

# NETSTRATA JUBILEE STADIUM – A-Z GUIDE

## Accessibility

**Parking:** There are a number of designated accessible parking spots located on Park Street. If you require disabled parking at Netstrata Jubilee Stadium, Kogarah you must hold a mobility Parking Scheme sticker to qualify. Please contact the Dragons on 02 9587 1966 Monday to Friday 9.00am-5.00pm and no later than close of business the Wednesday prior to the match to book disabled parking. Please note that we have limited disabled parking at Netstrata Jubilee Stadium and that disabled parking will be allocated on a first in best dressed situation. Further parking is available in surrounding streets for Netstrata Jubilee Stadium, Kogarah.

**Seating:** There are some areas of the Stadium which aren't accessible - Gate D has a large amount of stairs and there is no accessible seating for general admission (hill area), however there are designated seats located along the western grandstand and concourse. To book a ticket, please call Ticketek's accessible seating booking line on 1300 665 915 – Mon- Sat 9am – 8pm, Sun & Public Holidays 9am – 5pm. Relocation on the day may not be possible so please be careful when requesting seating and please ask the Ticketek staff for seating which will suit your needs.

**Toilets:** Accessible toilets are located in the northern terrace (Unisex), under The Deck (western concourse) and inside Gate B (western grandstand) at the rear of the grandstand.

## Alcohol free

The alcohol free area is located on the 'Family Hill' (southern end of eastern hill).

## Animals

All animals including dogs and other pets, with the exception of guide dogs and other assistance animals, are not allowed in the venue.

## ATM

Unfortunately Netstrata Jubilee Stadium does not have an ATM on site. The closest ATM is located at St. George Leagues Club, across the road. Please see customer service for a pass out.

## Baby change

There are baby change facilities available in all accessible toilets as well as the family toilets which are located inside Gate B.

## Bicycles

Bicycle parking is not available at Netstrata Jubilee Stadium.

## Cameras

Recording devices (for commercial purposes) including tripods and cameras with detachable lenses greater than 200mm are not permitted into the Venue.



## Catering

Netstrata Jubilee Stadium has a large variety of food and beverage outlets available throughout the venue, with EFTPOS available at all permanent outlets. For most events at Netstrata Jubilee Stadium, the catering outlets open to the public when gates are open.

The venue practices the Responsible Service of Alcohol. All bars will close 20 minutes prior to the scheduled full time.

You are welcome to bring your own packed food in small quantities. Plastic bottles must be sealed. Please note that all alcohol, glass bottles, breakable containers, cans and unsealed beverages are not permitted into Netstrata Jubilee Stadium. Please refer to the Conditions of Entry for more information.

### 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

Unfortunately Netstrata Jubilee Stadium does not provide cloaking facilities.

## Commercial food

No commercial food is permitted into Netstrata Jubilee Stadium.

Commercial food is considered food from recognisable food outlets with a registered trademark/known as 'fast food'. Some examples (but not limited to) are: Subway, McDonalds, KFC, Red Rooster, sushi, etc. Homemade food is permitted into the Stadium.

## Corporate Hospitality

- No ticket, no access, no exceptions.
- 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.
- The Dragons and venue management 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](mailto:partnerships@dragons.com.au)



## Doubles

The winning doubles numbers are announced over the venue audio address system during the second half. Winning doubles can be collected from doubles staff underneath the scoreboard on the eastern hill until 20mins post-match. After this time any unclaimed doubles money is forfeited.

## Dress code

Patrons must be appropriately clothed for a public place. Patrons are required to wear shoes and be fully clothed. Patrons with bare feet will not be permitted entry.

See corporate hospitality for appropriate dress code in corporate areas.

## First Aid

First aid is available at all major events at the venue. Should you require the assistance of first aid, please let one of our security or customer service staff know. Alternatively, the first aid room is located behind the players' tunnel on the ground floor, on the western side of the venue.

## Flags and banners

Poles (including metal flag poles), sticks or oversized flags/banners (1.5m x 1m with flagpoles over 1.4m), including 'selfie sticks' are not permitted into the venue unless otherwise pre-registered with the club. Specific conditions may apply for some events regarding the entry of flagpoles, flags and banners.

To register a banner, please contact [redv@dragons.com.au](mailto: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 spectator's viewing capabilities. Flags and banners cannot be hung from fences and cannot obstruct signage.

## Folding Chairs

Folding chairs are permitted into the general admission hill areas only. The general admission hill areas may be enforced as a 'standing area only' when capacity is reached, at which time chairs of any kind will not be permitted.

## Gates

There are four entrances to Netstrata Jubilee Stadium:

- Gate A (Jubilee Avenue, behind western grandstand)
- Gate B (Park Street, north west corner, western grandstand)
- Gate C (English Street, behind northern terrace)
- Gate D (Jubilee Avenue, below stairs, east corner)

For all events, your match day ticket will indicate which gate to enter and where your seats (if allocated) are located. Please enter through the gate specified on ticket only.



## Lost children

If your child is lost, please alert the nearest security or customer service staff. Any lost children will remain in the presence of security or Police until their parent or guardian is located.

## Lost property

Please check with your nearest security or customer service staff. Post-event, lost property enquiries may be directed to 02 9587 0139 or [info.jubileestadium@georgesriver.nsw.gov.au](mailto:info.jubileestadium@georgesriver.nsw.gov.au), during business hours.

If you have lost or found a membership card please contact Red V Membership on 1300 DRAGON.

## Maintenance

If you see a maintenance or cleanliness issue, please bring it to the attention of any security or customer service staff so it can be rectified ASAP.

## Media

Access to Netstrata Jubilee Stadium for the media is located at the Players' gate, adjacent to Gate A. The media boxes are located on Level 3 of the western grandstand. Appropriate accreditation must be shown upon entry and is to be worn at all times.

## Membership

On event days membership marquees are located outside gates A & D and on the southern hill inside the venue for general enquiries. For membership ticketing issues please see membership at the Gate D box office.

### Red V member ticket upgrades

To upgrade, Red V members must show their membership card at the Ticketek box office on game day and pay \$10 per category per pass. Upgrades are unavailable prior to game 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 team. Discounts are not available on game day, with codes expiring 11.59pm the day before a game.

### Red V member crowd assistance

SMS your member number and issue to 0439 353 409 for assistance with your membership, seating arrangement or anti-social behaviour.

### Lost tickets – Red V members

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

## Merchandise

Merchandise outlets are located inside Gate B (at the back of the western grandstand) and the hill (East). An external merchandise outlet is also situated outside Gate A (Jubilee Avenue). The Dragons team store is also open on all games days and is located at the St. George Leagues Club.

## 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 Parking

Most streets within the Kogarah CBD have enforceable time restricted parking.

There are four (4) parking stations within easy walking distance to Kogarah Station (where our shuttle bus starts). Fees are involved in the first three parking stations. They are located at:

- Kogarah Town Square (entry via Derby Street)
- Kogarah Town Centre (entry via ramp from Railway Pde)
- Hospital Car Park (entry via South Street)
- Rail commuter car park (entry via Station Street)

## Public transport

The nearest train station is Carlton Station, located approximately 700m away. For more information on transport, please click here <https://transportnsw.info/>

## Prams/strollers

For safety reasons, prams and strollers are not permitted into seated areas and only on certain areas on the hill. Prams left inside gates by patrons are not monitored by staff and no cloaking is available. It is recommended that prams/strollers are left at home or in the car.

## Prohibited items

Items not permitted into Netstrata Jubilee Stadium include:

- illegal substances/illicit drugs or alcohol of any form
- cans, glass bottles, breakable containers, unsealed beverages of any kind
- commercial fast foods (food from recognisable food outlets with a registered trademark/known as 'fast food'. This could include, but is not limited to: McDonald's, KFC, Red Rooster, Subway, fish and chips, sushi)
- skateboards, rollerblades, bicycles
- recording devices for commercial purposes, including any lenses over 200mm
- flares, fireworks and explosives or missiles of any description, e.g. footballs, frisbees, register rolls, streamers, confetti
- selfie sticks, flags or banners over the following dimensions: 1.5m x 1m with flagpoles over 1.4m. All flags and banners must be pre-registered
- weapons, knives or imitation weapons, laser pointers, aerosol air horns or musical instruments
- coolers/eskies larger than 30cm L x 20cm W x 35cm



## Shuttle buses

A FREE shuttle bus will operate for all regular season matches played at Netstrata Jubilee Stadium. The bus will pick up from the following car parks at drop off outside Gate A on Jubilee Avenue:

- Kogarah Station (Station Street)
- Kogarah Station (Railway Parade)
- Kogarah Town Square (Derby Street)
- Carlton Train Station (Railway Parade)

The bus commences two (2) hours prior to NRL kick-off at a frequency of approximately every 15 minutes. At the conclusion of the game the bus makes one run to Kogarah Station only.

## Smoking

Netstrata Jubilee Stadium is a non-smoking venue (including e-cigarettes). Pass outs are available to patron at all gates. Please hold on to your tickets as they must be presented with a valid pass out for that gate to re-enter the venue. Pass-outs are available until 20 minutes prior to the scheduled full time.

The Smoke-free Environment Act 2000 “four metre law” requires patrons to move four (4) metres away from the entry point to smoke.

## TAB outlet

Netstrata Jubilee Stadium does not have any TAB facilities on-site. Please proceed to St. George Leagues Club.

## Taxis

There is no designated taxi rank at this venue. The closest available is at St. George Leagues Club.

## Ticketing

Tickets for all major events are available from [Ticketek](#) or at the box offices on event day (subject to availability). Box offices: Located at Gate C (English Street) and Gate D (Jubilee Avenue).

Tickets purchased at the box office cost more than pre-purchasing, so it is encouraged that you pre-purchase your tickets to save money and avoid the queues. Tickets purchased through non-official vendors, platforms or individuals cannot be authenticated, exchanged or refunded by the Dragons or Ticketek. Tickets may be purchased from the Dragons Team Store during opening hours, but are not available on game day.

Tickets arranged through the Dragons can be collected from the Red V membership window located at the Gate D box office (furthest window on the right); this window opens 30 minutes prior to gates open and closes 15 minutes after kick off. Please ensure you bring ID to ensure smooth collection of your tickets.



#### Lost tickets – casual purchaser

Casual ticket purchasers who have lost their ticket should present to Ticketek staff at any box office. Ticketek 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 is located on the grassed area and patrons may be asked to stand when the venue is at capacity.
- 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, TPI association of NSW card, seniors' card fulltime tertiary or secondary student card. Patrons must show ID upon request.

#### Umbrellas

Umbrellas may be brought into the venue however cannot be opened in the seating bowl. The use of umbrellas within the venue should take into account patron comfort

#### Undercover seating

Netstrata Jubilee Stadium has a wide variety of seating options. The upper grandstand and lower grandstand has plenty of undercover seating and provide the most protection from the rain. The front rows of both levels may get wet dependant on wind direction. All other areas of the stadium are not undercover, so pack a poncho!

#### 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>