

## **ICC SYDNEY**

### **Wheelchairs**

A limited number of wheelchairs are available to hire free of charge with provision of photo identification. To hire a wheelchair, please see one of our friendly customer service team members at any of the following locations:

Convention Centre Customer Service (ground floor lobby)  
Exhibition Centre Customer Service (Level 2, next to Hall 4)

Please note that wheelchairs are a lightweight manual model, which must be operated by the hirer, their carer, or companion. Wheelchairs may not be taken outside of the building and must be returned to the collection point daily.

### **Other Mobility Aids and Prams**

Mobility aids and prams are permitted into all ICC Sydney venues, but must be stored in a way that does not block any aisles, access points or exits.

If safe storage is not possible, cloaking may be available at the Customer Service Desk at Convention Centre, Exhibition Centre

### **Hearing and Vision Assistance**

Braille is provided on room door signage and fixed directional signage throughout the venue. Tactile flooring is provided at egress points including at main entryways, staircases, and escalators.

Induction loop hearing augmentation systems are provided in the Grand Ballroom and Grand Ballroom Foyer. Infrared hearing augmentation systems are provided in all meeting rooms and theatres, including Darling Harbour Theatre and Aware Super Theatre.

Complimentary hearing augmentation devices (hearing loops) are available and can be provided to guests free of charge with a form of photo identification. The hired device must remain on ICC Sydney premises and be returned at the conclusion of the day.

### **SERVICE ANIMALS/GUIDE DOGS**

Accredited service animals are welcome inside the venue. To assist our team, please display their identification badge or medallion.

If your service animal needs to relieve itself, please notify one of our friendly customer service team members who will direct you to the nearest outdoor area.

If required, a bowl of water can be provided for your service animal upon request – please enquire at one of our customer service desks.

### **PARKING**

Car Park 1 (P1) is located on the ground floor of Exhibition Centre and provides easy access to all three venues.

#### **P1 comprises:**

- 620 car spaces
- Eight (8) accessible car spaces
- 20 electric charging stations.

Car Park 2 (P2) is located at the rear of Aware Super Theatre and provides easy access to Exhibition Centre and Aware Super Theatre.

#### **P2 comprises:**

- 206 car spaces
- Four (4) accessible car spaces
- Five (5) electric charging stations.

### **Accessible Toilets RH and LH**

Wheelchair and ambulant accessible toilets are available throughout the venue, including both left and right hand railing ambulant toilets. Please visit any customer service desk, if you require directions.

### **Changing Place**

ICC Sydney has a changing place facility available to guests. The changing place is located on Level 2 of Exhibition Centre and provides the following features:

A height-adjustable adult-sized change table

A constant-charging ceiling track hoist system

A right-hand railing ambulant toilet as well as an island toilet

An automatic door with a clear opening of 950 mm and push-button entry / exit

Nappy bin sanitary disposal unit and wash station

The changing place is open to ICC Sydney guests at all times, and possession of a changing place Master Locksmith Access Key (MLAK) is not required.

### **Bathrooms for Gender Diverse People**

ICC Sydney supports all its guests to use the bathroom most applicable to their gender identity, with male, female, and unisex wheelchair accessible bathrooms available throughout the Convention Centre, Exhibition Centre and Aware Super Theatre.

Every wheelchair accessible bathroom at ICC Sydney has a sanitary bin available.

### **Parenting Rooms**

ICC Sydney has pram and wheelchair accessible parenting rooms equipped with a feeding area, change table and food preparation area. Parenting rooms can be found in the following locations:

Convention Centre Ground Level — located in the corridor next to the cafe directly opposite the first aid room

Convention Centre Level 2 — located in the corridor on the right between Parkside Ballroom and The Gallery, before you reach Pymont Theatre

Exhibition Centre Level 2 — located directly to the right of Hall 3 entry

Each room has a selection of amenities on offer:

Convention Centre Ground Level — changing table area, microwave, large sink, nappy disposal unit, privacy curtains, comfortable seating, separate room with adult and child toilets

Convention Centre Level 2 — changing table area, large sink, nappy disposal unit, privacy curtains, comfortable seating

Exhibition Centre Level 2 — changing table area, microwave, large sink, nappy disposal unit, privacy curtains, comfortable seating, separate room with adult toilet

### **Prayer Rooms**

Two non-denominational prayer rooms are available for prayer, meditation and reflection. For those that require, a small number of prayer mats are provided in the rooms. The two prayer rooms can be found on Level 3 of Exhibition Centre, opposite meeting room E3.5.

### **FIRST AID**

First aid rooms are available in the following locations:

- Convention Centre — ground floor in the corridor next to the cafe
- Exhibition Centre — Level 2, left of the Customer Service desk

Should you require medical assistance, please alert one of the ICC Sydney team members immediately or contact the ICC Sydney Security team on +61 2 9215 7660 (option 1). ICC Sydney Security team are First Responders to all Medical Incidents and will perform First Aid as required. In the case of an emergency, dial 000 for emergency services.

If you require safe syringe disposal facilities, please seek assistance from the First Aid team.

**Quiet Rooms – (Aware Super Theatre or Darling Harbour Theatre Only)**

For patrons attending a live event at the Aware Super Theatre or Darling Harbour Theatre, ICC Sydney has Quiet Rooms available, which is a designated quiet area for those needing to take a break.

The Quiet Room provides comfortable seating, dimmed lighting, fresh drinking water, and a quiet, cool environment for anyone who might need to use it.

If you have sensory sensitivities, you are welcome to bring with you items to help you feel more comfortable and relaxed such as:

Noise reducing headphones

Hat or sunglasses

Stimming fidget toy devices.

Children's earmuffs are available to hire from the customer service desk on level 2 of Aware Super Theatre. To collect a pair of earmuffs, the child must be accompanied by an adult with a valid form of photo identification.

To access ICC Sydney's Quiet Room, please talk to one of our friendly team members at the customer service desk on Level 2, Aware Super Theatre or Ground Floor, Convention Centre