



WIN STADIUM – A-Z GUIDE



ACCESSIBILITY

Parking: If you require accessible parking at WIN Stadium you must hold a NSW Government issued mobility parking scheme sticker to qualify. There are a limited number of designated accessible parking spots located at the Stewart Street carpark. Please contact the Dragons on 02 9587 1966 Monday to Friday 9.00am-5.00pm and no later than one week prior to the match to book disabled parking. Bookings must be made on a game by game basis.

Seating: There are a number of accessible seats located throughout each stand. To reserve seating please call Ticketmaster on 02 4220 2884. Relocation on the day may not be possible so please be careful when requesting seating and please ask Ticketmaster staff for seating which will suit your needs.

Toilets: Accessible toilets are located throughout WIN Stadium. If unable to locate, patrons are encouraged to contact stadium customer service staff for further information.

ACTIVATION AREA

Wondering what to do before the game? Head to Harbour St (just outside WIN Entertainment Centre) to find fun sponsor activities to keep the family entertained.

ALCOHOL FREE AREA

The alcohol free area is located on the northern section of general admission standing hill. You can find face painters and a pass the ball activity here. There is also a jumping castle behind the Hill just inside Gate D, please make sure children remove their shoes when entering the jumping castle and put them back on when leaving.

ANIMALS

All animals including dogs and other pets (with the exception of certified service animals) are not allowed in the venue.

ATM

ATMs are available at Gates A & D. EFTPOS purchases are also accepted throughout catering outlets.

BABY CHANGE

There are baby change facilities located throughout WIN Stadium. If unable to locate, patrons are encouraged to contact stadium customer service staff for further information.

BICYCLES

Bicycles, scooters, roller skates, skateboards, hover boards are not permitted into WIN Stadium. Bicycle parking is available on Crown Street (North side of WIN Entertainment Centre).



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CONDITIONS OF ENTRY

Conditions of entry apply to all WIN Stadium patrons. These conditions should be considered in conjunction with conditions of entry that may apply to a particular event and the ticketing agents' terms and conditions of ticket sale; and/or specific conditions of sports governing bodies.

Conditions of entry may be found at wsec.com.au and are displayed at venue entry points.

WIN Stadium reserves the right to update, modify or change these conditions of entry from time to time. Any changes will be posted and available at wsec.com.au and may be available at entry points. The event conditions, ticket conditions or special conditions may be updated, modified or changed at any time, any such changes will be posted and available at the applicable website.

CAMERAS

Cameras and recording devices (for commercial purposes) including tripods, selfie sticks and drones are not permitted into WIN Stadium.

Mobile phones are permitted inside WIN Stadium, provided they are used only for personal and private use (i.e. excluding the recording of transmission of an event for commercial purposes).

CATERING

WIN Stadium has a large variety of food and beverage outlets available throughout the venue, with EFTPOS available at all outlets. WIN Stadium practices the responsible service of alcohol. All bars close 15 minutes prior to the scheduled full time of the main game.

Drinks that are brought into the venue need to be factory sealed, PET bottles, 600ml or under and non-alcoholic. Unsealed drink containers/bottles may have to be emptied upon entry.

Red V member discount

Red V members have access to a five per cent food and beverage discount at selected outlets. Red V members must present their valid Red V membership card at the time of purchase to receive the discount. This discount does not apply on alcoholic beverages or meal combos.

CLOAK ROOM

WIN Stadium does not provide cloaking facilities for general items. However prams may be stored in allocated areas outside the stadium.

COMMERCIAL FOOD

NO commercial food may be brought into the venue at any time.

You are welcome to bring your own home made/packed food in small quantities. Drinks that are brought into the venue need to be factory sealed, PET bottles, 600ml or under and non-alcoholic. Unsealed drink containers/bottles may have to be emptied upon entry.

The following items are not permitted to be brought into WIN Stadium: alcohol, cans, drink bottles, eskies or containers larger than 30cm x 40cm. These items will not be accepted for cloaking. Please refer to WIN Stadium conditions of entry for more information.



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CORPORATE HOSPITALITY

- Entry to the venue is subject to the holding of a valid ticket or pass, no exceptions.
- Accreditation must be carried with you at all times and produced to obtain service.
- Clean smart casual dress to be worn at all times. Strictly no thongs or singlets will be accepted. Team jerseys are permitted.
- Anti-social behaviour will not be tolerated and will result in immediate removal from the venue.
- Responsible service of alcohol legislation will be adhered to in all corporate areas.
- Both WIN Stadium and the Dragons reserve the right to refuse entry at any time. Persons under the influence of alcohol or drugs will not be permitted entry.
- No alcohol is to be removed from the corporate area.
- No food or beverages are to be supplied to patrons outside of the corporate area.
- Special dietary requirements, including children's meals, need to be communicated up to 36 hours prior to the scheduled match.

For more info or to purchase corporate hospitality, please contact: partnerships@dragons.com.au

DOUBLES

The winning doubles numbers are announced over WIN Stadium audio address system during the second half. Winning doubles can be collected from doubles staff outside the Steelers Club (Cnr of Burelli & Harbour St) until 20minutes post-match. After this time any unclaimed doubles money is forfeited.

DRESS CODE

- Patrons must be appropriately clothed for a public space, and must wear shoes at all times.
- Patrons must not wear or otherwise display commercial, political or other offensive signage or logos.
- Persons wearing 'colours' or 'insignia' on any clothing or other item identifying them as belonging to outlaw motor cycle gangs (OMCGs) or other groups as designated by the NSW Police Force are prohibited from entering WIN Stadium.

EMERGENCY

In the case of an emergency please remain calm and follow the direction of venue staff to your nearest exit. Should you be the first to discover an incident please raise the alarm to your closest stadium staff member.

If you notice anything unusual or suspicious, please discreetly advise your closest Stadium staff member.

FIRST AID

First aid is available at all major events at WIN Stadium. Should you require the assistance of first aid, please let one of our team members know.

FLAGS AND BANNERS

Oversized banners and flags which are deemed to cause public nuisance are not permitted into WIN Stadium. Specific conditions may apply for some events regarding the entry of flagpoles, flags and banners.



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Flags and banners must be pre-registered and approved with Dragons prior to bringing items into WIN Stadium. To register a banner, please contact redv@dragons.com.au with dimensions and wording at least one (1) week prior to the game.

We ask spectators to be mindful that large flags and banners may restrict other spectators' viewing capabilities. Flags and banners cannot be hung from fences and cannot obstruct signage. Should any item be deemed a nuisance or public safety they will be confiscated by WIN Stadium staff.

FOLDING CHAIRS

Portable chairs are not permitted inside WIN Stadium, including general admission standing hill. No cloakroom facilities are available for these items.

The general admission standing hill is ticketed, and sold as standing room only.

WIN Stadium will not be held responsible for any damages to, loss or theft of a patron's personal property.

GATES

There are four entrances to WIN Stadium;

- Gate A (Intersection of Harbour / Burelli St, adjacent to the Steelers Club; Gate A facilitates entry to north and west stands only)
- Gate B (Harbour Street, entry to corporate facilities only)
- Gate C (Intersection of Stewart / Harbour St, adjacent the Sage Hotel, Gate C facilitates entry to west and south stands only)
- Gate D (Beach side of WIN Stadium; Gate D facilitates access to North Stand and General Admission Standing Hill only)

For all events, your match day ticket will indicate which gate you must use to gain entry to the venue. You will not be permitted through alternative gates. Your seat allocation will also be available on your ticket (where applicable).

LOST CHILDREN

If your child is lost, please alert the nearest WIN Stadium staff member.

Any lost children will remain in the presence of management, security or police until their parent or guardian is located.

LOST PROPERTY

Please check with your nearest WIN Stadium staff member.

Post-event, lost property enquiries may be directed to 02 4220 2800 or info@wsec.com.au, during business hours.

Found items will only be held at the venue for a maximum of one (1) week.

MAINTENANCE

If you see a maintenance or untidy area of the venue, please bring it to the attention of any WIN Stadium staff member, so it can be rectified as soon as possible.

You can also SMS WIN Stadium staff on 0439 583 138 during events. Please note this service does not allow for incoming calls.



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MEDIA

A number of media and broadcast are in attendance. By entering WIN Stadium, patrons acknowledge that their image or likeness will be taken as part of recording the event, and may be used.

MEMBERSHIP

Membership marquees are located outside WIN Entertainment Centre on Harbour Street and inside Gate C.

Red V member ticket upgrades

To upgrade, Red V members must show their membership card at the Ticketmaster box office on game day and pay \$10 per category per pass. Upgrades are only available on event day and are subject to availability.

Red V member discounted tickets

Find the discount code and terms of use via the link on your membership card or in emails from Red V. Online pre-purchase discount is valid until gates open for Dragons home games. For ticket purchases at the gate, the member discount will apply to the gate price, and a valid photo ID must be presented along with a 2020 membership card.

Lost tickets – Red V members

Red V members who have lost their ticket or membership card are required to visit the Red V members' window at Gate A box office to request a replacement ticket.

MERCHANDISE

Merchandise outlets are located inside Gate A, Gate C, and Gate D. An external merchandise outlet is also situated on the Harbour St Grass area outside WIN Entertainment Centre.

PASS OUTS

Pass-outs for re-entry to WIN Stadium will not be issued, unless permitted further to any specific conditions or event conditions.

PLAY NRL REWARDS

For Play NRL rewards ticketing please visit <http://www.playnrlrewards.com>
Limited tickets are available for each game, so we encourage you to redeem early.

PUBLIC TRANSPORT

The nearest train station is Wollongong Station, located approximately 1.4km away. For more information on transport, please click here <https://transportnsw.info/>

PUBLIC PARKING

There are approximately 1,200 parking spaces located within close proximity, and only a few minutes walking distance, from WIN Stadium;



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- WIN Stadium car park (opposite the Sage Hotel) – Reserved for event logistics only. No public sales.
- Stewart Street multi story
- Stewart Street east – Reserved for event logistics only. No public sales.
- St Francis Xavier Cathedral
- Woolworths car park, Burelli Street
- Market Street
- David Jones car park
- Wollongong Central (GPT)
- Crown Central (North & South)
- Wollongong Station car park

Pay and Display machines operate on a number of on-street and off-street parking spaces in the city centre. For information on parking in the city centre, [click here](#).

PRAMS/STROLLERS

Due to safety reasons, strollers and prams are not permitted into WIN Stadium. Strollers may be cloaked in designated areas of WIN Stadium.

WIN Stadium will not be held responsible for any damages to, loss or theft of a patrons' personal property.

PROHIBITED ITEMS

Items not permitted into WIN Stadium include:

- Any Items which, in the opinion of management, have the potential to cause injury or a nuisance or inconvenience to any other person.
- Glass, drink bottles or cans;
- Eskies, containers and bags larger than 30cm x 40cm.
- Spray cans and aerosols;
- Umbrellas are permitted in the stadium but must not be opened or raised in the seating areas or concourses at any time.
- Portable chairs and oversized objects;
- Alcoholic beverages cannot be brought onto, or leave the venue;
- No commercial food to be brought into the venue;
- Flares/fireworks, explosives or laser pointers;
- Knives or other dangerous weapons;
- Refuse entry of horns, trumpets, sirens, musical instruments or vuvuzela type of noise making devices;
- Animals, including dogs and other pets (exception for certified service animals);
- Scooters, roller skates, skateboards, hover boards or push bikes;
- Confetti, glitter or shredded paper;
- Cameras and recording devices (for commercial purposes) including tripods, selfie sticks and drones;
- Mobile phones are permitted inside WIN Stadium, provided they are used only for personal and private use (i.e. excluding the recording of transmission of an event for commercial purposes);
- Oversized banners and flags which are deemed to cause public nuisance. Specific conditions may apply for some events regarding the entry of flagpoles, flags and banners.



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SHUTTLE BUSES

Wollongong's FREE Gong shuttle bus makes it easy to get around Wollongong's City Centre. The service operates between 7am and 10pm from Monday to Friday.

Every 10 minutes during peak (7am - 9am & 3pm - 6pm) and every 20 minutes off-peak. The weekend service will operate every 20 minutes between 8am and 6pm.

Dragons Shuttle bus

A FREE courtesy bus will operate for all regular season matches played at WIN Stadium.

The bus picks up from Wollongong Station and makes its way down Burelli Street to WIN Stadium, Wollongong. The bus commences two (2) hours prior to NRL kick-off and runs to the train timetable of City Rail trains at Wollongong Station.

At the conclusion of the game the bus makes one run to Wollongong Station.

SMOKING

Smoking is not permitted inside WIN Stadium (including e-cigarettes and vapes), and is only permissible in designated smoking areas outside the venue, at least 14metres from entry/exit points and windows.

TAB OUTLET

WIN Stadium does not have any TAB facilities on-site. The closest TAB facilities are located at the Steelers Club adjacent Gate A.

TAXIS

A taxi rank is located along Crown Street on the north side of the WIN Entertainment Centre. There are additional taxi ranks located on Corrimal Street, and on the corner of Crown and Kembla Streets.

TICKETING

Tickets for all WIN Stadium fixtures are available from Ticketmaster.

You can book a ticket by using one of the following options:

- Telephone Ticketmaster on 136 100
- Visit the Ticketmaster website via the internet at www.ticketmaster.com.au
- Visit WIN Stadium Ticketmaster box office or any other Ticketmaster outlet. Trading hours of WIN Stadium Ticketmaster box office are Monday to Friday 9am to 5pm.

Patrons are encouraged to pre-purchase tickets prior to event day to avoid queues.

Tickets purchased through non-official vendors, platforms or individuals cannot be authenticated, exchanged or refunded by the Dragons or Ticketmaster.

Tickets arranged through the Dragons can be collected from the Red V membership window located at Gate A box office (furthest window on the left); this window opens 30 minutes prior to gates open and closes at half-time. Please ensure you bring ID to ensure smooth collection of your tickets.



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Lost tickets – casual purchaser

Casual ticket purchasers who have lost their ticket should present to Ticketmaster staff at any available box office. Ticketmaster staff will investigate if a re-print can be issued. Formal identification will be required from the person who made the original purchase.

Ticket information

- General admission will may be enforced as a standing area only.
- Juniors & infants: Juniors are classified as ages 5-14, with children under five admitted to venue free (on the knee of a paying adult) but are not allocated a seat.
- Family: admits four and consists of two adults and two juniors aged 14 or under, or one adult and three juniors.
- Concession: Must hold a current pension card (aged, single parent or disability), veteran affairs, and TPI association of NSW card, fulltime tertiary or secondary student card. Patrons must show ID upon request.

UMBRELLAS

Umbrellas are permitted in WIN Stadium but must not be opened or raised in the seating areas at any time.

UNDERCOVER SEATING & SHELTER

WIN Stadium is an outdoor venue and is exposed to all types of weather, therefore prior to attending WIN Stadium please check forecast and bring your own protective clothing such as ponchos, hats, etc.

Most areas of WIN Stadium are well sheltered, however lower seating areas along with the general admission standing hill may incur higher exposure to sun and rain. There is no shelter on the general admission standing hill, and ticket relocations to grand stand seating will not be permitted due to capacity and safety. Umbrellas are not permitted to be opened within the Stadium.

VIOLENCE

Any patrons who show violence or aggression towards other patrons and/or staff will not be tolerated and removed from WIN Stadium.

50-50 CHARITY RAFFLE

The winner of the 50-50 charity raffle will be displayed on the big screen in the second half, the winner will also be contacted by phone to collect their prize.

Tickets can be purchased at all entry gates or from staff roaming the venue in green aprons. Tickets can also be purchased online the week of the game - <https://5050charityraffle.com.au/dragons>