

DISNEY ON ICE *presents Find Your HERO* at Qudos Bank Arena

Frequently Asked Questions

Can I use cash? Qudos Bank Arena is now a CASH FREE venue – All transactions including food, drink and merchandise outlets will be cashless.

Am I allowed to bring food into the Arena? No commercial food is permitted to be taken into the Arena. Packed lunches (eg sandwiches) for children, cut up fruit, poppers and sealed bottles of water are permitted as well as empty plastic water bottles which can be filled up with water at the Hydration Stations located on each level. Children's plastic drink bottles are permitted if empty upon arrival.

What food and beverage can I purchase at the Arena? Qudos Bank Arena has a variety of hot & cold food options, confectionery, ice creams, snack foods and soft drinks available. These include kids' combo deals as well as a selection of vegan, gluten free and dairy free items. Espresso coffee and assorted teas are also available at selected coffee outlets throughout the Arena.

Are there facilities where I can warm my child's milk/food? Yes, microwaves are available for use at the Information Desk located on Ground Level.

What items are prohibited at the Arena? Please visit the Arena website for a list of items not permitted into the venue: <https://qudosbankarena.com.au/venue-information/prohibited-items>

Will I be able to cloak personal items that are not permitted into the Arena? Cloaking services will be available at the entry of the Arena. We recommend you leave bags larger than A5 (20cm x 15cm) and large items at home to ensure you are not held up at the external entry into the Arena on arrival. Bags with Personal Medical items can be checked and tagged by security prior to being permitted into the Arena. You are encouraged to arrive with a 'less is best' practice however, if you have items to cloak, charges will apply.

Can I take my pram into the performance? Prams, strollers and baby capsules are not permitted inside the concourse (foyer) areas or the Main Auditorium.

Are there cloaking facilities available for prams? Pram cloaking is located adjacent to Entry A at the Q Bar free of charge. Please follow the signs and Venue Directory Maps or ask one of our friendly staff for directions, if needed. Nappy bags and other personal items are permitted to be cloaked provided it fits in your pram. You are able to access your items during the event free of charge.

What if I need to carry my nappies/baby essentials with me? Bags including nappies and other essentials can be checked and tagged by security prior to being permitted into the Arena.

Does my child need a ticket? Children 23 months and under do not need a ticket if sitting on a parent/guardian's lap although please keep in mind the shows approx. running time is 1 hr and 45 mins.

Are booster cushions provided? Yes, booster cushions are provided free of charge, however numbers are limited and we cannot guarantee availability on arrival. You are welcome to bring your own if you have any concerns.

Are there family change rooms available? There are two family change rooms on Ground Level (opposite door 13, adjacent to Door 17). Family change rooms are also available on Level 1 (opposite Door 23) and on Level 2 (opposite Suite 27) . Baby change tables are also located in other amenities, please follow the signs and Venue Directory Maps for amenity locations.

For a full list of Frequently Asked Questions visit:

<https://qudosbankarena.com.au/venue-information/frequently-asked-questions>