.au>.

Medications

Pass outs are not available, and patrons should bring any medications they require with them upon entry. Medications that require refrigeration can be stored at the first aid tents or contained in personal eskies (if the area your ticket is purchased for permits eskies). Please ensure all prescription medications are in original packaging with the dispensary label.

Temporary Impairment & Ailments

We will assist patrons with temporary impairments to the best of our ability, however, some patrons with temporary impairments may find the nature of the outdoor sites difficult to navigate.

Please note: **ACCESSIBLE PARKING IS FOR DISABLED PARKING PERMIT HOLDERS ONLY.**

Toilets

Accessible toilets are strategically located around the concert site. You can find them close to all patron toilet locations. We strive to keep these areas clean and sanitary to the best of our ability.

Vision Impaired Patrons

For events where there is reserved seating, an allocation of seats within the front rows of the stage are available for purchase for patrons who have vision impairment.

Those attending with a guide dog or service animal, please refer to the Guide / Service Dog information above. We recommend guide and service dogs are not seated within the front rows due to high sound volume and the dog's comfort and wellbeing.

Please contact Ticketmaster's accessibility line on 1300 446 925 to purchase these specific seats or alternatively, you can submit a request via <https://help.ticketmaster.com.au>.

Wheelchair Patrons

Wheelchair tickets are available for purchase in the Reserved Seating area or in the GA Lawn area. There will be a designated wheelchair space in the GA Lawn area, and this will be signposted on the day with a blue wheelchair flag.

To purchase wheelchair accessible tickets, please contact Ticketmaster's accessibility line on 1300 446 925 or alternatively, you can submit a request via <https://help.ticketmaster.com.au>.

BIMBADGEN ESTATE (Hunter Valley NSW)

Venue Map

Click here to view [venue map*](#).

**All venue maps are subject to change.*

Event Site Distances

The event site is spread over 27.9 hectares (including parking areas) and its terrain has a gradual incline. There are gravel, grass and dirt paths throughout the site.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at hello@mg.live

Please note all distances are approximate and areas are subject to change.

- Distances from the Pickup/Drop off / Taxis-Ubers:
 - Event gate entrance: 142m
 - Reserved Seating area: 300m
 - GA Lawn areas: 230m
- Distances from the Wheelchair Car Park to:
 - Event gate entrance: 142m
 - Reserved Seating area: 300m
 - GA Lawn areas: 230m
- Distances to Bars/Food and Toilets to:
 - Reserved Seating area to bars/food: 150m
 - Reserved Seating area to accessible toilets: 88m
 - GA Lawn areas bars/food: 150m
 - GA Lawn areas to toilets: 60m

Accessible Parking

Accessible parking spaces are limited, please assist us in event planning by registering for accessible parking [here](#). Accessible parking capacity may become exhausted prior to the event and any events that are at capacity will be listed as such on the accessible parking form. Patrons will then be required to utilise the general parking area or pick-up drop off.

Accessible Parking spaces are not reserved and issued on a first-come, first-parked basis.

Accessible parking is restricted to disabled parking permit holders only.

Please have your accessible parking permit displayed in your vehicle at all times and follow our traffic staff signage and instructions to the designated area.

In the instance onsite parking is affected due to recent weather events and can no longer be utilised (including the accessible parking area), patrons who have registered for an accessible parking space will be contacted via email with the pertinent information regarding offsite parking procedures.

CENTENNIAL VINEYARDS (Bowral NSW)

Venue Map

Available closer to the event.

**All venue maps are subject to change.*

Event Site Distances

The event site is spread over 24 hectares (including parking areas) and its terrain is generally flat with a slight incline. There are gravel, grass and dirt paths throughout the site.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event please contact us at hello@mg.live.

Please note all distances are approximate and areas are subject to change.

- Distances from Bus drop off:
 - Event gate entrance: 380m
 - Front stage seating area: 470m
 - GA Lawn areas: 575m
- Distances from the Pickup / Drop off / Taxis-Ubers:
 - Event gate entrance: 470m
 - Front stage seating area: 580m
 - GA Lawn areas: 680m
- Distances from the Wheelchair Car Park to:
 - Event gate entrance: 50m
 - Front stage seating area: 265m
 - GA Lawn areas: 199m
- Distances to Bars/Food and Toilets to:
 - Front stage seating area to bars/food: 60m
 - Front stage seating area to accessible toilets: 140m
 - GA Lawn areas bars/food: 100m
 - GA Lawn areas to toilets: 100m

Accessible Parking

Accessible parking spaces are strictly limited, please assist us in event planning by registering for accessible parking [here](#). Accessible parking capacity may become exhausted prior to the event and any events that are at capacity will be listed as such on the accessible parking form. Patrons will then be required to utilise the general parking area or pick-up drop off.

Accessible Parking spaces are not reserved and issued on a first-come, first-parked basis. **Accessible parking is restricted to disabled parking permit holders only.**

Please have your accessible parking permit displayed in your vehicle at all times and follow our traffic staff signage and instructions to the designated area.

In the instance onsite parking is affected due to recent weather events and can no longer be utilised (including the accessible parking area), patrons who have registered for an accessible parking space will be contacted via email with the pertinent information regarding offsite parking procedures.

MT DUNEED ESTATE (Geelong, VIC)

Venue Map

Click here to view [venue map*](#).

**All venue maps are subject to change.*

Event Site Distances

The event site is spread over 42 hectares (including parking areas) and its terrain has a gradual steep incline. There are gravel, grass and dirt paths throughout the site.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at hello@mg.live

Please note all distances are approximate and areas are subject to change.

- Distances from the North Gate Entry/ Pickup/Drop off / Taxis-Ubers / Waurn Ponds bus services:
 - Event gate entrance (North): 190m
 - Reserved Seating area: 350m
 - GA Lawn areas: 415m
- Distances from the Wheelchair Car Park to:
 - Event gate entrance (North): 50m
 - Reserved Seating area: 150m
 - GA Lawn areas: 176m
- Distances from the Limited Mobility Accessible Car Park to:
 - Event gate entrance (South): 563m
 - Reserved Seating area: 812m
 - GA Lawn areas: 680m
- Distances to Bars/Food and Toilets to:
 - Reserved Seating area to bars/food: 70m
 - Reserved Seating area to accessible toilets: 70m
 - GA Lawn areas bars/food: 100m
 - GA Lawn areas to toilets: 100m

Accessible Parking

Accessible parking at Mt Duneed Estate is split into 2 designated accessible areas:

- Wheelchair Patrons will park via Gate C on Pettavel Road in proximity to Entrance 1.
- Limited mobility patrons who required accessible parking but do not require wheelchair-specific accessible parking, will park via Gate E or F via Pettavel Road. There will be signage indicating a meeting point near this parking area for buggy assistance to Entrance 2 entry gates. Due to demand for buggy service, only 1 additional guest can join accessible patrons on the buggy.

Accessible parking spaces are limited, please assist us in event planning by registering for accessible parking [here](#). Accessible parking capacity may become exhausted prior to the event and any events that are at capacity will be listed as such on the accessible parking form. Patrons will then be required to utilise the general parking area or pick-up drop off.

Accessible Parking spaces are not reserved and issued on a first-come, first-parked basis. **Accessible parking is restricted to disabled parking permit holders only.**

Please have your accessible parking permit displayed in your vehicle at all times and follow our traffic staff signage and instructions to the designated area.

In the instance onsite parking is affected due to recent weather events and can no longer be utilised (including the accessible parking area), patrons who have registered for an accessible parking space will be contacted via email with the pertinent information regarding offsite parking procedures.

PETER LEHMANN WINES (Barossa Valley SA)

Venue Map

Available closer to the event.

**All venue maps are subject to change.*

Event Site Distances

The event site is spread over 24 hectares (including parking areas) and its terrain has a slight incline.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at hello@mg.live

Please note all distances are approximate and areas are subject to change.

- Distances from Bus Drop off:
 - Event gate entrance: 144m
 - Reserved Seating area: 320 m
 - GA Lawn areas: 220m
- Distances from the Pickup / Drop off / Taxis-Ubers:
 - Event gate entrance: 144m
 - Reserved Seating area: 320m
 - GA Lawn areas: 220m
- Distances from the Wheelchair Car Park to:
 - Event gate entrance: 160m
 - Reserved Seating area: 350m
 - GA Lawn areas: 240m
- Distances to Bars/Food and Toilets to:
 - Reserved Seating area to bars/food: 122m
 - Reserved Seating area to accessible toilets: 180m
 - GA Lawn areas bars/food: 80m
 - GA Lawn areas to toilets: 130m

Accessible Parking

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SIRROMET WINERY (Mt Cotton QLD)

Venue Map

Click here to view [venue map*](#). Please note some events may operate on an alternate lay out and will be noted below if this is the case.

**All venue maps are subject to change.*

Event Site Distances

The event site is spread over 28 hectares (including parking areas) and its terrain has a gradual steep incline. There are gravel, grass and dirt paths throughout the site.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at hello@mg.live

Please note all distances are approximate and areas are subject to change.

- Distances from the Pickup / Drop off / Taxis-Ubers:
 - Event gate entrance: 130m
 - Reserved Seating area: 220m
 - GA Lawn areas: 250m
- Distances from the Wheelchair Car Park to:
 - Event gate entrance: 70m
 - Reserved Seating area: 120m
 - GA Lawn areas: 140m
- Distances to Bars/Food and Toilets to:
 - Reserved Seating area to bars/food: 65m
 - Reserved Seating area to accessible toilets: 65m
 - GA Lawn areas bars/food: 78m
 - GA Lawn areas to toilets: 78m

Accessible Parking

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SANDALFORD WINES (Swan Valley WA)

Visit facetofacetouring.com.au for more information.

REGATTA GROUNDS (Hobart TAS)

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