ACCESSIBILITY GUIDE
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Introduction

To help plan your visit to the ICC Women’s Cricket World Cup 2022 (CWC22) this Accessibility Guide provides an introduction and overview of the different venues and facilities and, where appropriate, a link to further information. For more details or if your query isn’t answered below, please contact the CWC22 Team by emailing accessibility@cwc22.nz.

This Accessibility Guide follows the spectator’s journey on a match day. On a match day there will be staff and volunteers available to help with any questions and offer assistance where possible to any spectator. Volunteers will be wearing bright blue uniforms.

Our volunteers will be based at the main transport hub/s (as outlined below) as well as along the spectator walking route and around the venue itself. Venue maps will be available on our website nearer to tournament time. If you wish to receive a link to these once available, please email accessibility@cwc22.nz.

CWC22 aims to make the tournament accessible to everyone by providing facilities and services for spectators with disabilities. Every venue will have wheelchair user spaces with companion seats, easy access and seats for ambulant disabled spectators, radio commentary for visually impaired spectators, disability trained volunteers and staff, accessible refreshment areas and toilets and other services.

Ticketing

Tickets can be purchased online at https://tickets.cricketworldcup.com/.

Wheelchair accessible seating is reserved solely for fans and companions who require it. For wheelchair seating and enquiries, please call 0800 686 677.

Complementary companion tickets are provided for spectators with disabilities who require them, the Companions ticket can be requested when a wheelchair ticket is purchased by calling 0800 686 677. Check venue maps for Wheelchair accessible seating location.

If you would like assistance with purchasing tickets, please contact 0800 686 677 (no email for this), you will be able to choose between a digital ticket or a printed ticket directly sent to you by mail. Tickets can also be purchased on match day via the venue box office, check venue maps for ticket office locations. Venue ticket offices will be open 30 min prior to gates opening time. Staff and volunteers will be available to assist in that area.
Getting to the venue

Always allow more time than you expect to get to and from the venue on your match day and aim to arrive at least 45 minutes before the start of the game. Traffic congestion can be heavy for the majority of cricket events, particularly during peak commuter travel times. CWC22 recommends spectators use public transport wherever possible.

Please refer below to the section dedicated to the venue that you will be visiting.

1. Auckland, Eden Park

**Public transport:** Eden Park is located south from Auckland CBD and a train or bus can be used to travel to the location. The closest train station to Eden Park is Kingsland Train Station. Use Auckland Transport Journey Planner to check the times of regular scheduled bus, train and ferry services to Eden Park and for the times of available services after the event. Ticket holders will be able to use local buses free of charge, which will operate before and after the match.

**Drop off / pick up points:** Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Cricket Avenue, Mount Eden, Auckland.

**Car Parks options:**
- 17 disability car parks are available on Cricket Avenue, Mount Eden, Auckland and in Car Park P5. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- There is no regular parking at Eden Park on a match day for the general public and all vehicles must display a relevant parking permit. The use of public transport is encouraged.

**Finding your Gate:** All Gates are accessible at Eden Park. Accessible seating is located in both the North and South Stands with fantastic views, easy access to retail and bathroom facilities and a convenient seat for your friend or carer. All spectators are subject to search upon entry. Information on entry conditions can be found within the [Ticket Terms and Conditions](#). It is also displayed at each entrance.

2. Christchurch, Hagley Oval

**Drop off / pick up points:** Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Riccarton Avenue, Christchurch.
Car Parks options:
- 16 disability car parks are available on Riccarton Avenue. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- Limited regular parking is available on Riccarton Ave and surrounding streets. There is no parking available at the Hagley Sports Centre. The use of public transport is encouraged.

Finding your Gate: Gate A is your accessible Gate at Hagley Oval. Please have your ticket ready for inspection. All spectators are subject to search upon entry. Information on entry conditions can be found within the Ticket Terms and Conditions. It is also displayed at each entrance. Accessible viewing area is located at the bottom of the embankment near Gate A. Please note that this area is not under cover and require you and your companion to bring your own deck chair if needed. Temporary accessible toilet facilities are located near Gate A.

3. Dunedin, University Oval

Drop off / pick up points: Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Anzac Avenue, Dunedin. Please note the drop off zone is located 700m from Gate A.

Car Parks options:
- 5 disability car parks are available on Logan Park Drive with access via Butts Road. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- There is limited regular parking on surrounding streets.

Finding your Gate: Gate A is your accessible Gate at University Oval. Please have your ticket ready for inspection. All spectators are subject to search upon entry. Information on entry conditions can be found within the Ticket Terms and Conditions. It is also displayed at each entrance. Accessible viewing area is located in front of the Grandstand. Please note that this area is not under cover and require you and your companion to bring your own deck chair if needed. Accessible toilet facilities are provided in the bloc near Gate A.

4. Hamilton, Seddon Park

Public transport: Seddon Park is an easy 5-10 minute walk from Hamilton’s CBD. The city’s bus services operate from the Transport hub on the corner of Anglesea and Bryce Streets, alternately bus stops are situated on Tristram Street and on Norton Road. For more information on the city’s bus service visit the BUSIT website.
**Drop off / pick up points:** Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Seddon Park Road, Hamilton.

**Car Parks options:**
- 5 disability car parks are available on Seddon Park Road. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- Controlled regular parking is available in the surrounding streets.

**Finding your Gate:** Mobility access is available through Gate B off Seddon Road, with an accessible viewing area located near Gate C. Please have your ticket ready for inspection. All spectators are subject to search upon entry. Information on entry conditions can be found within the [Ticket Terms and Conditions](#). It is also displayed at each entrance.

Accessible toilet facilities are provided in the toilet facility block adjacent behind the accessible viewing area, and the ground floor of the pavilion, adjacent to Gate B.

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5. Tauranga, Bay Oval

**Public transport:** Bay Oval is accessible by bus with the [Bayhopper CityLink line](#). Get off at either of the following stops: Totara Street – opposite Blake Park, or Maunganui Road – fronting No. 480.

**Drop off / pick up points:** Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Car Park C, Mount Maunganui.

**Car Parks options:**
- 6 disability car parks are available in Car Park C at Bay Oval. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- If you’re planning to drive and don’t have a mobility permit, there’s plenty of on street parking around Bay Oval (but get in quick, it tends to fill up fast).

**Finding your Gate:** Gate 2 is your accessible Gate at Bay Oval. Please have your ticket ready for inspection. All spectators are subject to search upon entry. Information on entry conditions can be found within the [Ticket Terms and Conditions](#). It is also displayed at each entrance.

Accessible viewing area is located near the pavilion. Accessible toilet facilities are provided in the bloc opposite Gate 2.

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6. Wellington, Basin Reserve

Public transport: Numerous services from throughout the Wellington region arrive and depart at the Wellington Railway Station. From the station, the Basin is a short walk through town or a cheap taxi ride. There are bus stops on the North (Kent Terrace) and South side of the ground (Adelaide Road). For further information, visit Metlink or call 0800 801 700.

Drop off / pick up points: Please note that this zone is available only for drop off and pick up for a limited time. It is not a parking solution. You will be able to give this address to your taxi, uber driver, etc. for drop off and pick up: Ellice Street at Hania Street intersection.

Car Parks options:
- 2 disability car parks are available on Cambridge Terrace. Mobility parking is not able to be booked and is on a first-come, first-served basis. Don’t forget your mobility parking permit.
- There is no regular on-site parking at the Basin but there is plenty of public parking within the Wellington City Centre and a short walk from the ground.

Finding your Gate: Spectators can enter the venue from any gate at Basin Reserve. Please have your ticket ready for inspection. All spectators are subject to search upon entry. Information on entry conditions can be found within the Ticket Terms and Conditions. It is also displayed at each entrance. Accessible viewing area is located in front of the pavilion, near Gate 2. Please note that this area is not under cover and require you and your companion to bring your own deck chair if needed. Accessible toilet facilities are provided on either side of the pavilion.

Spectator Services Information Points

These points will be staffed by volunteers who will provide support and information for your day. Check venue maps for Information Points locations.

Toilet Facilities

Accessible toilets are located around the ground. For details of the locations please refer to the venue map or ask a volunteer. Please note that depending on the venues, accessible toilets might be permanent or temporary infrastructures.

Wayfinding

Spectators should be aware that the layout and signage for Cricket World Cup may differ from the usual venue design.
We Are Here Maps are located throughout the venue to assist with wayfinding.
In some cases traditional stand names won’t be used during the Cricket World Cup with them adopting new names for the tournament only. Please speak to a volunteer or visit the information point for more details.

Volunteers

Our volunteers will be familiar with the facilities and layout of the venue. Volunteers can be identified and will wear Cricket World Cup volunteer bright blue uniform. All Spectator Services World Cup volunteers have received disability, autism and dementia awareness training and will be happy to assist you, your family members and friends during your day.

Photo description: volunteers polo shirt example that is sky blue with white logo in the front.

Important announcements on the day

Key messages (such as emergency announcements) and match information (such as rain delay information) will be written on the replay screens and scoreboards. This information will also be announced via audio, through the public-address system. In the event of an emergency, security staff will assist all spectators. Emergency assembly points will also be located on venue maps.

Food and Beverage

Several food and beverage options will be available at the venue. Some vendors might not be accessible when located on a grassed surface. Volunteers will be able to assist where lowered counters are not available. You are also welcome to bring your own food and beverage to the venues (small amounts of non-commercially packaged food only, as per full list of permitted items in the venue).

Other General Information

Floor Surfaces: the venue pathways are predominantly concrete, hard standing and even surface throughout. Some exceptions to this are:
- Paving slabs around the venue
- Carpets in hospitality areas

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Level 4, 8 Nugent St, Grafton
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- Grass embankments

**Lifts:** There are lifts at Eden Park, Seddon Park, Hagley Oval and University Oval which will enable accessible guest access to hospitality spaces.

**Assistance / Service Dogs:** CWC22 welcomes assistance dogs to all match venues. Please contact your nearest volunteer if you need further information during the day.

**Non-Visible Disability:** Sport venues are busy environments and can be stressful for many people, particularly if you are unsure what to expect on the day. If you, or someone you are coming with has a disability that isn’t immediately obvious to staff, such as; autism, dementia, a hearing impairment, anxiety (or one of the many hidden disabilities) you can wear the ‘sunflower lanyard’. By wearing a ‘sunflower lanyard’, our staff will recognise you have a hidden disability and may need a little extra help or time. However, they won’t know what your specific disability is or the challenges or issues you may face. If you don’t have one already, you can purchase your lanyard from the [Mobility Centre website](#).

**Autistic spectators:** please be aware that cricket venues can be a bit overwhelming for spectators who are hypersensitive to bright sunlight, sound, unfamiliar smell and crowds. Most of our venues do not have a proper sensory room to take a break from this environment. However, you would be able to leave the stadium entirely and return later at any time with your same ticket. Exit Gates are the same as Entry Gates.

**Powered Wheelchairs Charging stations:** the venue is not able to provide charging facilities for powered wheelchairs and mobility scooters. In the event of an emergency, please contact your nearest member of security.

If there are any reasonable adjustments we can make to enhance your experience at Cricket World Cup 2022 please do let us know by emailing: accessibility@cwc22.nz as we would very much like to discuss any options with you.