

Live at the Gardens

ROYAL BOTANIC GARDENS MELBOURNE

ACCESSIBILITY GUIDE

Live At The Gardens events are held outdoors at the Royal Botanical Gardens Melbourne.

The terrain consists of grass and uneven, rough surfaces with some paved pathways. There are no undercover areas within the concert grounds and the inclement weather can have a significant impact on the conditions of the site. The events will go ahead in wet weather unless conditions are deemed to be dangerous. We recommend taking this into consideration and review further information available within this guide.

Please contact us at info@liveatthegardens.com.au if you have any further questions regarding accessibility.

Patrons are advised that flicker, laser, strobe and other lighting effects may be in use at the event.

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Accessible Parking

Disabled parking bays are marked on the [Royal Botanic Gardens grounds interactive map](#).

Carers

Live At The Gardens is pleased to support the National Companion Card system. You can receive a complimentary ticket for a carer when booking your tickets via Ticketmaster's accessibility line on 1300 446 925. Please have your companion card handy when booking your ticket as well as bringing it along with you when attending the event. Please note there is a limit of one complimentary carer ticket per companion card.

We recommend bringing a carer who will be able to physically help you in navigating the event site and the uneven and rough terrain.

Event Site & Distances

The event concert site is held within the Royal Botanical Gardens Observatory Precinct. There is a mixture of gravel, grass and hardstand paths throughout the site.

The weather can have a big effect on how easy it is to navigate the site for those with limited mobility and/or mobility aids. The event will go ahead in wet weather unless conditions are deemed to be dangerous. If you have purchased an accessible ticket and have concerns regarding wet weather in the week leading up to the event, please contact us at info@liveatthegardens.com.au.

Distance from on street parking to entrance is 279m.

Distance for the entrance of event to the stage area is 60m.

Stage area to accessible toilet, bars and food outlets is 60m.

Guide & Service Dogs

Guide dogs, hearing dogs, or registered assistance and companion animals are allowed on site. For patrons attending with a guide or service dog, we ask that handlers carry appropriate identification/accreditation for the dog and for the dog to wear at all times their identification coat and harness/lead. Please register your service dog in advance by emailing us at info@liveatthegardens.com.au

This is a General Admission Standing Event and there is no reserved seating and chairs are not permitted.

Guide and service dogs will experience dense crowds, high levels of noise and laser, strobe and other lighting effects maybe in use at the event. We recommend guide and service dogs are not positioned close to the stage due to high sound volume and the dog's comfort and wellbeing.

Deaf & Hard of Hearing Patrons

Currently there are no shows scheduled with Auslan interpreters.

Limited Mobility Patrons

This is a General Admission Standing event and there is no reserved seating or chairs permitted.

Medications

Pass outs are not available, and patrons should bring any medications they require with them upon entry. Please ensure all prescription medications are in original packaging with the dispensary label.

Temporary Impairment & Ailments

Live At The Gardens will assist patrons with temporary impairments to the best of our ability, however, some patrons with temporary impairments may find the nature of the outdoor site difficult to navigate.

Please note: **ACCESSIBLE PARKING IS FOR DISABLED PARKING PERMIT HOLDERS ONLY.**

Toilets

Accessible toilets are located on site. You can find them close to all patron toilet locations. We strive to keep these areas clean and sanitary to the best of our ability.

Venue Map

Click here to view [concert area map*](#).

Click here to view a [Royal Botanic Gardens grounds interactive map](#).

*Venue maps can be subject to change.

Vision Impaired Patrons

This is a General Admission Standing Event and there is no reserved seating and chairs are not permitted.

Those attending with a guide dog or service animal, please refer to the Guide / Service Dog information above.

Wheelchair Patrons

This is a General Admission Standing Event and there is no reserved seating and chairs are not permitted.

There will be a dedicated area available for wheelchair patrons. Please contact Ticketmaster's accessibility line on 1300 446 925 to book these tickets.