

1. INFORMATION – SPECTATOR GUIDES

All venue guides have information on the key accessible features of a venue which include:

- Drop off / parking
- Location of accessible seating
- Location of accessible toilets

2. INFORMATION – WEBSITE

baku2015.com/spectators

3. INFORMATION - TICKETING

To get more information on accessible and/or companion tickets, send a request to the ticket@baku2015.com. Or visit baku2015.com/tickets/article/tickets-faqs.html

4. TICKETING CONDITIONS

- Accessible seating encompasses people who use wheelchairs, people who use walking frames or people with mobility or vision impairments
- No provision has been made for people with hearing impairments i.e. hearing augmentation system, however all venues have scoreboards with many also having video boards to enhance spectator experiences
- For all sporting sessions, there will be complimentary tickets available for spectators with accessible needs and their companions. Complimentary tickets will be available for booking only through City Ticket Outlets or, during the Games, at Venue Ticket Box Offices
- Complimentary tickets for children or spectators with accessible needs will be available only at City Ticket Outlets and during the Games at Venue Box Offices
- Spectators will be required to provide a special medical ID certificate in order to collect complimentary tickets and when entering the venue. If unable to provide appropriate eligibility documentation for the complimentary ticket, spectators will be refused entry to the venue and be redirected to the Ticket Box Office to purchase a full price ticket





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- If you require more than one companion ticket, full-price will be applied for the rest of companions
- If the accessible ticket is not used, the companion will only be allowed access with a full-price ticket. If you require more than one companion ticket, full-price will be applied for the rest of companions
- Group tickets are able to be purchased including accessible seating, however limited numbers will be able to sit next to the person who uses the mobility aid

To get more information on accessible and/or companion tickets, please call 2015 (European Games Spectator Information) or send a request to the ticket@baku2015.com.

5. TRANSPORT - PUBLIC

- The city park and ride station has lift to the upper level, accessible pathways that lead to the accessible bus low floor bus pick up
- Each low floor bus has a minimum of two wheelchair seating spaces
- The Metro public transport system is inaccessible to people who uses wheelchairs or mobility aids
- An accessible drop off is provided at every venue within 200 metres or closer to the venue entry
- All venues have accessible parking. All people wanting accessible parking will be required to display their accessible parking permit

6. MOBILITY ASSISTANTS

Each venue will have trained mobility assistants that are able to provide assistance to and from the transport linkages to and within the venue, such as:

- pushing wheelchairs
- escorting people who are vision impaired
- carrying medical equipment (where appropriate)



- assisting the mobility impaired with golf carts

Assistance WILL NOT include:

- medical assistance
- food delivery
- person hygiene / toileting assistance
- use of a wheelchair or golf cart for the whole day

7. VENUES

Each venue will have:

- Accessible drop and go within 200 metres of the entry
- Accessible parking (limited numbers) – refer table for numbers
- Accessible bus drop offs at the venues from the Park and Ride with accessible pathways to the entry
- Venues offer mobility assistants
- Accessible entrance and security scan area
- All weather accessible pathway to seating, toilets and concessions
 - o Mountain Bike has natural surfaces to accessible seating and amenities and if wet weather is encountered will become an issue
- Accessible toilets with 1 in 14 maximum gradient ramp, basin with 680mm clearance, toilet pan with an L shaped grab rail on the wall and a drop down horizontal rail next to the pan. All toilets have a lock on the door
- All venues have accessible seating spaces with companions seating and also additional seating for people who have mobility impaired, pregnant or elderly





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- All road cycling, triathlon and cycling time trial venues have accessible viewing areas
- All venues have staff who are able direct people with disabilities during emergency evacuation plan from all levels of the venue

8. VENUE ACCESSIBLE SEATING CAPACITIES

Venue - modification	Prelim	Final	Parking
BAC – DV	20 wc + 20 comp	35 wc + 35 comp	2
BAC – SW	40 wc + 40 comp	40 wc + 40 comp	2
BAC – SY	40 wc + 40 comp	40 wc + 40 comp	2
BBA	20 wc + 20 comp	20 wc + 20 comp	10 EGP
BEA – BS	16 wc + 16 comp	16 wc + 16 comp	10 EGP
BEA – BV	16 wc + 16 comp	16 wc + 16 comp	10 EGP
BIL		5 wc + 5 comp	5
BMX		10 wc + 10 comp	5
BSH – BD	6 wc + 6 comp	6 wc + 6 comp	2
BSH – TT	6 wc + 6 comp	6 wc + 6 comp	2
CH1 – VO	19 wc + 19 comp	19 wc + 19 comp	CH 5
CH2 – BX	10 wc + 10 comp	10 wc + 10 comp	CH 5
CH3 – FE	10 wc + 10 comp	10 wc + 10 comp	CH 5
CH3 – KA	10 wc + 10 comp	10 wc + 10 comp	CH 5
CH3 – TK	10 wc + 10 comp	10 wc + 10 comp	CH 5
FSQ			5
HAA – JU	25 wc + 25 comp	25 wc + 25 comp	3
HAA – SA	25 wc + 25 comp	25 wc + 25 comp	3
HAA – WR	25 wc + 25 comp	25 wc + 25 comp	3
MIG		5 wc + 5 comp	Not detailed
NGA - MAG/WAG	25 wc + 25 comp	41 wc + 41 comp	5 dirty
NGA – RG	25 wc + 25 comp	41 wc + 41 comp	5 dirty
NGA – TRA	25 wc + 25 comp	41 wc + 41 comp	5 dirty
SHO - R&P		10 wc + 10 comp	Not detailed





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SHO - SK&TR		10 wc + 10 comp	Not detailed
STA – AT		135 wc + 135 comp	5
STA - CC*	314 wc + 314 comp	314 wc + 314 comp	5
STA - OC*	314 wc + 314 comp	314 wc + 314 comp	5
TBS	5 wc + 5 comp	5 wc + 5 comp	5
VEL		10 wc + 10 comp	Not detailed
WP1	20 wc + 20 comp	20 wc + 20 comp	
WP2	-	-	

