EDEN PARK ACCESSIBILITY

EDEN PARK | NEW ZEALAND'S NATIONAL STADIUM

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ACCESSIBILITY-SPECIFIC MISSION STATEMENT

At Eden Park, we aim to create an inclusive and accessible experience for all our visitors, ensuring that everyone, regardless of ability, feels welcomed, supported, and able to enjoy all that our iconic venue has to offer.

We are dedicated to providing accessible facilities, services, and communication, and are committed to continually enhancing our stadium to meet the diverse needs of our community, making every event at Eden Park a seamless and enjoyable experience for all.

HOW TO USE THIS GUIDE

This guide has been designed to help you plan a comfortable, inclusive and accessible visit to Eden Park. Inside, you'll find practical information on accessibility services, facilities, sensory supports and the assistance available throughout the stadium on event day.

ACCESSIBILITY SERVICES MAP

LEGEND

Vehicle Entry

Car Parking

Entry Gate

Access Community Health Sensory Room

Wheelchair Lift Access

Permobil Comfort Zones

Corporate Wheelchair Access

Hidden Disabilities Sunflower Lanyard collection

Hidden Disabilities Sunflower Lanyard collection (event day only)

MOBILITY PARKING

For major events with a Traffic Management Plan in place, Eden Park has a limited number of mobility parking spaces available for guests with disabilities. To ensure fair access, a ballot is conducted for each event. The ballot can be accessed on the Accessibility page on the Eden Park.

For smaller events where no Traffic Management is in place, mobility parking spaces are available in the P5 carpark off Reimers Avenue.

Please refer to the map on Page 4 for mobility parking locations.

DROP-OFF SERVICES

The best location for pick-up and drop-off typically depends on the size of the event. Details can be found on the relevant event page on the Eden Park website.

SERVICE ANIMALS

We gladly welcome you and your service animal.

Seating options for service animals are provided alongside their owners. Please contact Eden Park for further assistance, as the arrangements may vary depending on the event. Our contact is on page 24.

Although we do not have a dedicated indoor toileting area for service animals, we make an exception to the no pass-outs rule. This allows you to take your service dog outside to relieve itself and return to the venue with ease during an event.

WHEELCHAIR ACCESS

Depending on where you are seated, wheelchair accessible lifts are available at Gates A, B, C, E, F & G. Please refer to the map on page 4.

The most convenient access points for individuals with accessibility needs are Entry Points C2, D, E, and G.

At Gate G, we have a ramp designed for easy access by wheelchair users or those with mobility aids. The ramp includes an automatic door at the top and elevators just beyond it.

HIDDEN DISABILITIES

If you or someone you are with has a hidden disability, you can wear a Hidden Disability Sunflower lanyard, pin or bracelet to discretely let our team know that you might like some extra assistance or care.

The lanyards which are bright green in colour and decorated with an easily identifiable sunflower are completely voluntary and indicate to our team that you:

- May need extra time to find your seat
- Always need to stay with friends or family
- May need to know the location of our sensory room and other stadium facilities.

Please keep in mind that wearing a sunflower lanyard, pin or bracelet won't help you get through our entry gates faster.

If you require a Hidden Disabilities Sunflower lanyard, these are available from all gates on an event day, and from Gate G on a non-event day. Please refer to the map on page 4.

WHEELCHAIR AND COMPANION SEATING

We have 152 wheelchair seats around the venue. Standard wheelchair and companion seating can be found in both the University of Auckland stand and Samsung Stand.

If you need accessible seating with additional features for heat regulation or a closer view of the screen, the Permobil Comfort Zones might be a good option. These are located in Sections 319 and 323 of the Samsung South Stand.

Please refer to the map on page 4 for locations.

PERMOBIL COMFORT ZONES

The Permobil Comfort Zones are dedicated wheelchair spaces located in the Samsung South Stand. These are situated in Sections 319 and 323.

These areas are fitted with infrared heaters to keep you warm in cooler weather, stanchioned barriers for enhanced space and TV replay screens to watch the action back. These wheelchair spaces and the adjacent **companion seats** are available for booking through the venue hirer's preferred ticketing agent.

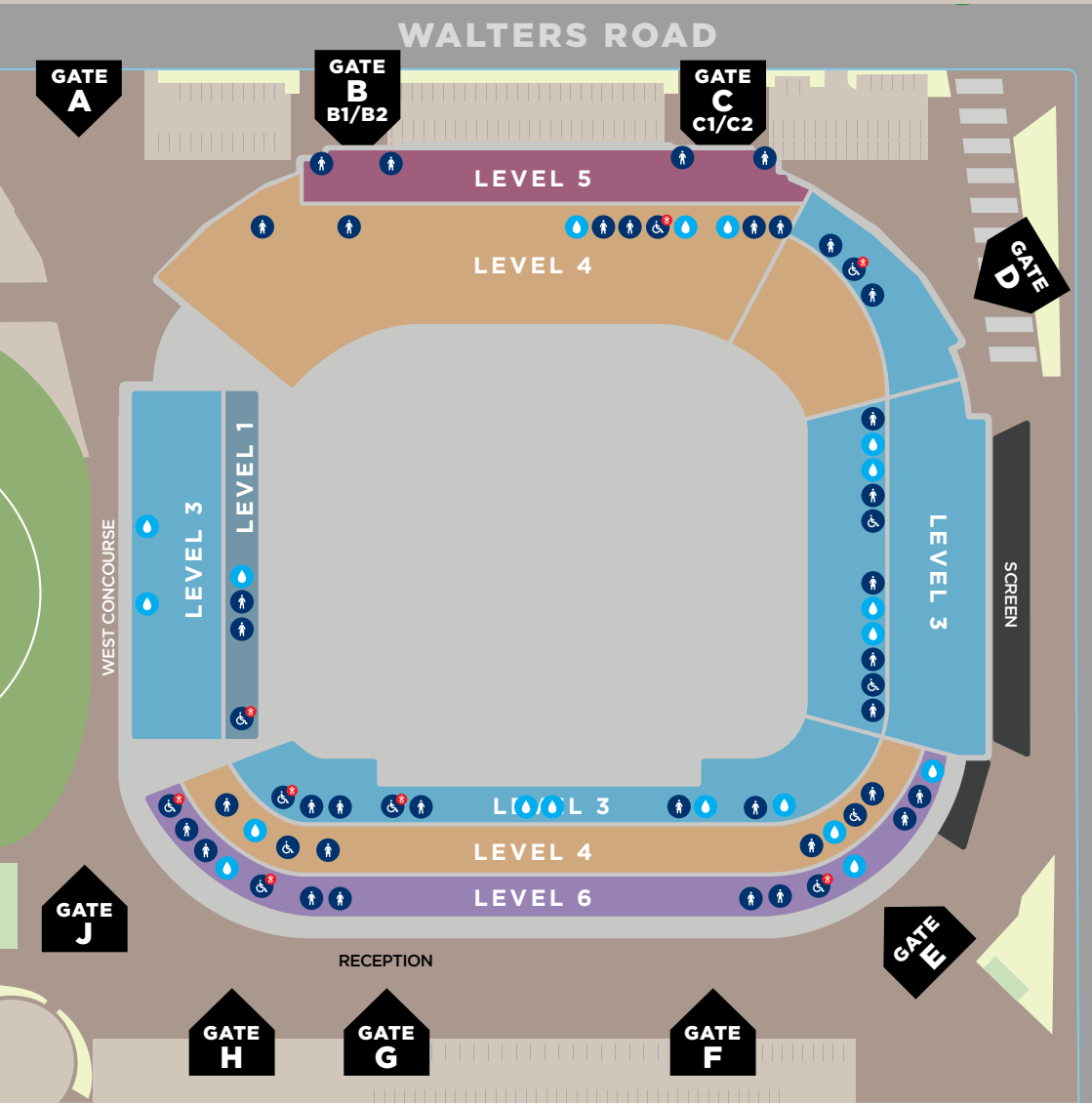
LARGE VIDEO SCREENS

Eden Park has four large video screens strategically placed around the venue.

During matches, these screens display live action, replays, scores, and other important game information, ensuring that you don't miss any of the excitement.

During concerts, the screens showcase the artist, giving you an up-close view of the performance, no matter where you're seated. This visual support enhances the experience by providing clear and engaging content for all attendees.

RESTROOM LOCATION MAP



LEGEND

- Toilets
- Mobility Toilet
- Baby Change Table
- Water Fountain

TOILETS

The standard restrooms at Eden Park are gender-specific and are located on every level and stand throughout the stadium. These restrooms are easily accessible to all guests, with clear signage directing visitors to their nearest facilities.

The accessible restrooms at Eden Park are gender-neutral and are located on most levels around the stadium.

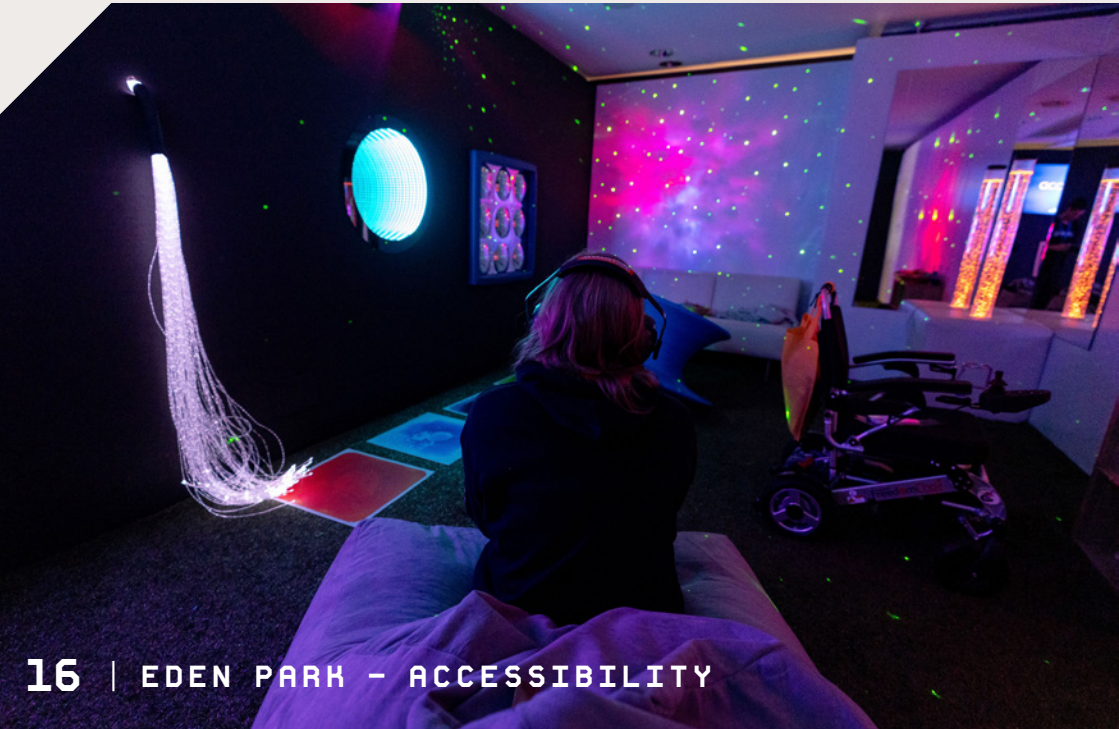
For a detailed view of all restroom locations across the venue, please refer to the map on page 14.

ACCESS COMMUNITY HEALTH SENSORY ROOM

Eden Park offers a dedicated sensory room available on event days, located on Level 3 of the South Stand (see map on page 4). This space is designed to provide a calm, comfortable environment for individuals with neurodiversity, cognitive impairments, sensory processing challenges, or other neurological conditions. It helps guests regulate sensory input and reduce the risk of sensory overload.

The sensory room features a range of sensory equipment and resources, such as:

- Weighted blankets
- Noise-cancelling headphones
- Calming lighting



KENNARDS HIRE SOUND SENSITIVITY STATIONS

The Kennards Hire Sound Sensitivity Stations dispense free earplugs to fans on a self-serve basis. It's hoped the initiative – the first of its kind at a major New Zealand venue – will help individuals with sound sensitivity to experience the magic of big game days and concerts without the risk of being overwhelmed by noise levels.

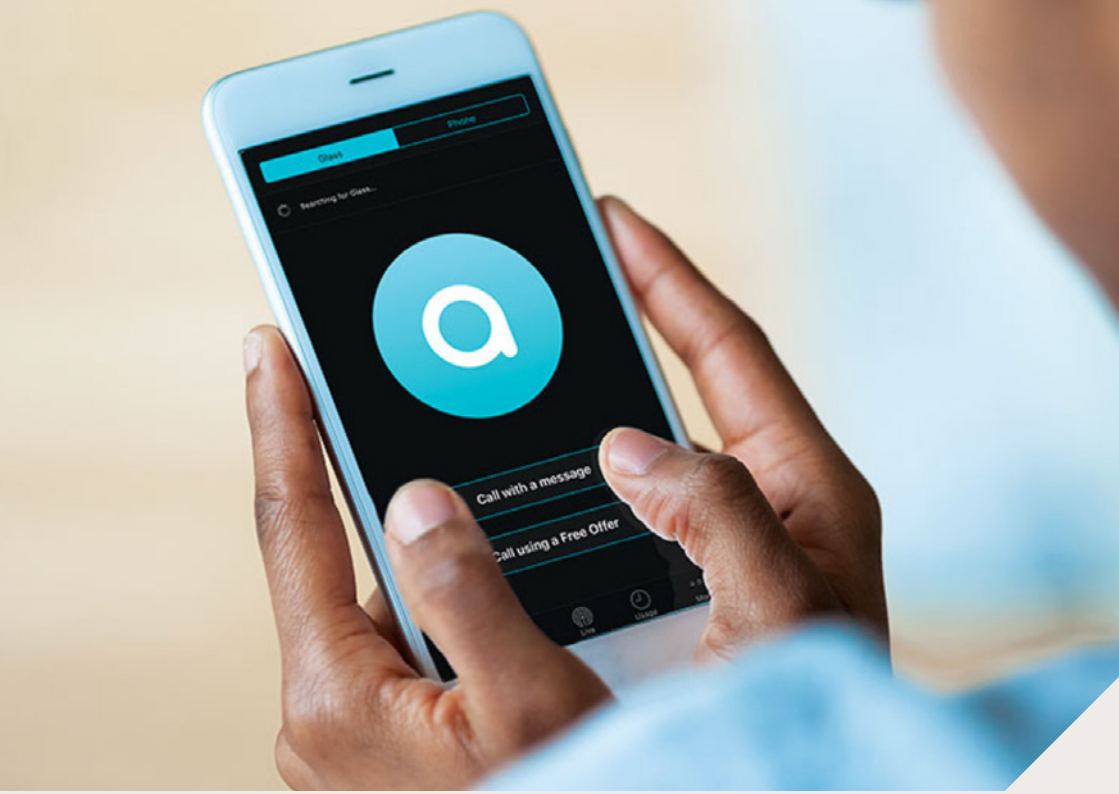
These are located in the Samsung South Stand Level 3 Concourse next to the Access Community Health Sensory Room.

VISUAL AND AUDITORY SUPPORT

If you are blind or have low vision, you can use Aira to access free, real-time visual assistance while visiting Eden Park.

Using your smartphone, Aira connects you to a trained visual interpreter who can support you with:

- Finding your way around the stadium
- Locating your seat
- Reading signs, menus and screens
- Navigating toilets, lifts, food and beverage outlets
- General on-site orientation and assistance



Aira is available anywhere within Eden Park on event and non-event days and is designed to help you move through the stadium with greater confidence and independence.

To use Aira:

- Download the Aira app on your smartphone
- Open the app once you arrive at Eden Park
- Connect instantly to a visual interpreter for live assistance

If you need help getting started with Aira, our event staff are happy to assist.

SIGN LANGUAGE AND SUBPAC

Some events offer NZ Sign Language allocated seating and SUBPAC vests. Availability of these services depends on the promoter, so please contact them directly for more information.

BRAILLE

All of our elevators are equipped with braille buttons to ensure accessibility for individuals with visual impairments. These tactile markings allow users to easily identify the floor levels and navigate the elevators independently, enhancing their overall experience and providing greater convenience and safety.

EMERGENCY PROCEDURES

When an emergency occurs at an event, messaging will be played over the loudspeaker and placed on tvs and big screens around Eden Park. In the event of an emergency, follow the directions given by event staff.

WEATHER CONSIDERATIONS

Please note that our stadium is not roofed, so weather conditions should be considered when planning your visit.

If you're seated in the West or East stands, these areas are not sheltered, so be prepared for the elements. The North and South stands offer more shelter, with wheelchair zones included. However, some seats closer to the pitch may not be sheltered.

If you need specific information about a particular area, please contact Eden Park in advance. We recommend dressing appropriately for the weather to ensure a comfortable experience.

WHAT HELPERS/STAFF LOOK LIKE

Our team is available to assist you when needed.

Spectator Services staff can be recognized by their blue and yellow jackets, with “ASK ME” printed on the front of their shirts. They’re there to offer information, reassurance, and support.

For major events, Hood Helpers can be spotted in their blue hi-vis jackets outside the stadium. They’re there to help with information, support, and guidance, particularly when you’re arriving or leaving the venue.

CONTACT US

edenpark.co.nz/accessibility

If you have any queries or would like to discuss accessibility, you can email info@edenpark.co.nz

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