



EXPO 2020 PAVILIONS PREMIERE

22 JANUARY – 10 APRIL 2021

ACCESSIBILITY



CONTENTS

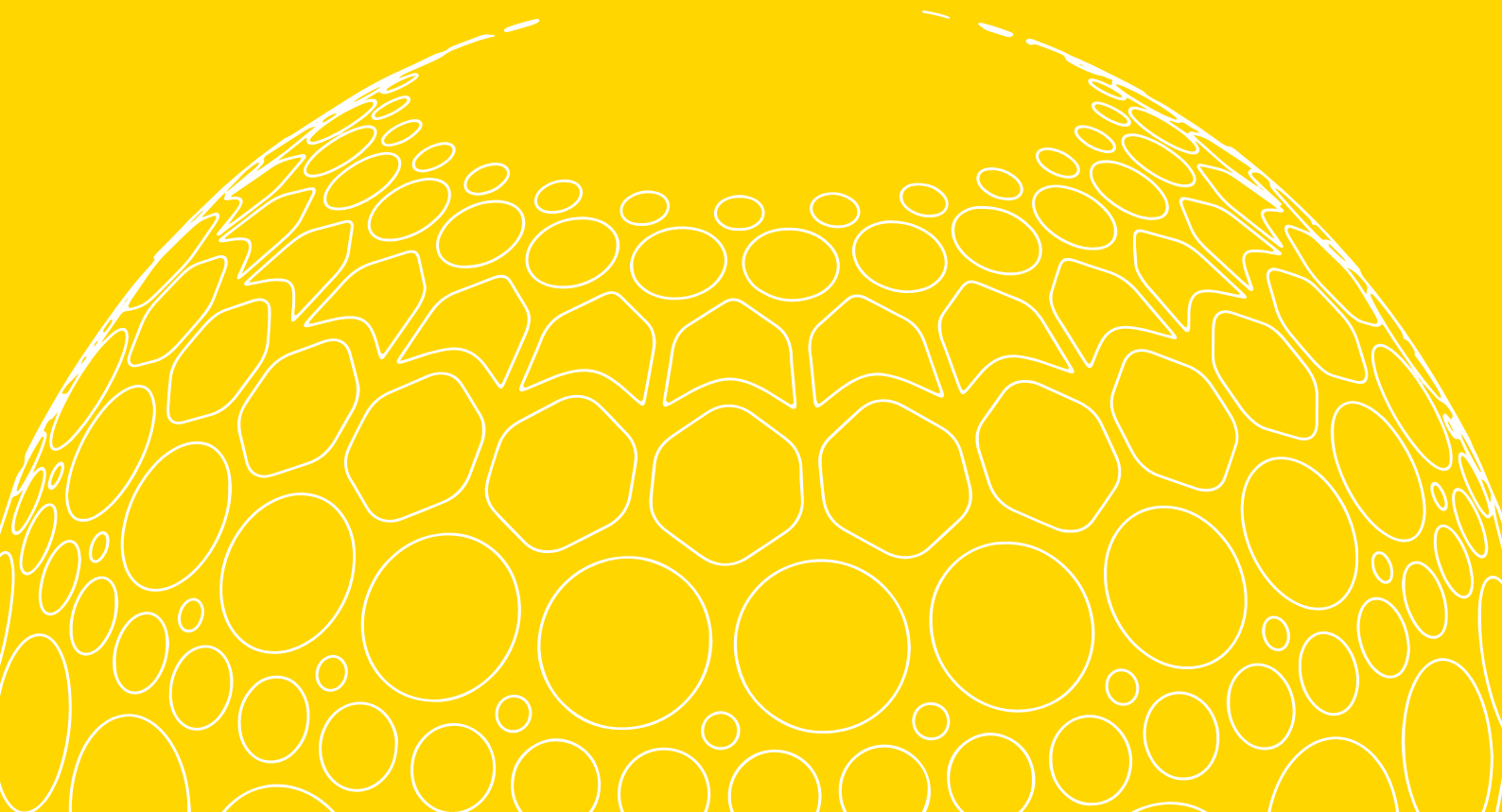
PAGE

01. GENERAL

3

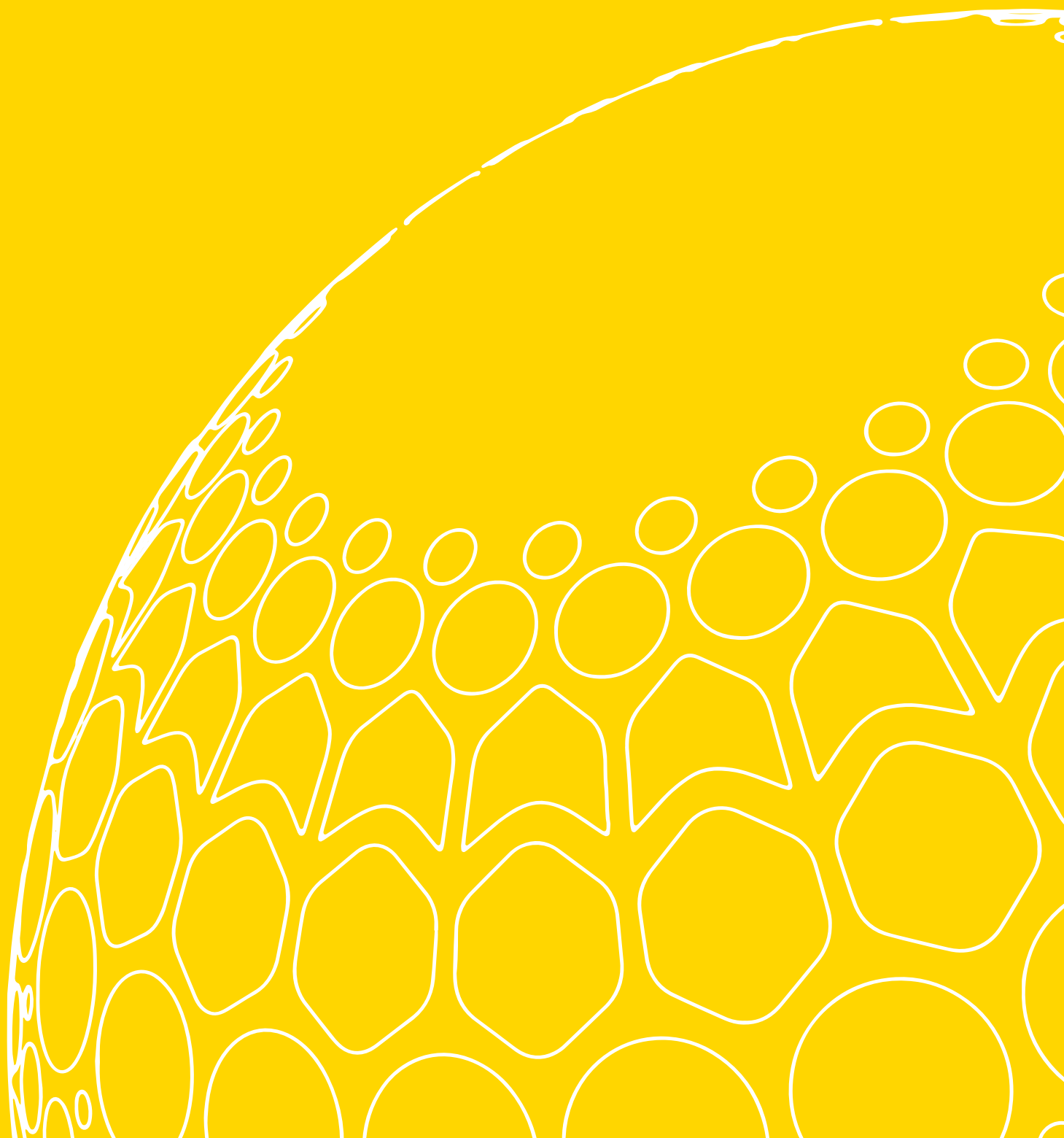
02. TRANSPORTATION & PARKING

6



01.

GENERAL



1- IS THE EXPO 2020 PAVILIONS PREMIERE ACCESSIBLE FOR PEOPLE OF DETERMINATION?

Yes, people of determination are welcome to experience the Expo 2020 Pavilions Premiere.

All visitors, including people of determination and their companion, must obtain a ticket with the date and time booking to enter Expo 2020 Pavilions Premiere. The ticket is to be requested in advance through the Expo 2020 website: ticketing.expo2020dubai.com.

However, tickets for people of determination and one companion each will be free of charge, in line with the Dubai Government's commitment to empower people of determination.

Expo 2020 may request relevant ID from people of determination (e.g. People of Determination ID card, Sanad card, Social Security benefit letter, DLA, PIP, EU disability card, ADA disability card, France's carte d'invalidité, etc.).

2- DOES MY COMPANION NEED TO HAVE A TICKET?

Tickets to the Expo 2020 Pavilions Premiere are free of charge for people of determination and for one accompanying companion. All visitors, including those eligible for complimentary access, must book tickets.

For any additional companion, General Admission ticket prices will apply.

3- DO I NEED TO PROVIDE DOCUMENTATION TO PURCHASE A PERSON OF DETERMINATION TICKET?

Expo 2020 may request relevant ID from people of determination (e.g. People of Determination ID card, Sanad card, Social Security benefit letter, DLA, PIP, EU disability card, ADA disability card, France's carte d'invalidité, etc.).

4- WHAT IF I CAN'T GO THROUGH METAL DETECTORS?

There will be a dedicated lane and security screening device for people of determination. If you use a medical device and have been advised not to go through a metal detector, please inform security so they can advise you on alternative screening routes.

5- ARE THERE HEARING ENHANCEMENT SYSTEMS AT EXPO 2020?

Yes. Hearing enhancement systems will be indicated by appropriate signage.

6- WILL WHEELCHAIRS BE PROVIDED FOR VISITOR USE?

Yes, a limited number of manual wheelchairs will be available free of charge on a first-come, first-served basis.

7- ARE THERE ACCESSIBLE TOILETS?

Yes, there are accessible toilets in the arrival plazas and in the Thematic Pavilions.

The accessible toilets provide space and grab bars for self-transfer for wheelchair users. There are also some urinals fitted with grab bars.

8- I HAVE SENSORY SENSITIVITIES. HOW WILL I KNOW IF THERE ARE SENSORY EXPERIENCES THAT MIGHT IMPACT ME?

If you are sensitive to bright or flashing lights, dark places or loud sounds, we recommend consulting your doctor before visiting the Expo 2020 Pavilions Premiere. Information signs on what to expect in a pavilion experience are provided before you enter. If you normally benefit from wearing sunglasses or ear defenders, we recommend you bring these along, in case you need them.

9- WHAT IF I FEEL ILL WHILE AT THE EXPO 2020 PAVILIONS PREMIERE?

The Expo 2020 Pavilions Premiere will have first aid posts for anyone feeling ill or requiring medical assistance. All staff working in these posts are fully qualified and equipped to provide visitors with the necessary care in an emergency. First aid posts will be open every day throughout the Expo 2020 Pavilion Premiere.

10- CAN I STORE MY MEDICATION IN A REFRIGERATOR?

If you have any medication that needs to be kept refrigerated, you may leave it at a first aid centre. No other medical equipment can be held by Expo 2020. Special products must be carefully packed, sealed and clearly labelled with the name of the person. These products must be collected by the end of the day. Any items that are left behind will be disposed of.

11- HOW WILL YOU SUPPORT PEOPLE OF DETERMINATION IF THERE IS A NEED TO EVACUATE A PAVILION?

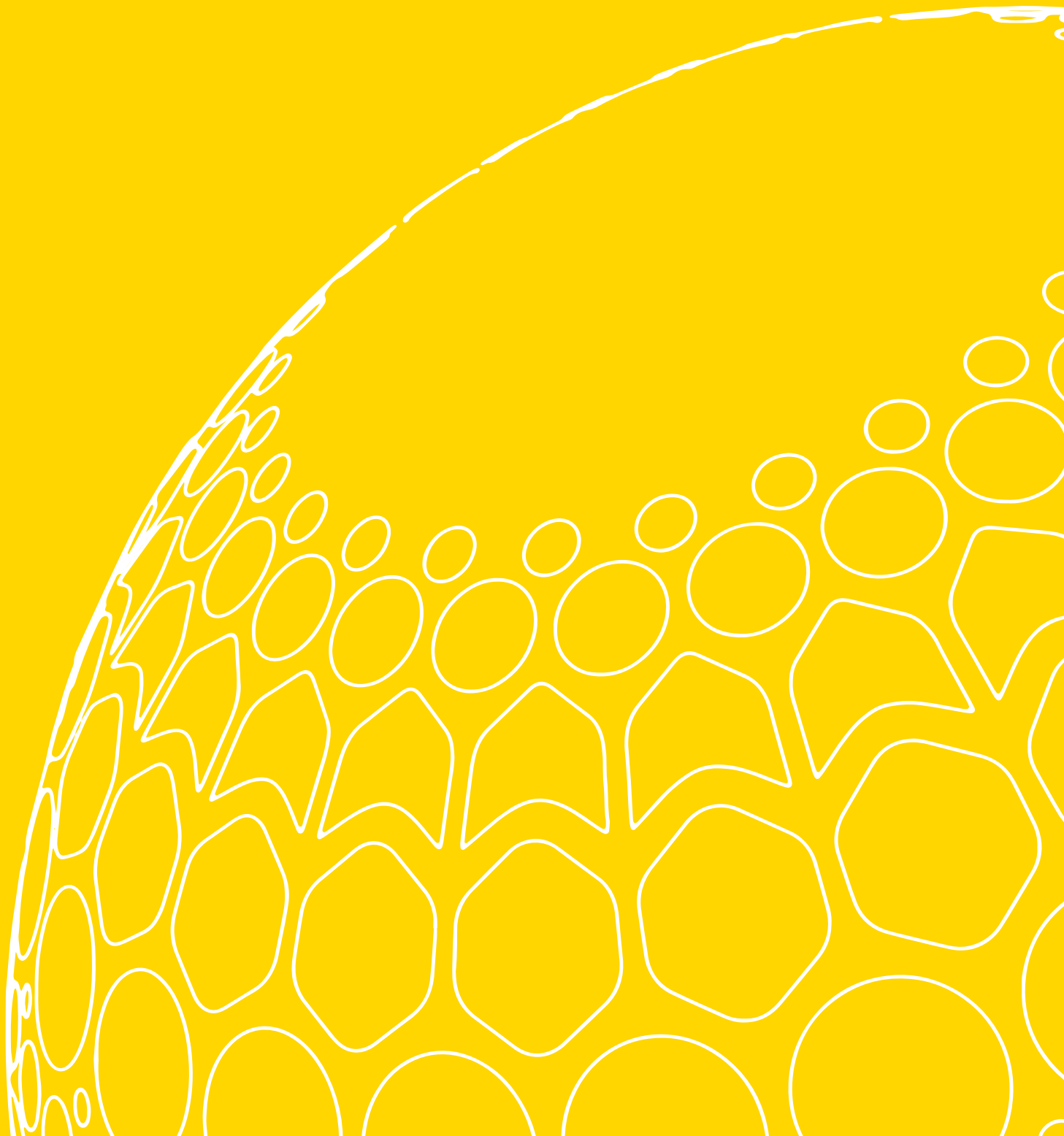
In case there is a need to evacuate, you will be informed by flashing beacons and audible information throughout the site, with Expo 2020 staff available to direct and assist you.

12- WHO SHOULD I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

If you have any further questions, our Contact Centre will be happy to assist you on **(+971) 800 EXPO [3976]**.

02.

TRANSPORTATION & PARKING



1- WHAT ACCESSIBLE TRANSPORT OPTIONS ARE THERE TO GET TO EXPO 2020?

The Dubai Taxi Corporation has limited wheelchair accessible taxis, so pre-booking is recommended. Please call **(+971) 04 2080808**.


For those wishing to hire an accessible private car and driver, Inclusion Services LLC provides accessible vehicles for Abu Dhabi, Dubai and all of the UAE with pre-booking. For more information, visit www.inclusionservices.ae.


2- IS THERE PARKING FOR PEOPLE OF DETERMINATION?

Yes. Parking for people of determination will be available at the Opportunity, Sustainability and Mobility Parking. Accessible golf buggies will be available for people of determination and their accompanying family or companions to support their journey from parking until gate.


Visitors will need a valid people of determination parking permit from either:

Dubai Roads and Transport Authority (RTA) (four types, also available free to tourists who qualify) or from visitors' home countries.

 Blue card
(for people with permanent conditions)

 Red card
(for people with temporary immobility)

 Green card
(vehicles of companies that transport people of determination)

 Yellow card
(tourists, who are people of determination)

Download the Transport & Parking PDF for more details.



EXPO 2020 DUBAI
THANKS ITS PARTNERS FOR THEIR SUPPORT

OFFICIAL PREMIER PARTNERS



OFFICIAL PARTNERS



OFFICIAL PROVIDERS



expo2020dubai.com

   @Expo2020Dubai

