



ALL MEMBER SUITE INFORMATION

We hope you enjoy the exclusive limitless experience
at the **ALL Member Suite**, Qudos Bank Arena.



TICKETS:

- For seamless entry into Qudos Bank Arena, we recommend you print each individual ticket to be scanned at the entry gates.
- Alternatively, you can scan the ticket barcode on your smartphone at the gates. Please ensure you have your brightness turned up to the maximum level and plenty of battery on your phone.

GETTING TO QUDOS BANK ARENA:

- Qudos Bank Arena is located at 19 Edwin Flack, Sydney Olympic Park NSW 2127
- Visit the '[Getting Here](#)' section' of the Qudos Bank Arena website to help plan your trip to and from the venue. For timetable information for each service, please visit <https://transportnsw.info/>
- Guests driving to Qudos Bank Arena are encouraged to visit the Sydney Olympic Park Authority website www.sydneypark.com.au for the latest precinct information and any road closures in place for each event.

PARKING:

- **Parking is not included in the suite package.** If you need parking space, it is recommended you pre-book parking 7-10 working days in advance through [Sydney Olympic Park](#).
- Consider your travel options, plan ahead and allow extra travel time. If you're planning to catch public transport visit transportnsw.info for the latest travel advice. Masks are required when using public transport.

ACCESS TO ALL STAR SUITE (SUITE 10):

The suite is located on **Level 2** and it's accessible from the Entry A and B, and via the Grand Stairs or Lifts, and direct access onto Level 4 from P1 is also available.



If you are traveling by **Public Transportation:** Entry A (Grand Foyer Main Entry)

- The Grand Foyer is located on Olympic Boulevard and is adjacent to the P1 Car Park. This entrance is the major public entry point for Qudos Bank Arena.

If you are traveling by **Car:** P1 Priority Guest Entry

- This entrance allows event patrons and Corporate Suite guests direct access to Qudos Bank Arena from Level Four of the P1 Car Park. Entry is via the access ramp located at position A4 of the Car Park, closest to Qudos Bank Arena.



PROHIBITED ITEMS

Some items prohibited at Qudos Bank Arena for the event. Please check out the list of [Qudos Bank Prohibited Items](#) prior to arrival.

- Backpacks of any size will not be permitted to enter for any event at Qudos Bank Arena
- Bags smaller than the approved size of 15cm x 20cm are permitted, and are subject to a search procedure upon arrival
- Baggage sizer's are available upon entry to verify the approved sizes permitted inside the Arena
- iPads / tablets or any mobile phone measuring greater than 170mm diagonally
- Professional cameras or cameras with a detachable lens telephoto lens or a lens that extends more than 5cm from the body of the camera (flash photography is not permitted)
- Power packs / portable charges are ok - but must be able to 'fit in your pocket', no large or excessive power packs will be admitted.
- Recording devices - audio or/and visual equipment is not allowed.
- Selfie Sticks / monopods or tripods
- Banners, posters, flags or signs larger than an A4 sheet of paper
- Alcohol or illegal substances of any kind
- Cans and bottles (unless event allows 1 sealed 600ml PET bottle of water) of any kind
- Umbrellas longer than 300mm (when in the closed position)
- Chewing Gum

CONDITIONS OF ENTRY

- All guests should be aware of the [Qudos Bank Arena Conditions of Entry](#) which are displayed in full on the Qudos Bank Arena website.
- Any Patron, 15 years or under, must be accompanied by an adult.

CODE OF CONDUCT

- To ensure all guests enjoy their event experience, it is expected that all guests shall, at all times, conduct themselves in a manner which is consistent with the character of the venue as a world class live entertainment venue.
- To minimise disruption to other guests, please note that mobile phone usage is discouraged on balconies during events.
- Qudos Bank Arena reserves the right to remove guests from the venue who refuse to comply with Qudos Bank Arena Conditions of Entry and Suite Policies and Procedures.
- **Any damage to ALL STAR Suite caused by attending guests will be at the guest expense.**

A HEALTHY AND SAFE EVENT FOR YOU

Qudos Bank Arena looks forward to welcoming you back to shows here at the Arena. All events will follow current COVID-19 NSW Health Advice and Government regulations. We've put several Event Day measures in place to create a safe environment for everyone who visits the Arena, including patrons, and you have an important role to play in supporting our COVIDSafe Plan and keeping our community safe.

- Face Masks are strongly recommended and should be worn when physical distancing of 1.5m cannot be maintained with people outside of your party
- Please STAY HOME if you are feeling unwell, have been in contact with anyone who has been diagnosed with COVID-19 or is awaiting COVID-19 test results (including yourself) or are considered a close contact by [NSW Health](#)
- Practice high-level hygiene, including washing your hands and/or using sanitiser regularly while inside the Arena
- Be aware the Arena is now cashless
- Minimise the size of bags you bring to the Arena – No backpacks of any size or bags over A5 (200 mm x 150 mm) sizing will be permitted into the Venue
- Follow signage and the directives of staff at all times
- Patrons must only sit in the seat number printed on your ticket
- Consider your travel options, plan ahead and allow extra travel time
- If you're planning to catch public transport visit [transportnsw.info](#) for the latest travel advice
- More information on Qudos Bank Arena COVIDSafe measures [here](#)

DRESS STANDARDS

In keeping with the premium experience of the exclusive facilities, it is required that all guests are appropriately attired in smart casual wear when attending the Qudos Bank Arena. We regret that if a patron is not dressed appropriately, management reserves the right to refuse entry.

Any clothing with lewd or offensive writing, images or imprints may not be worn at the Venue. As designated by federal police The Manager reserves the right to determine whether attire and footwear is appropriate to access the Venue, including in regards to accessing a general admission standing floor and corporate areas.

ACCEPTABLE



FREQUENTLY ASKED QUESTIONS

Access some of the most [Frequently Asked Questions](#) about various elements of attending the venue, items you can and cant bring in, and some very important information about Qudos Bank Arena.

RESPONSIBLE SERVICE OF ALCOHOL

To ensure a safe and enjoyable environment for all and as part of the Venue's standard operations, the responsible service of alcohol is a focus within the venue for all events, including in all corporate areas. The following is a summary of the important issues concerning the consumption of alcohol within ALL STAR Suite. Patrons entering Qudos Bank Arena are advised that:

- The Arena is a licensed area / premises
- Intoxicated persons will be refused entry / evicted from the Arena / Licensed Premises
- No external alcoholic beverages will be permitted entry to the Arena / Licensed Premises
- Alcohol may not be permitted inside the Main Auditorium during some events
- The following forms of ID are acceptable within the Arena:
 - A driver's or rider's license or permit (issued by an Australian State or Territory or any foreign country)
 - Australian passport or a foreign passport issued by another country
 - NSW photo card (issued by Roads and Maritime Services NSW)
 - Proof of age card issued by a public authority of the commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age
- It is an offence for minors to purchase or consume alcohol
- It is an offence to sell to or supply minors with alcohol
- Checking procedures will apply at all entrances to prevent prohibited items from entering
- Drinks are required to be decanted into approved plastic cups for some events

SMOKING POLICY

Smoking is prohibited in all areas of the Venue except for those specifically designated as a smoking area. Smoking includes the use of electronic cigarettes and other electronic imitations or simulation devices. Patrons who fail to obey a direction from authorised person/s to cease smoking, may be immediately evicted from the Venue.