

PACIFIC FAIR ACCESS STATEMENT

At Pacific Fair we aim to ensure everyone's experience is as enjoyable as possible. We are committed to providing suitable access for all our guests, whatever their individual needs. We aim to accurately describe our facilities and services to suit your needs and give you the confidence when planning a visit to our centre.

Using this document

Items in this document are designed to help facilitate your experience at Pacific Fair Shopping Centre. A summary of key items are listed first, then broken down in more detail further into the document. Throughout this document our centre map is referenced to help identifying specific locations. Please refer to the map in the appendix at the end or collect when on-site from one of our concierge desks. Please connect with our Concierge team if we can further assist in any way by emailing pacificfair@amp.com.au or calling us on +61 (7) 5581 5100.

Facility Summary

- > Accessible parking facilities are available and free for all day parking with an accessible permit.
- > Rooftop parking allows up to 2.7m high vehicles, entry via certain entries only (refer detailed document for locations)
- > Accessible drop-off & pick up locations off Hooker Boulevard main entry with level access to the ground.
- > Lifts are located throughout the centre for access to both levels
- > Concierge can meet guests and provide wheelchairs and electric mobility scooters, available via booking and free of charge
- > All toilet facilities have an adjacent wheelchair accessible facility with a button operated automatic door
- > An adult change facility is available including hoist and full-size change table (located near Florsheim, ground floor of The Arcade mall. Further details about this facility are available through this document)

Facility details

PARKING

- > Do you have designated accessible parking spaces?
 - We have 78 designated accessible spaced spread across all five carparks. The spaces have varying widths with the smallest being 2.11m wide.
- > Are they undercover?
 - Most of the accessible spaces are undercover, however we have increased heights on our rooftop car parks.
- > What is the overhead clearance?
 - We have multiple car parks with varying heights. Our rooftops allow for vehicles up to 2.7m. Entry to the rooftop areas are via the eastbound overpass from Hooker Boulevard, or turning left when heading west on Hooker Boulevard. The Orange car park has seven bays at 2.8m, with most bays at 1.9m. If you require anything higher than the 2.7m rooftop parking areas, please call the parking team on +61 (7) 5581 5171.
- > Are they marked with a wheelchair symbol?
 - Yes, a blue parking guidance light overhead also indicates these spaces.
- > Is there clear and level access from the car park to the main entrance?
 - Yes, all our entryways have automatic doors compliant with minimum widths.
- > Is there a drop off point at the main entrance?
 - Yes, we have a main drop off and pick up area with entry off Hooker Boulevard (*map reference B25, appendix 1*). The road is level with the edge of the path without any steps impeding access. The entry is located near our Visitor Lounge (*map reference D19, appendix 1*) where you can use accessible bathrooms, showers and speak with one of our Concierge staff *(The Visitor lounge is open from 9am).

MAIN ENTRANCE (Map reference B25 (appendix 1))

- > Does the main entrance have level access?
 - We have several entries to the property. The main drop off area on Hooker Boulevard does have level access allowing for easy access for wheelchairs, walkers and the like.
- > Are there stairs or ramps?
 - Certain areas of the centre do have ramps, the best access is off Hooker Boulevard. Taxi's, UBER, limousines etc can drop off here. If coming via bus, they will have their own platforms to drop you in the bus area and use the bus systems to get you to the curb.
- > Is there a door? Is it automatic or manual opening?
 - All our doors to the centre automatically open or have a push button to activate. The main entry does not have a door.
- > What is the width of the door in millimetres?
 - Our main entrances are at least 2.4m wide.

COMMON AREAS

- > Are there clear and accessible paths of travel from each entrance to all areas and facilities used by the public?
 - Yes, our pathways and shopping malls allow for flat travel to all areas for the public. Lifts are available for access to alternate levels.
- > How wide are the passageways? Are they wide enough for people using wheelchairs?
 - Our shopping malls vary in width but all comply with minimum width standards.
- > Is there signage to make it easy for people to find their way around?
 - The centre has comprehensive signage throughout as well as digital directory boards to assist with directions throughout the centre. Concierge is also available on +61 (7) 5581 5100.
- > What is the ground surface?
 - Tiled in the malls, and polished concrete in outdoor public spaces. Some areas have small sections of pebble but are used for features rather than complete floor surfaces.
- > Where there is fixed seating, is there room for people using wheelchairs or people with prams to move around?
 - Yes, we allow space between our fixed seating to manoeuvre around.
- > In sitting areas are there spaces for a person using a wheelchair to sit with friends?
 - In our food courts we have a mix of fixed furniture (chairs) and removable. Chairs can easily be removed to allow for suitable wheelchair access.
- > Can facilities be made available for service animals such as water and information on walking areas?
 - We do not have dedicated water bowls for dogs, however our Visitor Lounge staff can assist with a bowl and filling up water for service animals.
- > Is part of the concierge desk low enough to be used by a person using a wheelchair?
 - Our Luxury concierge desk located in the North West Mall (near the Fresh Food Market and David Jones) has a lowered section. Our staff can come around from the desk to speak with you.

LIFTS

- > All lifts adhere to accessible compliancy standards. While some lifts designs vary, all have the following features:
 - The smallest lift opening is 1.002m, some are larger.
 - The smallest lift is 1.98m deep
 - Button height varies between 900 – 1100mm
 - Lift buttons have raised tactile and braille buttons
 - Most of our lifts (excluding the three in the red car park) have audible information telling people which floor they are on.

RESTAURANTS

Pacific Fair Shopping centre has over 70 dining outlets of varying capacity ranging from quick grab & go items to full sit down menus. Please check individual restaurant details by visiting pacificfair.com.au

CONFERENCE FACILITIES

Pacific Fair offers a meeting room available for hire (within the Visitor Lounge). The tables and chairs within the lounge can all be moved to accommodate wheelchairs. The room is adjacent to an accessible toilet and shower facility. There are also multiple restaurants nearby and some can also cater and deliver to the meeting room.

VISION

- > Service animals are welcome at Pacific Fair. We ask that identification be carried at all times.
 - Local dog exercise areas can be found at: <http://www.goldcoast.qld.gov.au/thegoldcoast/dog-exercise-areas-972.html>
 - The Visitor Lounge can provide a water bowl and assistance should you require water for service animal.

HEARING

- Hearing loops are not installed at the centre.
- All emergency equipment (eg. Fire hose reels, extinguishers) are clearly marked

STAFF

- > Are staff available 24 hours?
 - While the centre does not operate on a 24-hour basis, on-site security is available 24 hours a day via telephone on +61 (7) 5581 5100; refer trading hours at <https://www.pacificfair.com.au/centre-info/trading-hours>
- > Are there evacuation plans in place for people with disabilities?
 - All evacuation plans comply with regulations and show exits clearly.
- > Do you have a designated 'Accessibility' staff member? If so, provide contact details.
 - We do not have a dedicated staff member, however Security are on hand to help where possible. The centre also has Personal Emergency Evacuation Plans (PEEP's) available from Security if we are requested by people with disabilities.

Toilets

All toilet facilities have an adjacent wheelchair accessible facility with a button operated automatic door.

Adult Change facility (Changing Places)

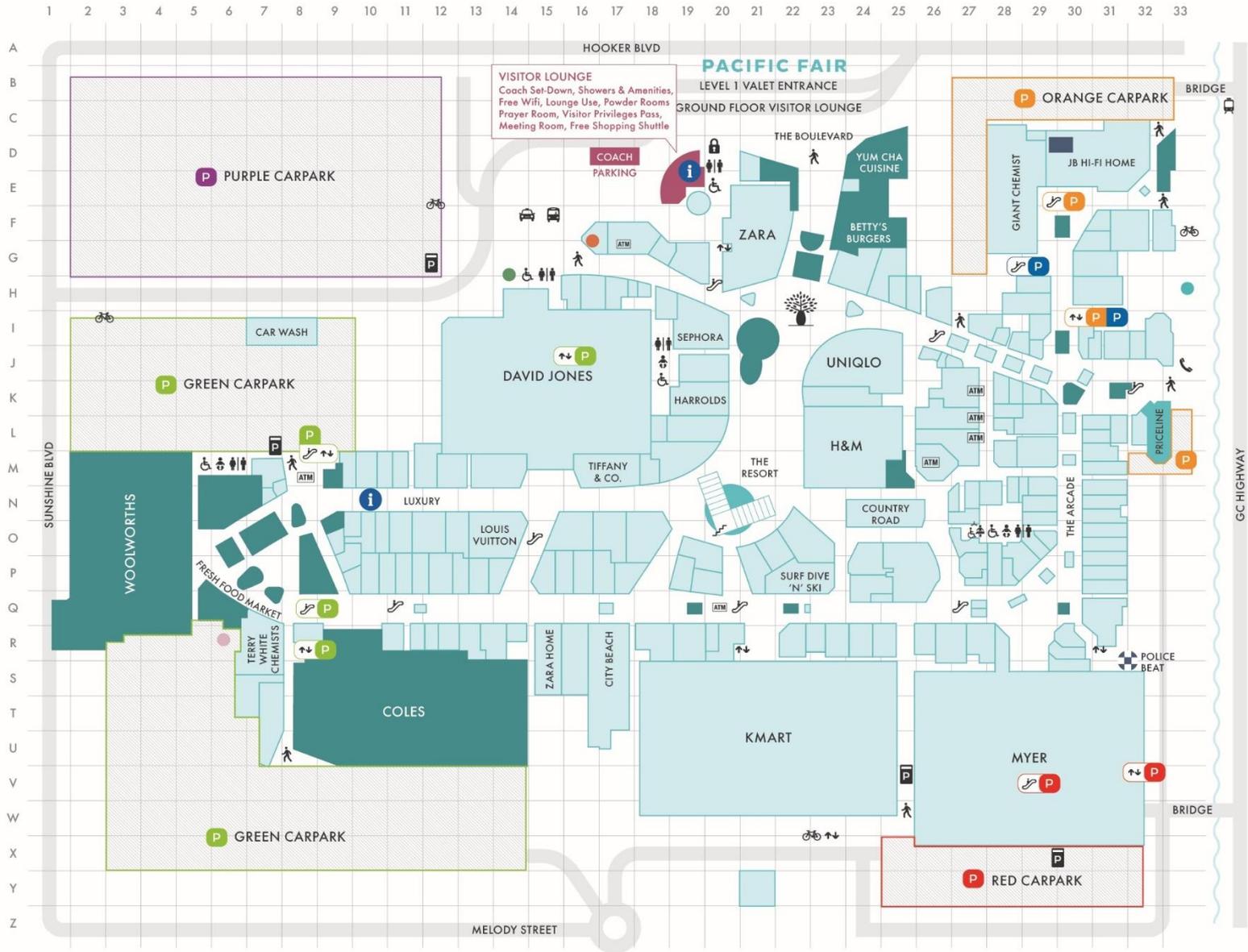
Pacific Fair has installed adult change facilities in the amenities on the ground floor of The Arcade (*map ref. O28, appendix 1*)

- > The facilities include:
 - Adult-sized change table
 - Shower available by change table for washing
 - Ceiling hoist (up to 200kg weight limit, **own sling required**)
 - Continence disposal bins
 - Large basin, giving additional access for washing
 - Alert button to call security in an emergency



Appendix 1 - Centre Map as at September 2017

GROUND FLOOR

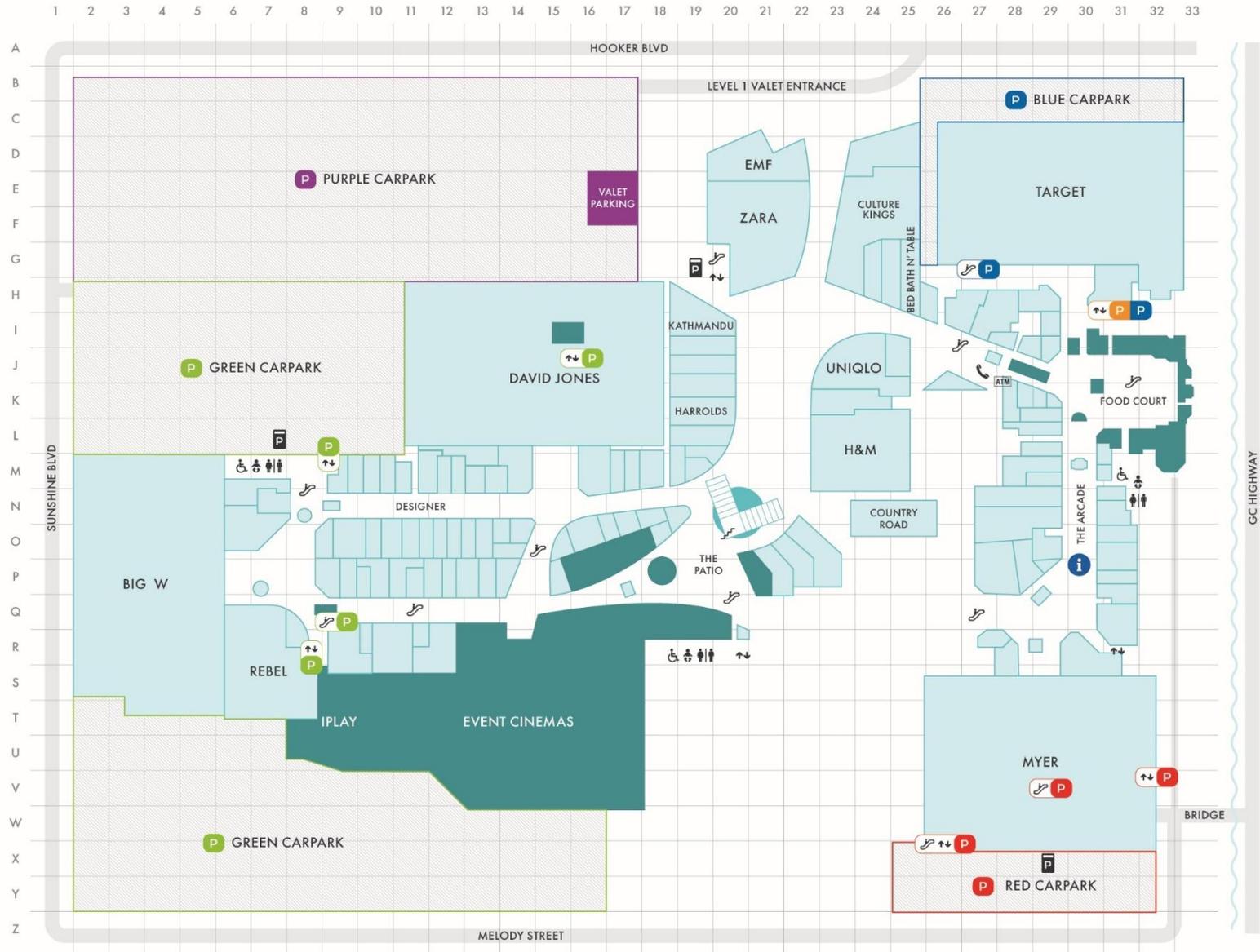


MAP LEGEND

- Coles, Woolworths & Big W Parcel Pickup
- Shops
- Dining & Entertainment
- Visitor Lounge
- Designated Smoking Zone Additional zones on Red & Green rooftop car parks
- Australia Post PO Boxes Located in orange carpark, basement
- Australia Post Regular and Express Mail Box
- Courier Services

- i Information, Customer Service
- ↑↓ Lifts
- ↕ Stairs
- ↗↘ Escalators/Travelators
- 🚶 Pedestrian Entry
- ATM Automatic Teller Machines
- 🚻 Toilets
- 👤 Parents' Room
- ♿ Disabled Toilets
- 🚺 Changing Places
- 🔒 Locker Storage
- ☎ Telephone
- P Parking Pay Machine
- 🚌 Buses
- 🚕 Taxis
- 🚊 G-link
- 🚲 Bikes

LEVEL ONE



MAP LEGEND

- Shops
- Dining & Entertainment
- Valet Parking

- i Information, Customer Service
- ↑↓ Lifts
- ↕ Stairs
- ↔ Escalators/Travelators
- ATM Automatic Teller Machines
- ♿ Toilets
- ♂ Parents' Room
- ♿ Disabled Toilets
- P Parking Pay Machine
- ☎ Telephone