

MOUNT DUNEED ESTATE ACCESSIBILITY GUIDE

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GENERAL INFORMATION

This event is held outdoors on a site 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 Event Site and Distances information within this guide. Please contact us at **hello@mg.live** if you have any further questions regarding accessibility.

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

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.

**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
  - Front GA area: 350m
  - GA Lawn areas: 415m
- Distances from the Wheelchair Car Park to:
  - Event gate entrance (North): 50m
  - Front GA area: 150m
  - GA Lawn areas: 176m
- Distances from the Limited Mobility Accessible Car Park to:
  - Event gate entrance (South): 563m
  - Front GA area: 812m
  - GA Lawn areas: 680m
- Distances to Bars/Food and Toilets to:
  - Front GA area to bars/food: 70m
  - Front GA area to accessible toilets: 70m
  - GA Lawn areas bars/food: 100m
  - GA Lawn areas to toilets: 100m

Accessible Parking

Accessible parking at Mount 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.

Parking is available on site and a parking pass must be pre-purchased for a fee of $30 in advance if you wish to secure a car park. You can pre-purchase your parking pass on Ticketmaster **click here.** Accessible parking spaces are limited, those who have disabled parking permits, 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 area.

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.

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.

The venue is a 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 Auslan interpreters available at this event.

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

The event team 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

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 present at the Rockstar Lane or Premium GA areas due to high sound volume, crowding and the dog's comfort and wellbeing.

Companion card holders can book 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.

Wheelchair Patrons

Wheelchair tickets are available for purchase in the Rockstar Lane, Premium GA Standing areas or in the GA Lawn area. There is no designated wheelchair space in Rockstar Lane or Premium GA Standing area. GA Lawn area will have a designated wheelchair space, and this will be sign posted 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**.