



# ACCESSIBILITY GUIDE





# contents

<b>Overview</b>	<b>3</b>
<b>Guest Lift</b>	<b>3</b>
<b>Parking</b>	<b>4</b>
<b>Venue Layout</b>	<b>4</b>
<b>Level One</b>	
<b>Lower Lounge</b>	<b>5</b>
<b>Level Two</b>	
<b>Main Entrance</b>	<b>6</b>
<b>Lobby</b>	<b>7</b>
<b>Main Bar</b>	<b>8</b>
<b>Signature Room</b>	<b>9</b>
<b>Level Three</b>	
<b>Rooftop Terrace</b>	<b>10</b>
<b>Chairman's Suite</b>	<b>10</b>
<b>Hitting Bays</b>	<b>11-12</b>

# overview

At Topgolf, we are focused on ensuring that every single guest has a safe and enjoyable experience.

We understand that the needs of our guests are broad and unique, so we are committed to providing suitable access for all of our guests.

Our Accessibility Guide is designed to equip our guests with the information they need to confidently visit and enjoy their Topgolf experience.

## Guest Lift

Topgolf offers on-site parking with a main guest car park adjacent to the main entrance, as well as an overflow car park for additional parking.

All parking is open-aired and offers clear and level access to Topgolf's main entrance.

Topgolf offers accessible parking spaces in the main car park which are clearly marked with the wheelchair symbol.

# Parking

Topgolf Gold Coast is a three-level building, with the main entrance and lobby where guests check in on Level Two.

There is a lift from the car park offering access to all three levels.

The Main Entrance can also be accessed by external stairs with automatic sliding doors at a total width of 2,600mm.

Once inside the Main Entrance on Level Two, Levels One and Three can be accessed using internal stairs or the guest lift.

Internal stairs are 2,200mm wide, offering handrails on either side at a height of 900mm.

# Venue Layout

The guest lift at Topgolf Gold Coast has the following specifications:

- Width of door: 1,100mm
- Width of inside: 1,630mm
- Depth: 1,550mm
- Height of buttons: 900mm - 1,050mm
- Height of handrails on either side: 850mm
- The lift offers Braille information next to level buttons
- Visual signs outside of the lift on each level let guests know which floor they are on

# level one

## Lower Lounge

The Lower Lounge is accessible from the lift or the guest stairs with wide open entrance ways and has the following features:

- Lounge-type seating
- Guest bar at two heights of 1,140mm and 800mm offering food and beverage ordering
- Portable EFTPOS machines available for payment
- Used as both an event space and a common area
- Hearing loops are available for event presentations



# level two

## Main Entrance

Topgolf's main entrance opens into the Lobby, in which guests queue to check-in for their game play.

Once checked in, guests are directed to their hitting bay and met by a Topgolf Associate who explains how Topgolf works. There is a Topgolf Associate available to escort guests to their bay. Guests can request their level preference, as well as their seating arrangement preference (lounges or high tops) for their hitting bay and all requests will be accommodated, pending availability.

Access to the hitting bays on Level Two is through automatic sliding doors at a total width of 1,850mm.

There are thirty identical hitting bays on Level Two. The first four bays on Level Two (201 - 204) can be sectioned off using two manual doors and used as VIP Bays which serve as an event space.

The width of the doorway with both doors open is 1,800mm. The ten hitting bays on the wings have lounges and the ten in the middle have high top tables.

Alternatively, guests wishing to eat and not play are not required to queue and can move to the Main Bar on Level Two, the Lower Lounge on Level One or the Rooftop Terrace on Level Three, all of which are common areas.

In addition to the lobby and hitting bays, Level Two also features the Main Bar and a Conferencing and Event space also used as a common area called the Signature Room.



# Lobby

The Lobby is accessible via stairs and automatic doors, or via the lift from the car park, travelling to Level Two and has the following features:

- Guests queue between retail gondolas which are set at a width of 1,000mm
- The check-in desk has two levels; one section at a height of 1,250mm and another section at a height of 900mm
- Used as both an event space and a common area
- Hearing loops are available for event presentations





## Main Bar

The Main Bar is accessible from the lift or the guest stairs with wide open entrance ways and has the following features:

- High table and chairs as well as lower table and chair seating available
- Guest bar at two heights of 1,170mm and 860mm offering food and beverage ordering
- Portable EFTPOS machines available for payment
- Used as a guest common area and full service restaurant



# Signature Room

The Signature Room is accessible from the lift or the guest stairs and has the following features:

- Sliding door entrance at a width of 1,850mm when fully open, with a lip on entry at a height of 4mm
- Variable seating based on use of the room
- Guest bar at two heights of 1,160mm and 910mm offering food and beverage ordering
- Portable EFTPOS machines available for payment
- Used as both an event space and a common area
- Hearing loops are available for event presentations



# level three

## Rooftop Terrace

The Rooftop Terrace is accessible from the lift or the guest stairs with a wide open entrance way and has the following features:

- High table and chairs, lower table and chairs and lounge seating available
- Guest bar at a height of 1,160mm offering food and beverage ordering
- Portable EFTPOS machines available for payment
- Used as a guest common area

## Chairman's Suite

The Chairman's Suite is accessible from the lift or the guest stairs with a sliding door entrance at a width of 2,800mm when fully open, with a lip on entry at a height of 4mm and has the following features:

- Variable seating based on use of the room
- Used as an event space
- Hearing loops are available for event presentations





## Hitting Bay

All hitting bays are identical in size, at a total width of 2,100mm in the hitting area. Two furniture options are available: high top tables with chairs or lounges. Wheelchairs, paragolfers, prams and walkers can fit in hitting bays, and if required for access, furniture can be safely moved upon request by Topgolf Associates. The ten hitting bays on the wings have lounges and the ten in the middle have high top tables.

Hitting mats in any bay can be replaced with half mats, creating space for a wheelchair, walker or paragolfer.

Additional tees can be placed on hitting mats, catering to left-handed golfers. Left handed, kids and tots clubs are also available upon request and will be brought to your hitting bay by a Topgolf Associate.

**At Topgolf, guests hit microchipped golf balls into giant, coloured targets on the outfield, scoring points each time they hit one. Targets are lit for increased visibility at night.**

**Screens in each hitting bay show each player's score and are visible from a seated position.**

**Touch screens near the hitting mat used for changing games, players and TV channels are positioned at a height between 1,400mm and 1,200mm.**

**Food and drink orders are taken by a Topgolf Associate from the hitting bay and food and drink orders are also delivered directly to the bay by a Topgolf Associate.**

**Payments for game play, food and beverage can be taken from the bay via portable EFTPOS machines.**



