

# SOCIAL NARRATIVES

Social Narratives provide detailed information with sensory icons of the main Expo 2020-owned attractions and experiences.



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# EXPO 2020 DUBAI®

## WHAT IS A WORLD EXPO?

Social Guide



# What is the World Expo?



A World Expo is a big gathering of countries from all over the world



They share new technologies, inventions, and ideas that make the world a better place.



More than 190 countries are participating at Expo 2020 Dubai!

## Sensory Information



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

If you have sensory sensitivities, please know:

- Many pavilions have bright visuals & immersive technologies
- Pavilions may have loud sounds, musical performances and various sounds on the interior and exterior
- For specific Pavvilion information, please find the Sensory Rating Cards on the Expo website

# THEMES

Expo 2020 Dubai has three main themes:



**Sustainability**



**Opportunity**



**Mobility**

What do they really mean and what problems are they trying to solve?

# THEMES

Expo 2020 Dubai has three main themes:



## Sustainability

Sustainability is about respecting the environment and the people who live in the community. We are responsible to live in a way that protects our natural resources (i.e., air, water, land) as well as the health and well-being of all people. Climate change and ending poverty are important parts of this theme.

# THEMES

Expo 2020 Dubai has three main themes:



**Opportunity**

Opportunity is about supporting inventors; young, old and of different abilities to explore different ways to solve current problems. They can be small ideas that make a big impact and help to improve our daily living.



# THEMES



## Mobility

Mobility is about making connections in the physical world, the digital world, and even outer space! When we can share our products, services and ideas in an easy way, we feel connected, understood, and inspired!

# ARRIVAL

Expo 2020 Dubai is held in Dubai, which is in the UAE. It covers a lot of ground and it will take a few days to fully explore Expo 2020!



# EXPO 2020 GROUNDS

Expo 2020 is designed like a three-petaled flower, with the beautiful Al Wasl Dome in the middle. You can arrive at any of the three portals (the tips of the Petals) or at the Metro Station.



# EXPO METRO

If you arrive at Expo 2020 via Metro, be aware that the Metro station is very bright and has a shiny, slippery floor.



# The Portal

When you arrive at Expo's three Districts, you will walk through a large Arrival Portal, made up of a wire mesh in the tradition of Mashrabiya.

This was specifically designed to engage the senses, as the patterns create shadows and the scope of the structure adds a significant spatial experience.



# Security Checkpoint

After the Arrival Courtyard, you will go through security. This is to keep everyone safe. If you need extra assistance, there is a Person of Determination security line.

You will need to place your bag on the conveyor belt and walk through a metal detector.

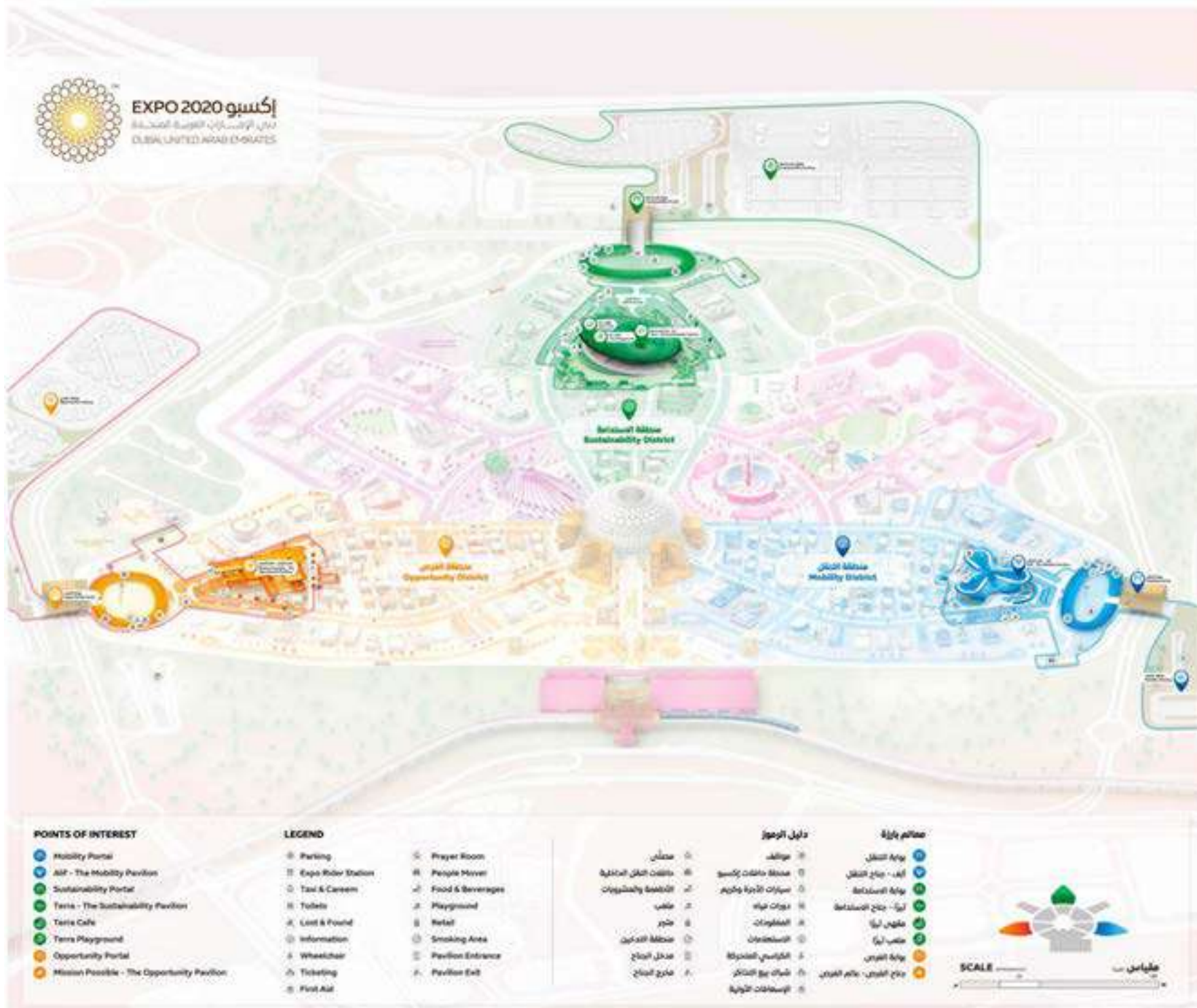


# Districts

Once you get through Security, you can choose where to go! You will have a main pavilion in front of you (depending on which district you are in) and lots of country pavilions and experiences down the various pathways.



# District Locations



The Mobility Pavilion is on the east side of the Expo 2020 Dubai Site.

Sustainability is at the north end.

Opportunity District is on the west end of Expo 2020.



# Transportation - Airport



The nearest airports to Expo 2020 Dubai are Dubai International (DXB) and Al Maktoum International Airport (DWC).

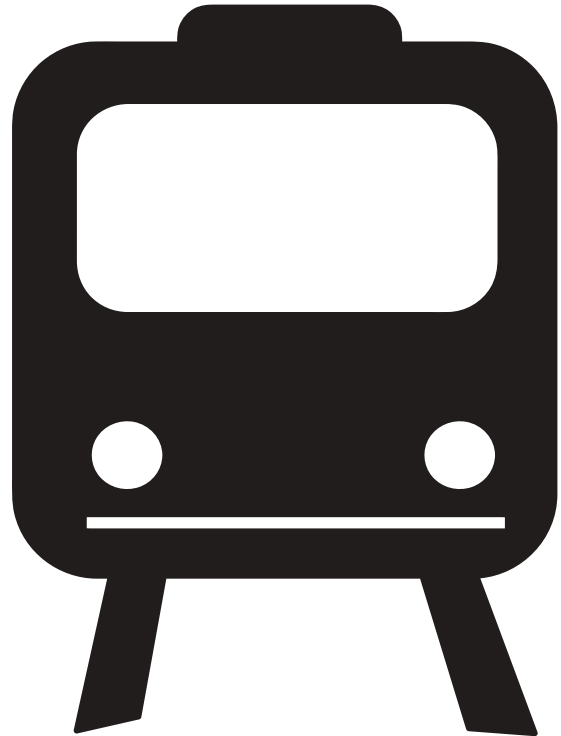
People of determination receive complimentary parking for two hours at all terminals at DXB. The parking ticket needs to be validated in the terminal. There is free parking at DWC for all passengers. There are prioritised drop-off areas for passengers requiring assistance at both DXB and DWC.

Check-in areas – There are dedicated check-in areas for people of determination at DXB and DWC.

Toilets – There are accessible toilets throughout DXB and DWC.

Wheelchair access – If you or any of your family members require assistance, including access to wheelchairs, please inform your airline in advance so they can arrange assistance on arrival.

# Transportation - Metro

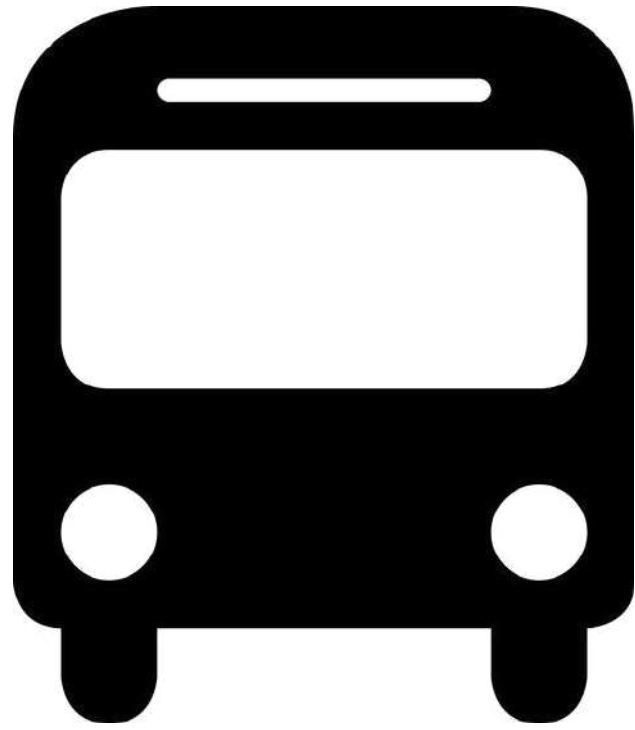


The Dubai Metro Red Line takes you from the city of Dubai to the entrance of Expo 2020. Metro stations have tactile paving to facilitate access for blind or low-vision passengers. All stations have wheelchair access either via step-free routes or lifts.

There is designated seating for those less able to stand and spaces for wheelchairs on all Metro trains.

Station announcements are made both visually and audibly in Arabic and English.

# Transportation - Expo Rider and RTA buses



Get to and from the Expo 2020 site via a dedicated public bus service: Expo Rider. It's free of charge for Expo 2020 visitors and you can catch it from different locations in Dubai and other emirates. Many of these buses have low floors and are capable of lowering to provide ramped access. Aisle widths enable a wheelchair to move down the bus and there are spaces for two wheelchairs.

Bus stop announcements are made both visually and audibly in Arabic and English.

Just remember where it drops you off as you'll have to take the return trip from the same gate!

Alternatively, you may also choose to take one of RTA's standard buses for a fee.

# Transportation - Parking

Parking at Expo 2020 is free of charge.

There are three dedicated accessible parking zones for people of determination at Expo 2020.

As you approach the parking zones, there will be signs for the people of determination parking.

- Opportunity parking zone (from the E77 Expo Road)  
Scan QR code to get directions



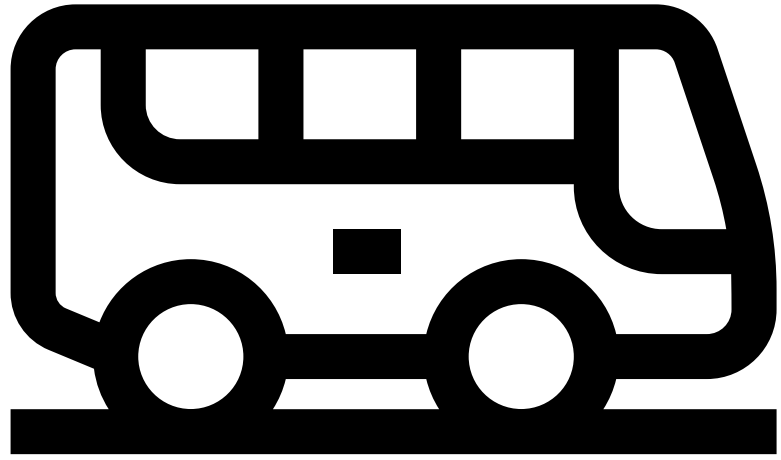
- Sustainability parking zone (from the E77 Expo Road or D54 Zayed bin Hamdan al Nahyan)  
Scan QR code to get directions



- Mobility parking zone (from the E311 Sheikh Mohammed bin Zayed Road)  
Scan QR code to get directions



# Transportation - Parking Shuttles



Standard parking shuttles will operate from all car parks ensuring that you don't need to walk more than 600m from your vehicle to the gate. Shuttles will operate on a high-frequency basis while the parking zones are open. These shuttles can also provide ramped access and room for two wheelchairs.

Car park colours will correspond to the gate:

Orange – Opportunity parking

Green – Sustainability parking

Blue – Mobility parking

# Transportation - Throughout Expo



## Expo People Mover

Move around the main locations of the Expo 2020 site for free on our high-frequency buses. All buses are accessible for families with strollers and people of determination.

## Expo Explorer

Go on a unique sightseeing tour on the Expo Explorer train (accessible for wheelchair users).

# People of Determination



Did you know?

In the United Arab Emirates, people with disabilities are officially referred to as people of determination. The term reflects the UAE's mission to create an inclusive, barrier-free, rights-based society that promotes, protects and ensures the self-determination of everyone with the aim to empower people of determination and their families.

As you visit Expo 2020 and travel around Dubai and the UAE, you may hear people using this term and see signs for facilities or programs for people of determination (POD).

# Sunflower Lanyards



The idea of the Sunflower Lanyard first started in the UK to signify individuals with Hidden Disabilities such as Autism or Hearing impairments - those that may need support but whose disability may not be as obvious as a wheelchair or cane.

At Expo 2020 Dubai, People of Determination can choose to wear a Sunflower Lanyard to show that they may need additional support.

If you would like to wear one to have easier access to PoD security Lanes or Pavilion entrances, you can pick one up for free at the Information Centres or Visitors Centres!



# Quiet Rooms



Quiet rooms are designed to be a quiet, safe space for those who may get overwhelmed by the sounds, lights or crowds at Expo 2020.

Quiet Rooms feature a Sensory Corner with lights that you can control, a Sensory Pod, Couch, Communication app and controllable sounds.

Quiet Rooms are located in four of the Visitors Centres across Expo, in Visitors Centres 1, 3, 4 and 6.

# Sensory Tools

Sensory Tools are available at the Visitor's Centre if you forget yours!

Visitors Centres 1, 3, 4 and 6 have Ear defenders & sunglasses you can borrow.



# Sensory Ratings

There are Sensory Ratings available for each Pavilion - check on the Expo website or download the PodWay App on the App store!

**Sensory<sup>™</sup> Rating Sheet**

**EXPO 2020 DUBAI UAE**

**Pavilion:**  
**Argentina**

- 3** • Mild projection screens & large immersive room
- 3** • High volume in immersive room
- 0** • No noticeable scent
- 0** • Nothing you have to touch
- 0** • No uneven terrain  
• May get dizzy from immersive room experience

**Moderate Audio-Visual impact**

**2** Air Conditioning is pleasant yet may be drastic difference from outside. Outside cue is shady but hot

**EXPO 2020 دبي**  
DUBAI UNITED ARAB EMIRATES

**EXPO 2020**

# Social Narrative

The thematic Pavilions (Sustainability, Mobility and Opportunity) have Social Narratives - visual stories that tell you what to expect as you go through the experience.

You can download them from the Expo Website.

EXPO DUBAI 2020  
OPPORTUNITY PAVILION  
Social Narrative



# EXPO 2020 DUBAI<sup>®</sup>

## TIME TRAVEL JOURNEY

Social Guide



EXPO  
2020  
DUBAI  
UAE



## Mobility Pavilion



## Sensory Information

### Key:



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

If you have sensory sensitivities, please know:

- There are walking areas that are quite dark
- Multiple rooms are visually busy, with flashing lights
- Multiple rooms are acoustically complex and/or loud
- There is a slow-moving elevator at the beginning of the experience

This experience is **Sensory Accessible**, but not **Sensory Friendly**. Sensory Tools are available at the Visitor Information Centre 1, 3, 4, and 6 for free if you need them.

# ENTRANCE



You will go through two sets of doors to reach the entrance area. You may have to wait outside before being let in, and wait again in this area. It is slightly dim.





# BIG BANG ELEVATOR

You will be guided into a large, dark circular elevator. Lights on the ceiling will flash with varying patterns, and loud sounds will surround you. At the end, the sound gets louder and the lights get brighter. This is meant to simulate the Big Bang.



# HALLWAY



You will exit the elevator into this hallway, which has a projection of moving horses on the walls. This is a great place to take a break if needed before moving on to the next room.



# GIANTS OF EXPLORATION

The next room features 3 large life-like statues of the "Giants of Exploration." The lighting on the walls, overhead, and on the table changes. The audio changes and can be acoustically complex. There is brief simulated lightning and thunder in this room.



# PEARL DIVER



The next room features a Pearl Diver as a symbol of trade. Blue ocean-like projections are cast on the wall. Further on, you will see a large pearl displaying imagery of Dubai Creek in the 20th century.



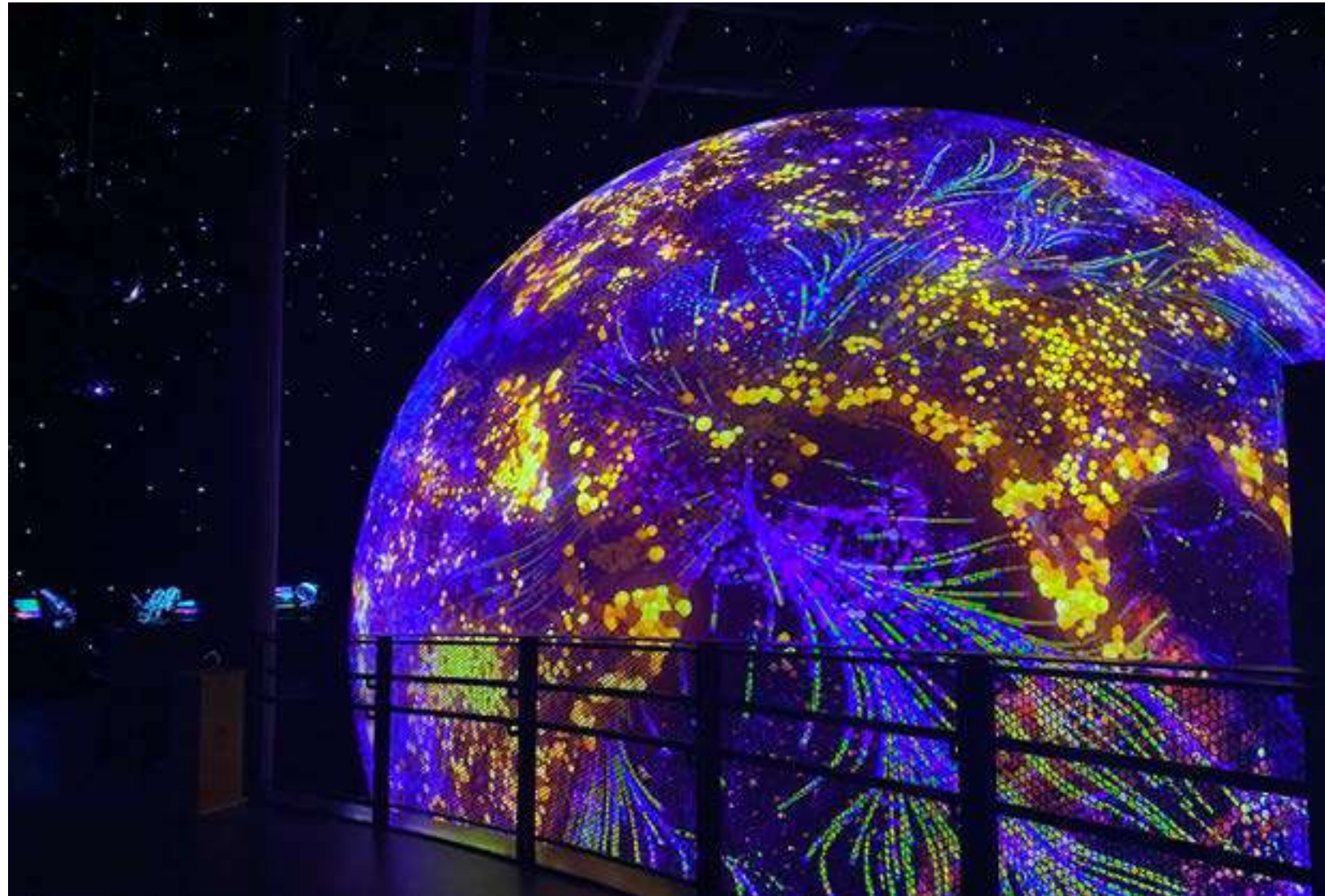
# VIRTUAL MAJLIS

Here you will see several large screens displaying both current and past leaders of the UAE. There is no significant sensory impact besides the screens.



# MODERN EARTH + INTERNET OF THINGS

This room displays a dynamic projection of our modern Earth, with different simulations and visuals. The other side of the globe shows lots of satellites with screens on them, with a large screen in the middle. There is music and talking coming from many directions and from several digital screens.



# SPACE PROGRAMME



The next room displays the UAE's space programme and its advancements. It is somewhat dark and there is no significant sensory impact.



# CITY OF THE FUTURE

This room displays a futuristic vision of Dubai. It is beautiful and very visually and acoustically complex. There is light and sound coming from all directions. It is very colorful.





# EXIT

The last room features a large screen that shows every character you've encountered in the experience. You will then exit down an escalator and through a gift shop.



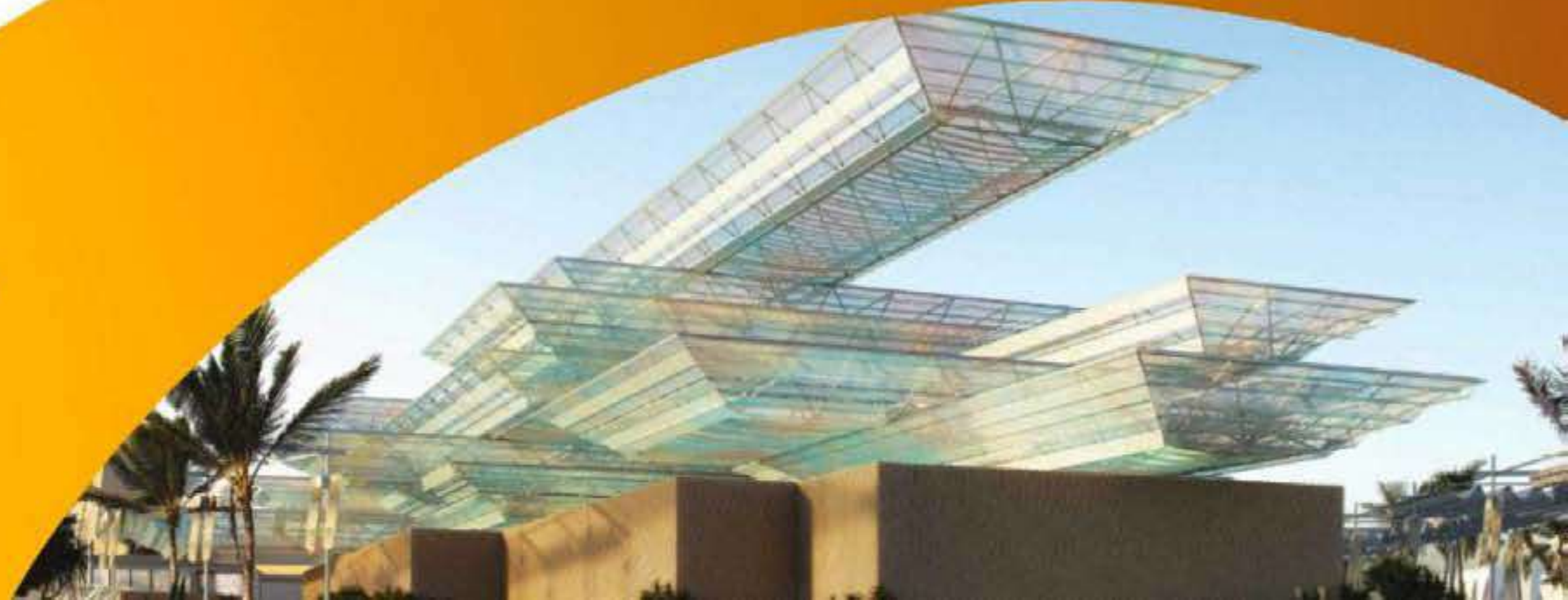


Thank you for visiting the Time Travel  
Journey and Mobility Pavilion!

# EXPO 2020 DUBAI

## OPPORTUNITY PAVILION

Social Narrative



## Sensory Information

### Key:



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

If you have sensory sensitivities, please know:

- There are areas that are quite dark
- Some rooms have conflicting and/or loud sounds
- Several chapters of this experience are interactive

This experience is *Sensory Accessible*, but not *Sensory Friendly*. Sensory Tools are available at the Visitor Information Centres 1, 3, 4, and 6 for free.

# ENTRANCE

At the entrance, you can choose one of three journeys to start: Food, Water or Energy! You can come back and do the others next.



# ENTRANCE



You will go through one of several staffed doors to enter the pavilion. These will place you on the food, water, or energy path. If you wish to do multiple/other paths, you may redo the experience.



# MOVIE AREA

Once everyone is inside, the lights will dim and a 5-minute show will start, which introduces you to the pavilion and its themes. The audio can get up to 84 dB and you will remain standing.



# FOOD JOURNEY BEGINNING

This hallway's walls are made of LED screens, with changing plant animations. Loud forest sounds continue. The walls may be bright.





# FOOD JOURNEY GAME



You will then play a short game that involves tilting the handheld devices to grow your food on the screen. After a few minutes, a large 10-second countdown will appear on the screen before the game ends and points are totaled. The game music reaches 78 dB and the game can be initially frustrating until you get used to the controls.



# WATER JOURNEY BEGINNING

You will walk into the next room and choose one of the handheld nets to stand by. You will then watch a short video of the host explaining his way of conserving water. This video reaches 82 dB.



# WATER JOURNEY GAME



You will then play a short game which involves tilting the handheld devices to "catch" fog on the screen. After a few minutes, a large 10 second countdown will appear on the screen before the game ends and points are totaled. The game music reaches 83 dB and the game can be initially frustrating until you get used to the controls.



# ENERGY JOURNEY BEGINNING

You will walk into the next room and choose one of the handheld nets to stand by. You will then watch a short video of the host explaining his way of conserving water. This video reaches 83 db.



# ENERGY JOURNEY GAME



You will then play a short game that involves tilting the handheld devices to work with the sun's energy on the screen. After a few minutes, a large 10-second countdown will appear on the screen before the game ends and points are totaled. The game music reaches 84 DB and the game can be initially frustrating until you get used to the controls.



# TABLES

You will then continue on your path to the next room, where you will assemble around a large table. Everyone will place their hands on the table, which will start the animations on the table and the audio and screens above you. This audio will play at the same time as the other tables, so there may be conflicting sounds. This room is also dark. You can put your hands on the table if you wish.



# RING OF GOALS

Every path meets in this room, where there are three large screens on the walls and a lit-up ring of goals in the middle of the room. After a couple of minutes, a final short video will play on the screens. The audio reaches 83 dB. There is a scent of cork in this room.



# REVERSE GARDEN



Finally, you will move into the “upside-down garden”. The floor is highly reflective and can be disorienting. There are beanbags one can sit or lay on. The ceiling is animated and changes color. It is dark in this room.





# REVERSE GARDEN

You can stay here as long as you wish! We highly recommend laying on a bean bag and looking up.



Thank you for visiting  
Mission Possible!

# EXPO 2020 DUBAI<sup>®</sup>

## TERRA: THE SUSTAINABILITY PAVILION

Social Guide



EXPO  
2020  
DUBAI  
UAE



# Terra, The Sustainability Pavilion



# Terra, the Sustainability Pavilion

## Sensory Information



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

If you have sensory sensitivities, please know:

- There are dark areas
- Some rooms have conflicting and/or loud sounds
- Several chapters of this experience are interactive

This experience is sensory accessible, but not sensory-friendly. Sensory tools are available at the Visitor Information Centres 1, 3, 4, and 6 for free.

# The Building

The Sustainability Pavilion is an unusual-shaped building. It looks a bit like a spaceship!



# Terra

Terra is the guardian of the Sustainability Pavilion.

Terra shares the same name as the Sustainability Pavilion; it comes from the Latin language and means 'earth.'



# Arrival

Once you arrive at the Sustainability District, you will be guided by signs toward a large portal !





# Entry Portal

You will walk through a large Entry Portal, made up of a wire mesh in the tradition of Mashrabiya. This was specifically designed to engage the senses, as the patterns create shadows and the scope of the structure adds a significant spatial experience.



# Security

After the Arrival Courtyard, you will go through security. This is to keep everyone safe. If you need extra assistance, there is a person of determination security line.

You will need to place your bag on the conveyor belt and walk through a metal detector.



# Terra - The Sustainability Pavilion

After you go through security, you will see the solar trees, also known as Energy Trees or E-Trees, that are part of the Sustainability Pavilion! They move with the sun, and provide energy to the building from the sun.



# Terra - The Sustainability Pavilion

You will follow the path and learn a lot of amazing facts!



# Terra - The Sustainability Pavilion Entrance to Atrium

You will follow the path into the  
Atrium of Terra.



# Terra - The Sustainability Pavilion Atrium



Once you get into the Atrium, you will see all sorts of Carnival games. Some of these can be quite loud. The games are all about the Earth!



# Terra - The Sustainability Pavilion Journeys



There are two Journeys you can choose from here – Under the Ocean or Under the Forest! We have a Social Narrative for each that you can find on the Expo website to guide you through the sensory parts of each journey.



# Terra - the Sustainability Pavilion Journeys

After you complete one Journey,  
you can return to the Atrium to do  
the other, or go on to explore the  
Sustainability District!





# EXPO 2020 DUBAI<sup>®</sup>

## UNDER THE FOREST JOURNEY

Social Guide



# Under the Forest Journey

## Under The Forest Journey



## Sensory Information

### Key:



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

If you have sensory sensitivities, please know:

- There are walking areas that are quite dark
- Multiple rooms are visually busy with bright flashing lights
- Multiple rooms are acoustically complex

This experience is Sensory Accessible, but not Sensory Friendly. Sensory Tools are available at the Visitor Information Centres 1, 3, 4, and 6 for free.

# ENTRANCE



You will go through multiple staffed doors. Staff will guide you to the Forest Journey's door.



# FOREST TUNNEL



You will walk down a dim hallway, which is lit with multicolored lights on each side. There are loud forest sounds. The tunnel can be loud when filled with people talking. There are beautiful projections on the walls and sounds to make you feel like you are in the forest.



# EMPATHY NET

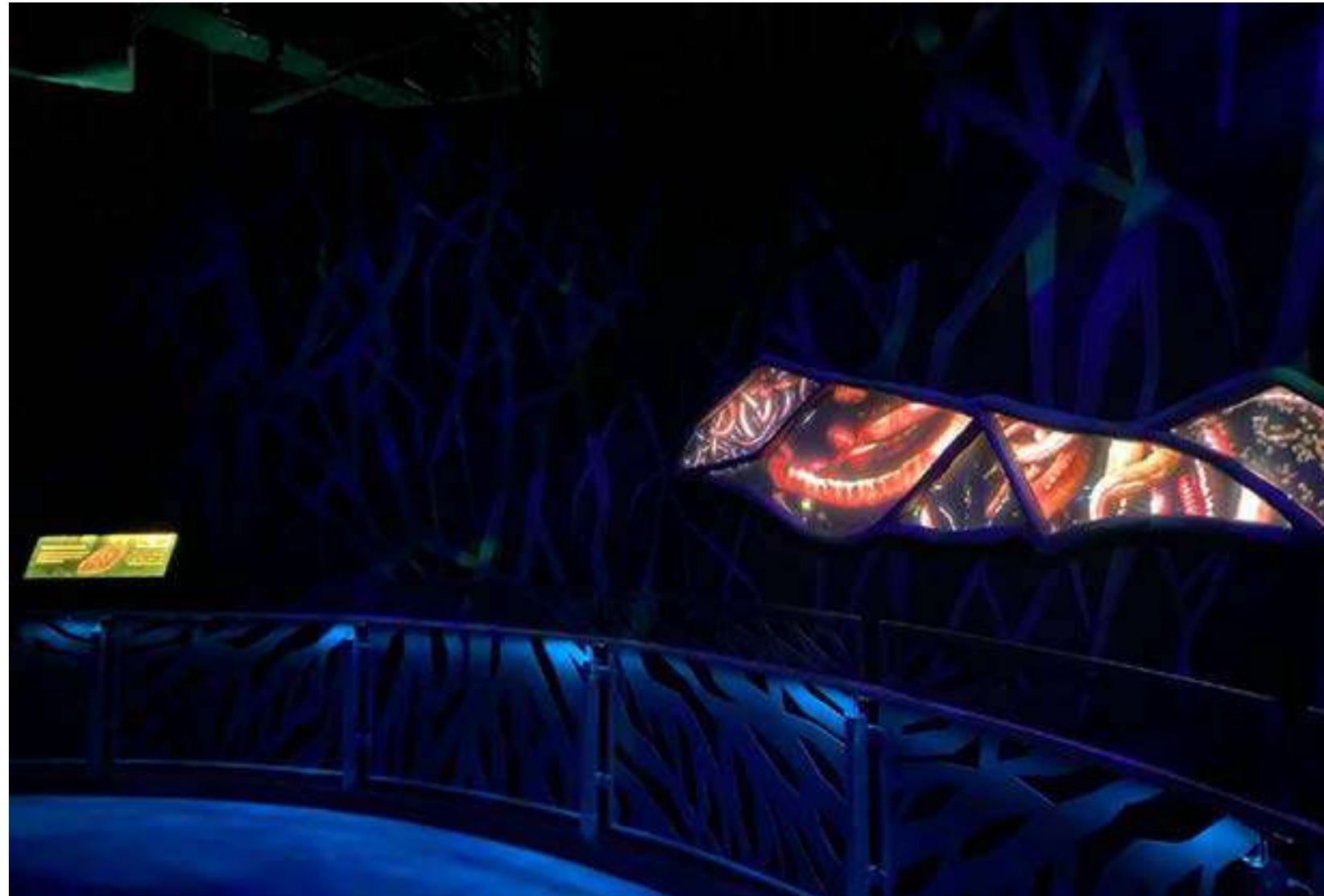
As you continue your journey you can choose to stay on the solid path or walk on the Empathy Net. The net is quite wobbly to walk on!



# INSECT HALLWAY



The next hallway features a screen on the wall with videos of different bugs. Loud insect and crawling sounds can be heard, which can be scary.



# LED HALLWAY

This hallway's walls are made of LED screens, with changing plant animations. Loud forest sounds continue. The walls may be bright.





# HALL OF CONSUMPTION

The Hall of Consumption is about the items we consume as humans. You will walk through darker rooms lit with many different lights. There are bright screens, interactive elements, and complex noise from various directions.



# WOULD YOU RATHER?

This room lets you choose between difficult sustainability choices with levers. Each lever pull makes a loud metallic clang, and multiple levers create complex and unexpected sounds from all directions. It is visually busy and interactive.



# WHAT WOULD YOU SAVE?

This room asks what you would save if your house was burning. There are loud, crackling fire sounds. It may be frightening for some to imagine one's house burning.



# LAB OF FUTURE VALUES

In the Lab of Future Values, you will find solutions to pollution. This room is very visually busy with moving light banners. You can explore the room in any direction.



# LAB OF FUTURE VALUES

You can explore this room as you wish. There are a lot of things to interact with, some of which have some sounds and pulsing lights. There are cool lit-up globes with panoramas inside.



# LAB OF FUTURE VALUES EXIT

As you exit this room you will go down a gentle ramp with gentle pulsing light at the end. When you reach the flower, you can go either way!



# EXIT HALLWAY



As you travel down the exit hallway, you are in a calm, ocean-like atmosphere. You will exit back to natural light. A Guide may approach you and ask you if you have experienced the Under the Ocean Journey yet. You can say whether you'd like to or if you want a rest!





Thank you for visiting Terra  
and taking the Forest Journey!



# EXPO 2020 DUBAI<sup>®</sup>

## UNDER THE OCEAN JOURNEY

Social Guide



EXPO  
2020  
DUBAI  
UAE



# Under the Ocean Journey Terra, the Sustainability Pavilion

## Under The Ocean Journey



## Sensory Information

### Key:



Dark



Loud



Bright or Flashing Lights



Uneven or moving terrain

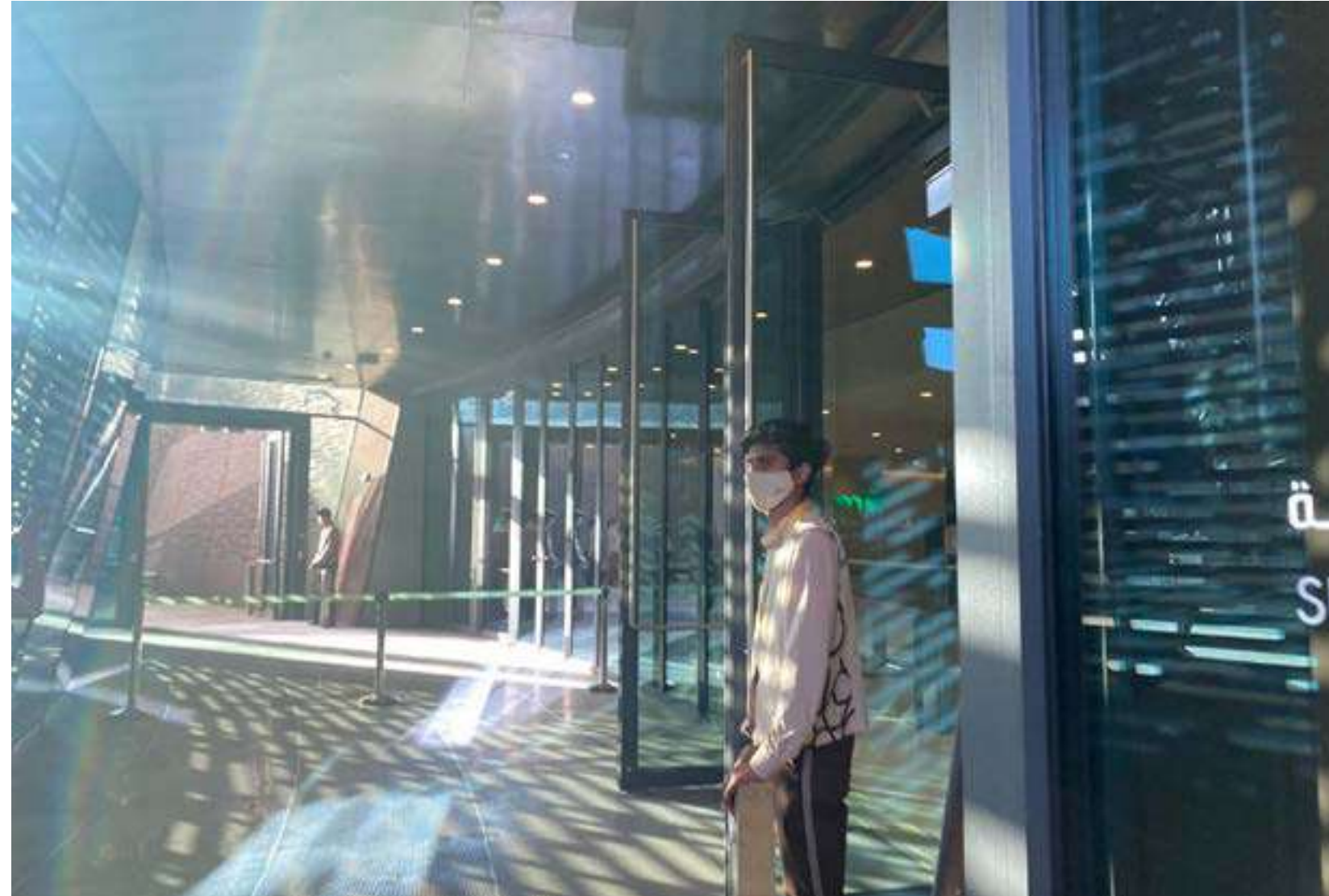
If you have Sensory Sensitivities, please know:

- There are walking areas that are quite dark
- Multiple rooms are visually busy with bright flashing lights
- Multiple rooms are acoustically complex

This experience is Sensory Accessible, but not Sensory Friendly. Sensory Tools are available at the Visitor Information Centres 1, 3, 4, and 6 for free.

# ENTRANCE

You will go through multiple staffed doors. Staff will guide you to the Ocean Journey's door.



# OCEAN TUNNEL



You will walk down a dim hallway, which is lit with calming ocean-themed projections on each side. There are mild ocean sounds. The tunnel can be loud when filled with people talking.



# WHALE VORTEX TUNNEL

The Whale Vortex Tunnel is dark with intermittent yellow light pulses. You may be surprised by the sudden light changes. There are mild whale noises in the tunnel.



# MIRRORED PASSAGEWAY



You will walk through a passageway to get to the next main room. The passageway is filled with small suspended lights that change occasionally, as well as mirrors to enhance the lights. The passageway can be a little disorienting and dark.



# SEA OF CONSUMPTION

The Sea of Consumption is about the items we consume as humans. You will walk through hallways with walls made of plastic bottles. There are bright and changing lit screens embedded in the walls that emit complex sounds from different directions. There are green disco lights around the entrance. Circus music can be heard throughout the room.





# WOULD YOU RATHER?

This room lets you choose between difficult sustainability choices with levers. Each lever pull makes a loud metallic clang, and multiple levers create complex and unexpected sounds from all directions. It is visually busy and interactive.



# LAB OF FUTURE VALUES

In the Lab of Future Values, you will find solutions to ocean pollution. This room is very visually busy with moving light banners. You can explore the room in any direction. Within this room, there is an experience relating to the flooding of your house, which may be scary.



# LAB OF FUTURE VALUES

You can explore this room as you wish. There are a lot of things to interact with, some of which have some sounds and pulsing lights. There are large lit-up globes with interesting panoramas inside.



# LAB OF FUTURE VALUES EXIT

As you exit this room you will go down a gentle ramp with gentle pulsing light at the end. When you reach the flower, you can go either way!



# EXIT HALLWAY



As you travel down the exit hallway, you return to a calm, ocean-atmosphere. You will exit back to natural light. A Guide may approach you and ask you if you have experienced the Under the Forest Journey yet. You can say whether you'd like to or whether you want a rest!





Thank you for visiting Terra  
and taking the Ocean Journey!

# EXPO 2020 DUBAI®

## THE SUNFLOWER

### LANYARD



## What is a Lanyard?

A Lanyard is a ribbon you wear around your neck. Sometimes there is a tag attached.





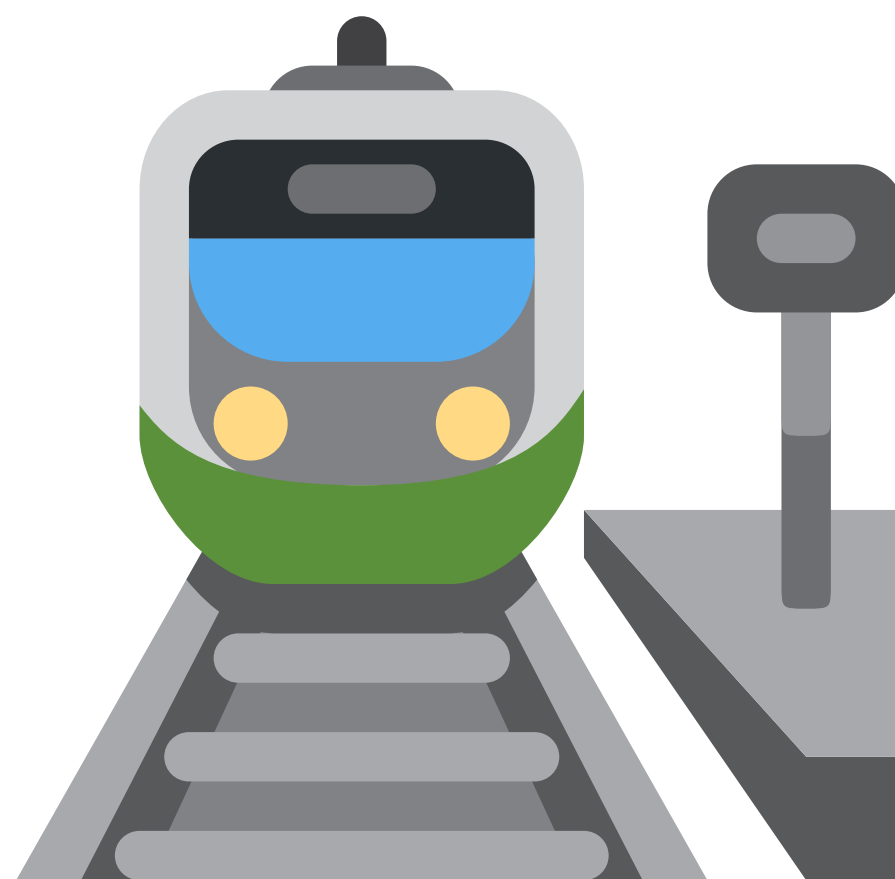
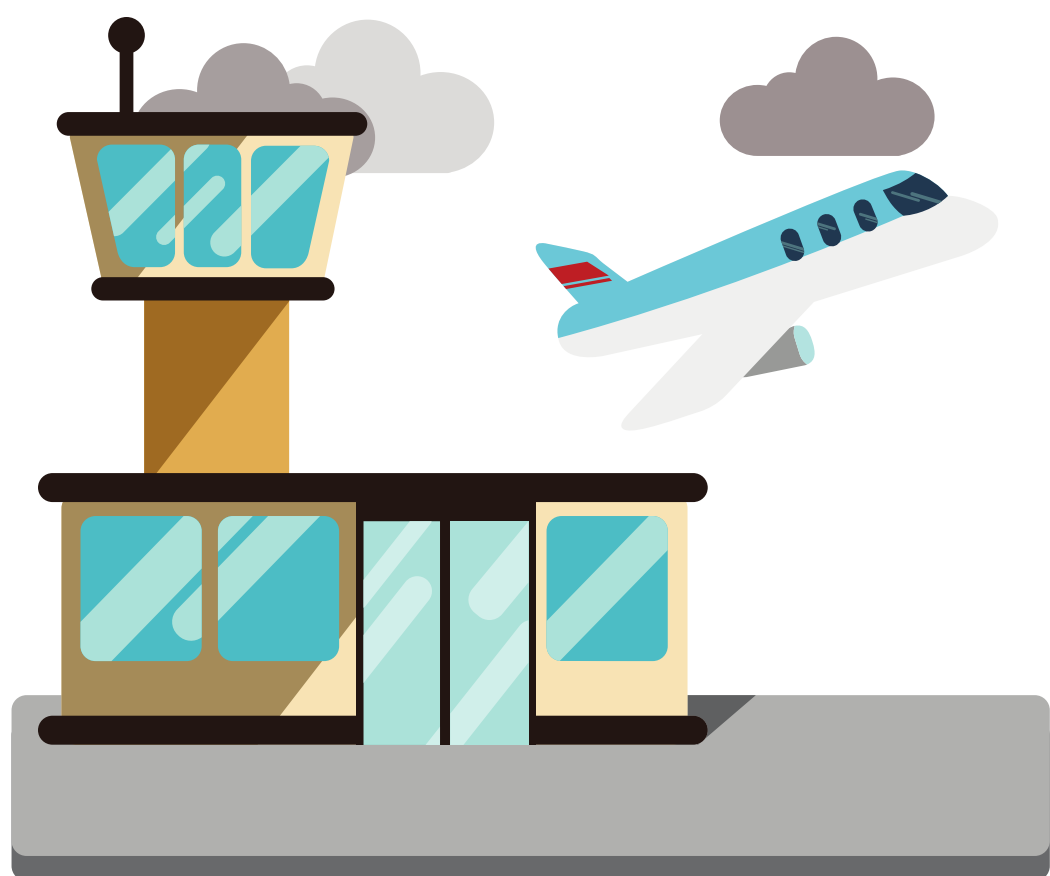
## The Sunflower Lanyard

Lanyards can come in any color,  
and there is one very special  
one: The Sunflower Lanyard



# The Sunflower Lanyard

You might see the Sunflower Lanyard at the Airport, Train Station, and Shopping Mall



# The Sunflower Lanyard

Sunflower Lanyards are used to indicate that someone with a hidden disability may need some extra support.

# The Sunflower Lanyard

Expo 2020 Dubai has the Sunflower Lanyards too!



# The Sunflower Lanyard

All people of determination and those that require special assistance may request a Sunflower Lanyard at Expo 2020 Dubai.

# The Sunflower Lanyard

Sunflower Lanyards are available at all of the Information Centres at Expo 2020 Dubai. They are free of charge!





EXPO 2020 DUBAI  
THANKS ITS PARTNERS FOR THEIR SUPPORT

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SENSORYACCESS  
ACCESS FOR ALL

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