

## VISUAL GUIDE

We are working to make MEO Arena an increasingly accessible space. If you have any questions about your visit, you can find answers on our [accessibility page](#).

If you have any questions that are not answered there, please contact us at: **acessibilidade@aarena.pt**.

As all events are different, some information in this Visual Guide may not apply to your visit.

### Welcome:

MEO Arena is committed to inclusion by promoting accessibility to culture and entertainment for people with disabilities, deaf people, and those with neurodivergence.

This guide contains the conditions for accessing the main hall at MEO Arena – MEO Hall.

### MEO Hall

#### Surrounding Area:

This is the area surrounding the MEO Arena multipurpose space.



### **Exterior View:**

This is the exterior view of MEO Arena.



### **Prepare your ticket:**

For the general public, this is the area where your ticket must be presented to a staff member. Properly identified security guards may conduct a search.

### **Parking Spaces and Pick-up and Drop-off Area:**

MEO Arena provides four parking spaces for people with reduced mobility, which should be reserved as far in advance as possible.

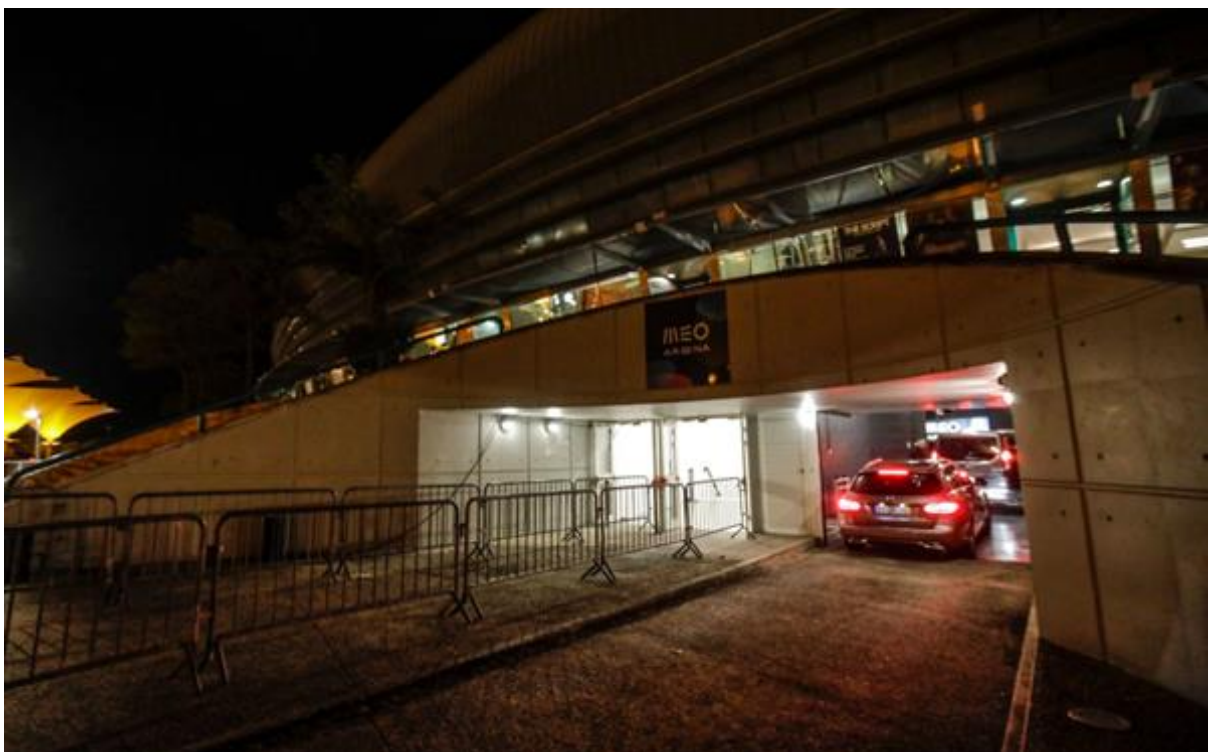


The parking entrance looks like this:

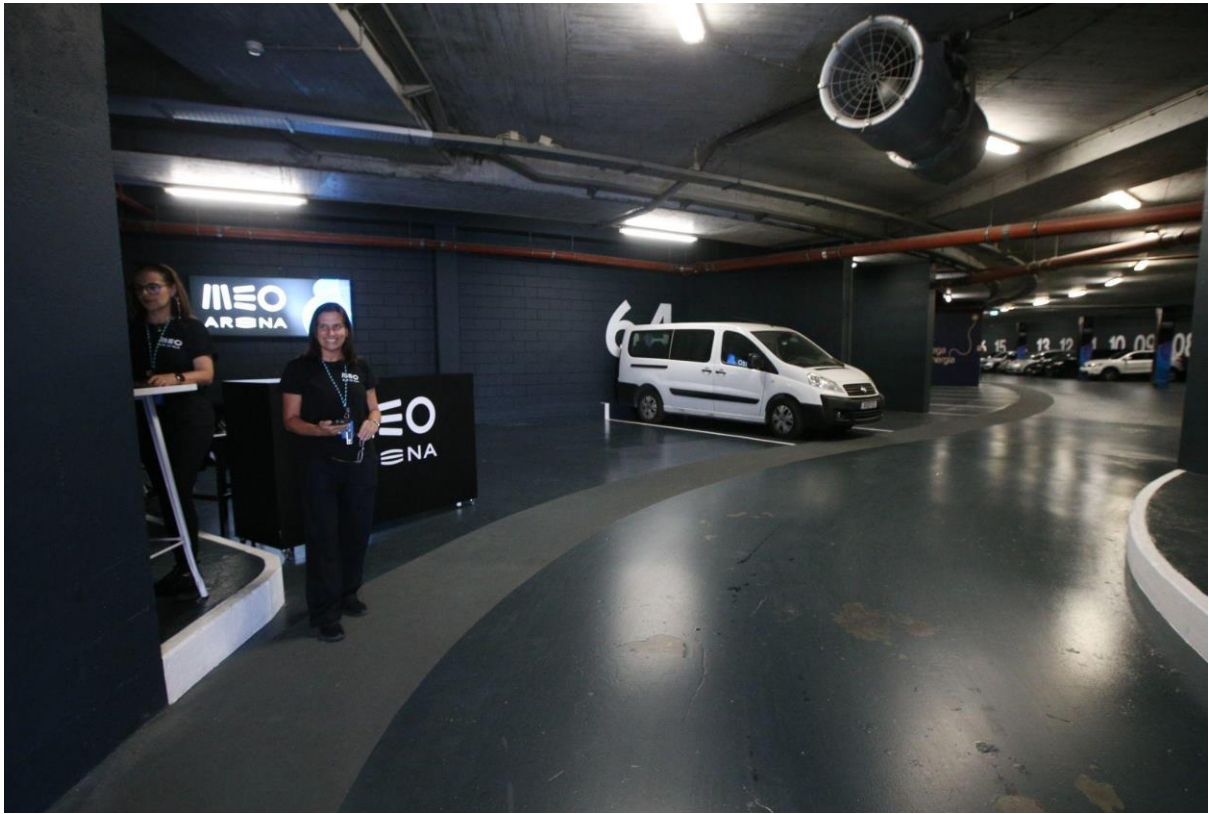


**If you have a disabled parking space, please have your ticket ready:**

You will need to present it to the security guard to access the garage or the disabled parking door. Properly identified security guards may conduct a search.



The inside of the parking lot looks like this:

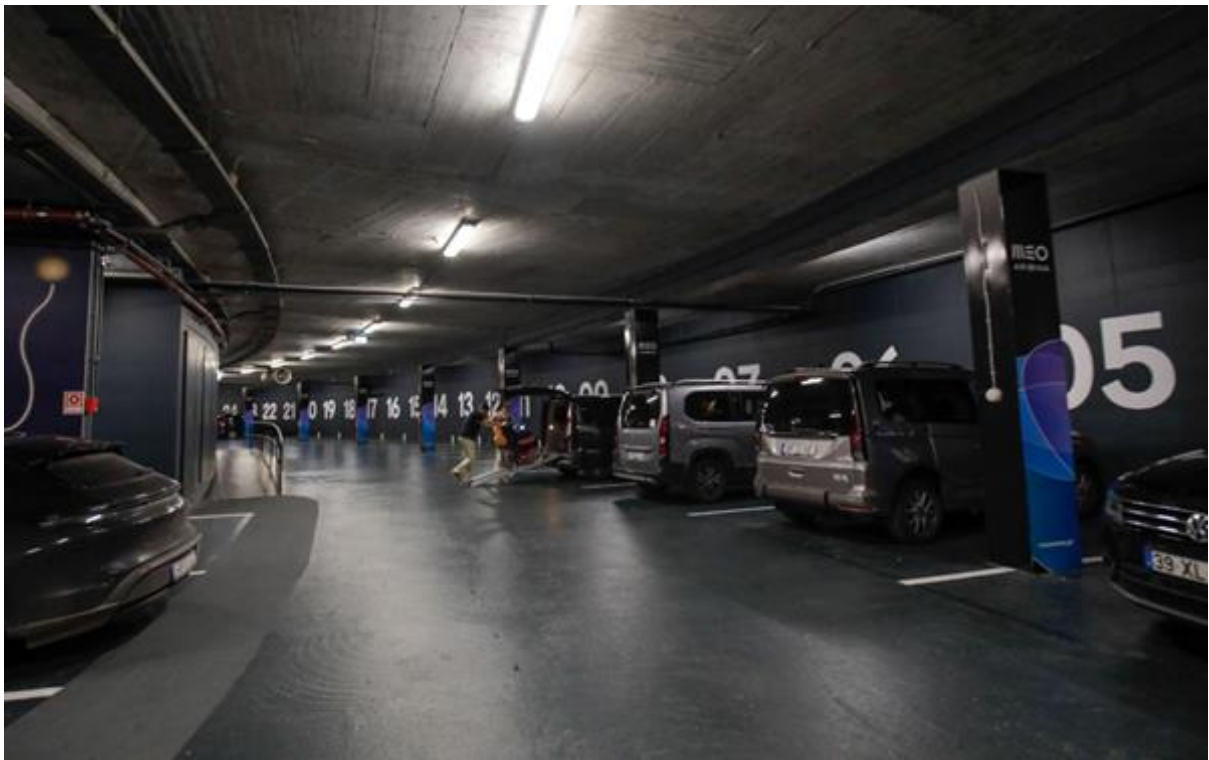


This is where your ticket will be validated by a staff member.

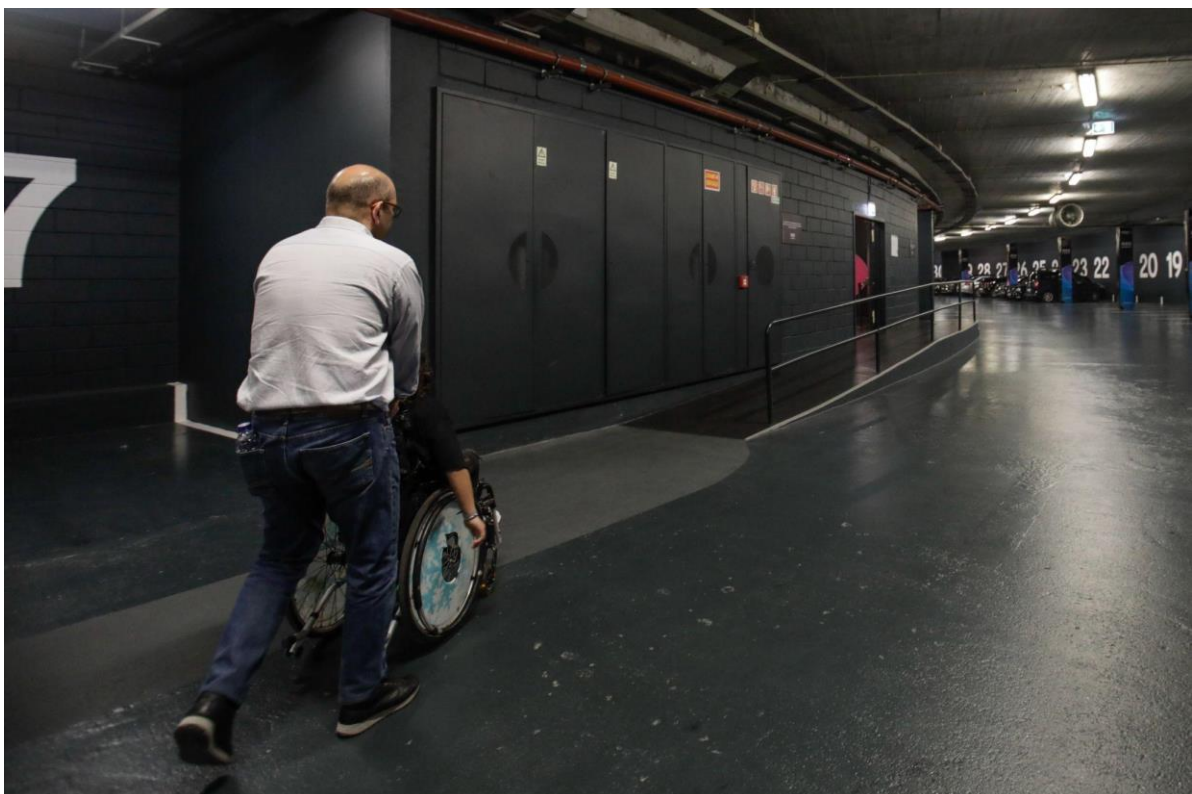




The four parking spaces reserved for people with reduced mobility (PWD) look like this:



The path from the interior parking spaces to the accessible door for PWD is free of obstacles. There is a ramp with an appropriate slope for access to the elevator.







Once you enter, you will be assisted by people who look like this:



### **Main Entrance:**

This is the main entrance to MEO Arena.

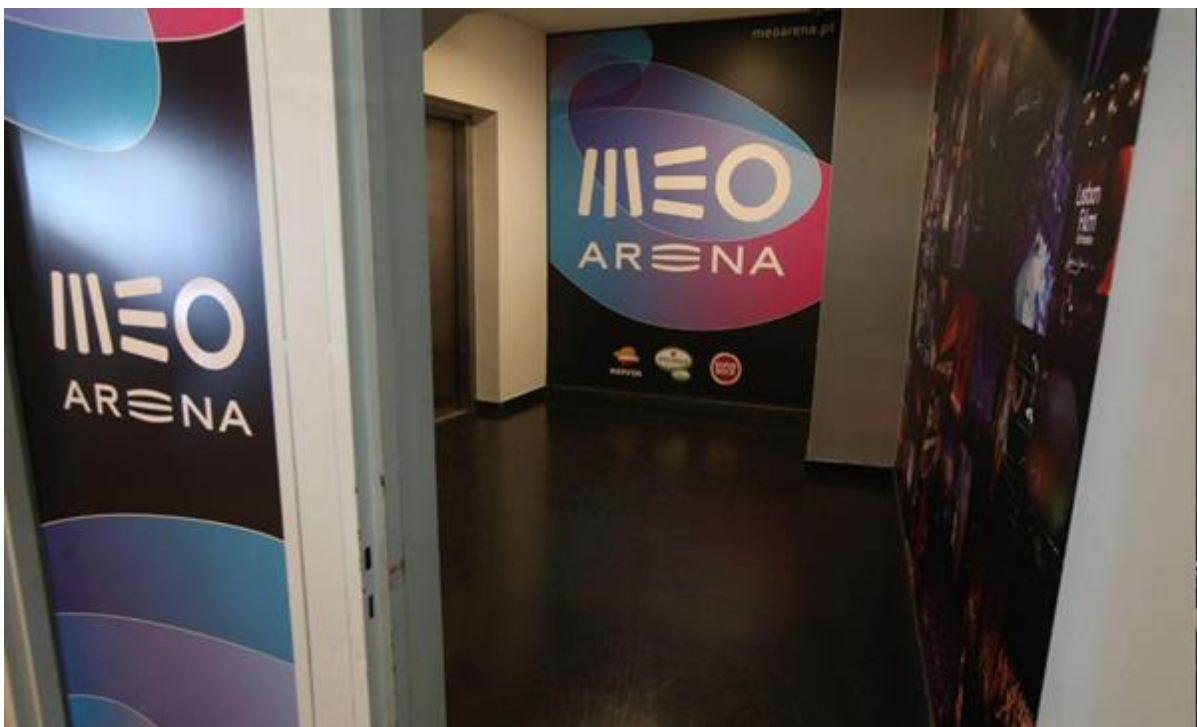


This is what the main entrance to MEO Arena looks like from the inside.

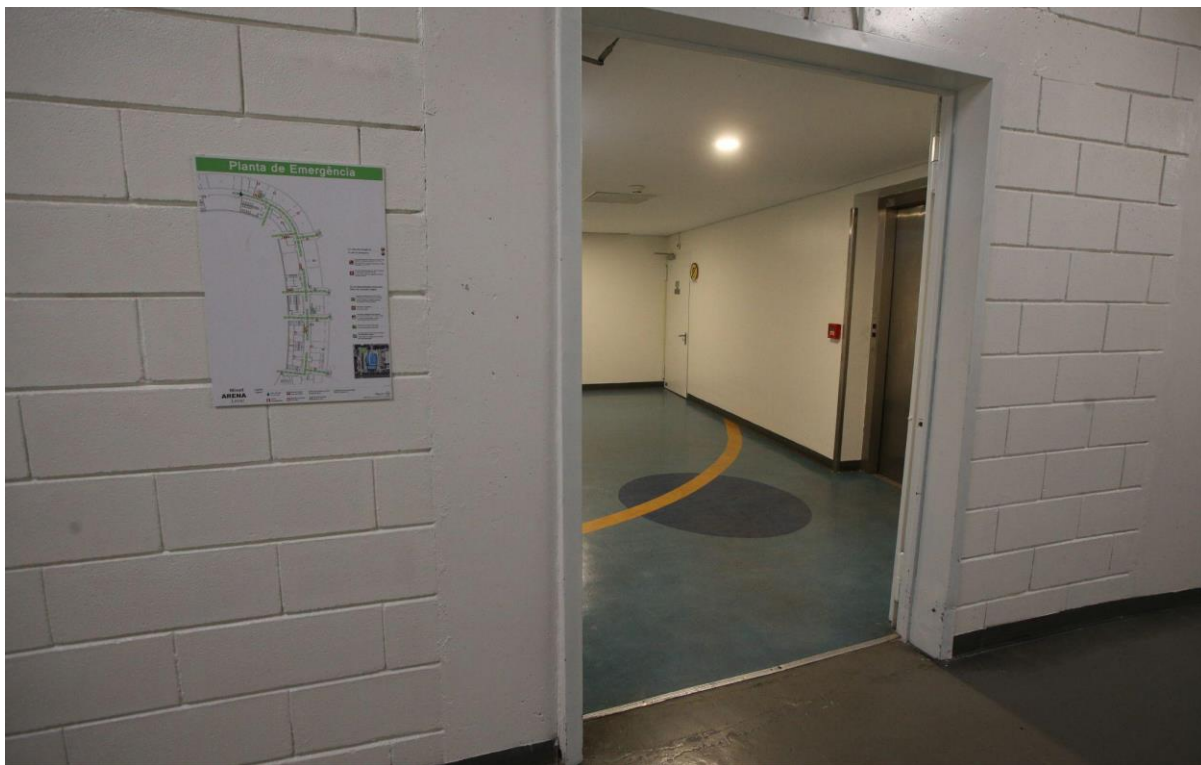


### Stairs and Elevators:

The venue has stairs and elevators that will take you to your seat. This is what some of the elevators look like from the outside and inside:



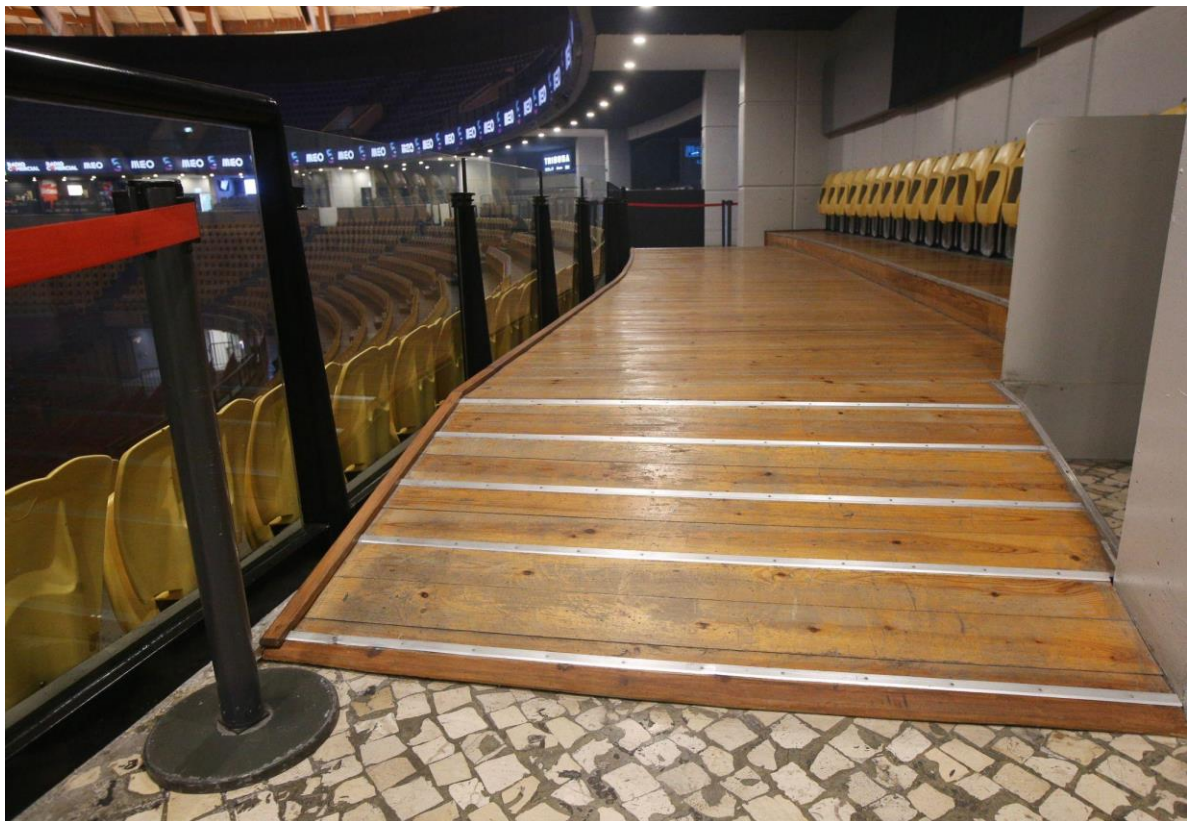




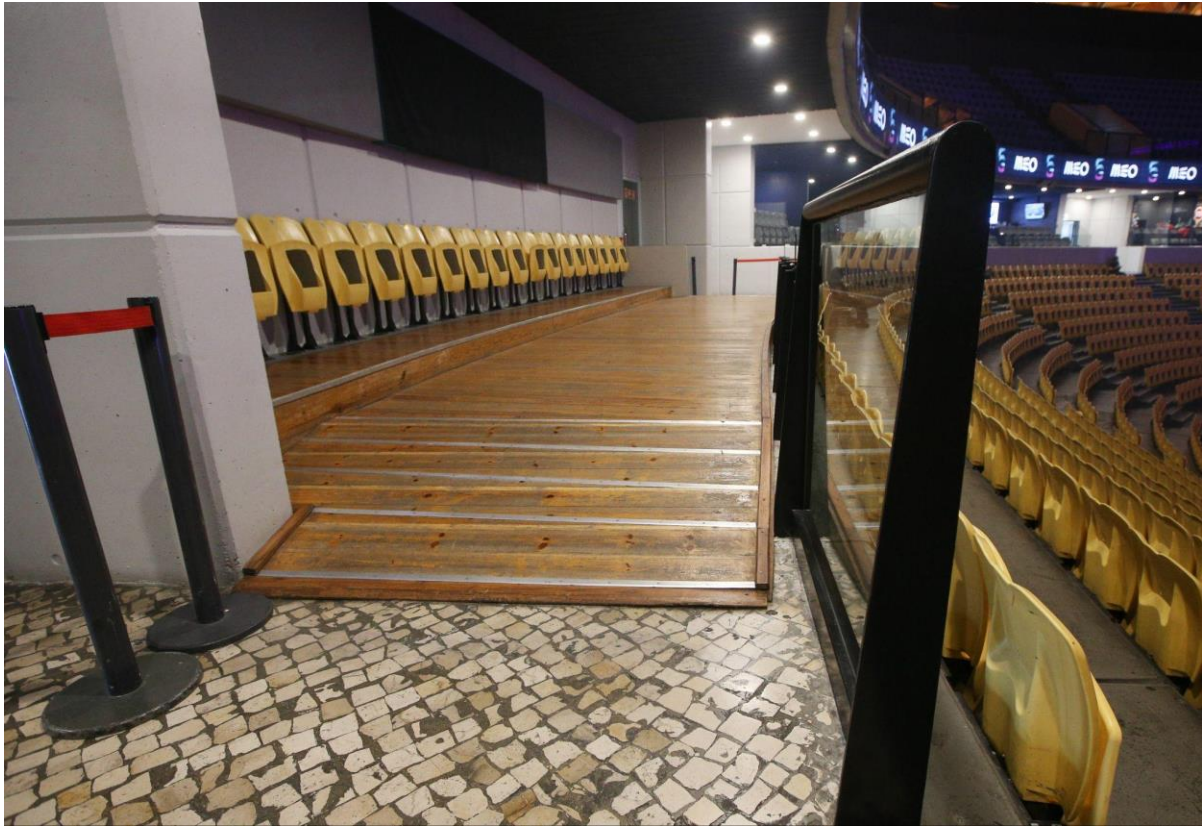


### **Reduced mobility area:**

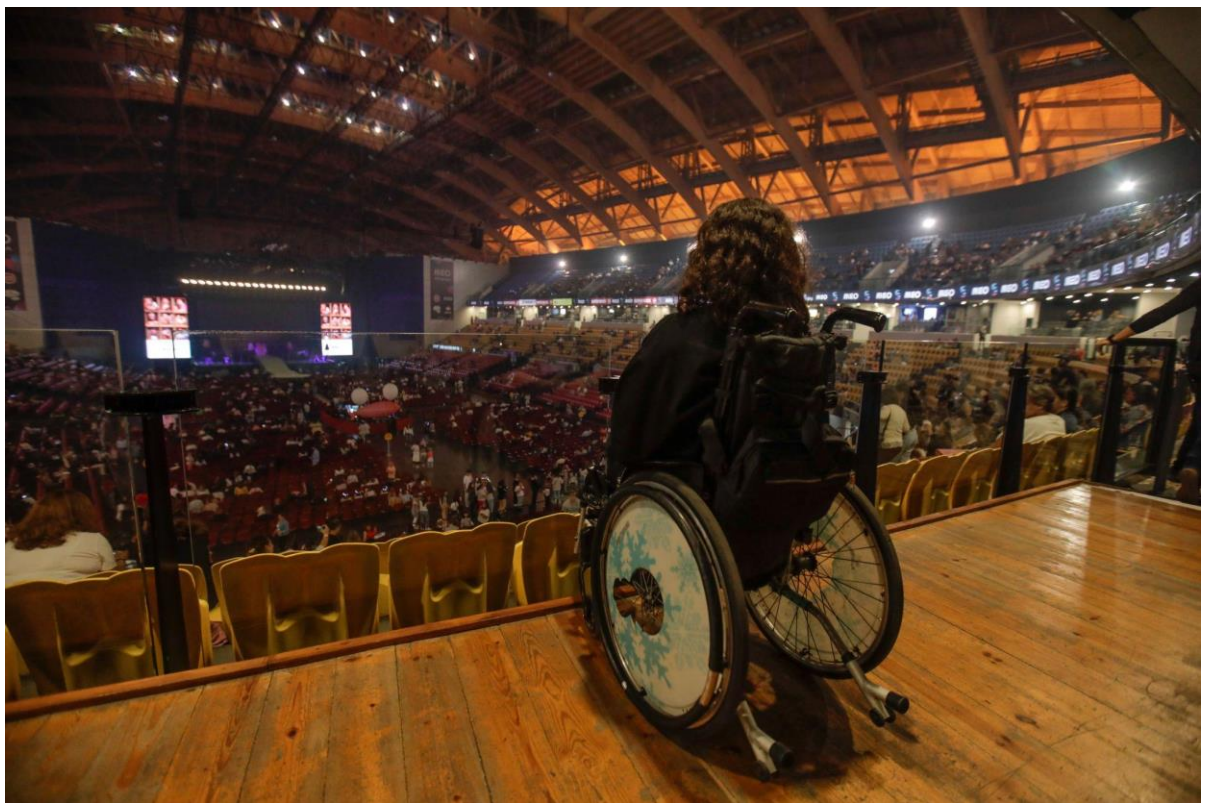
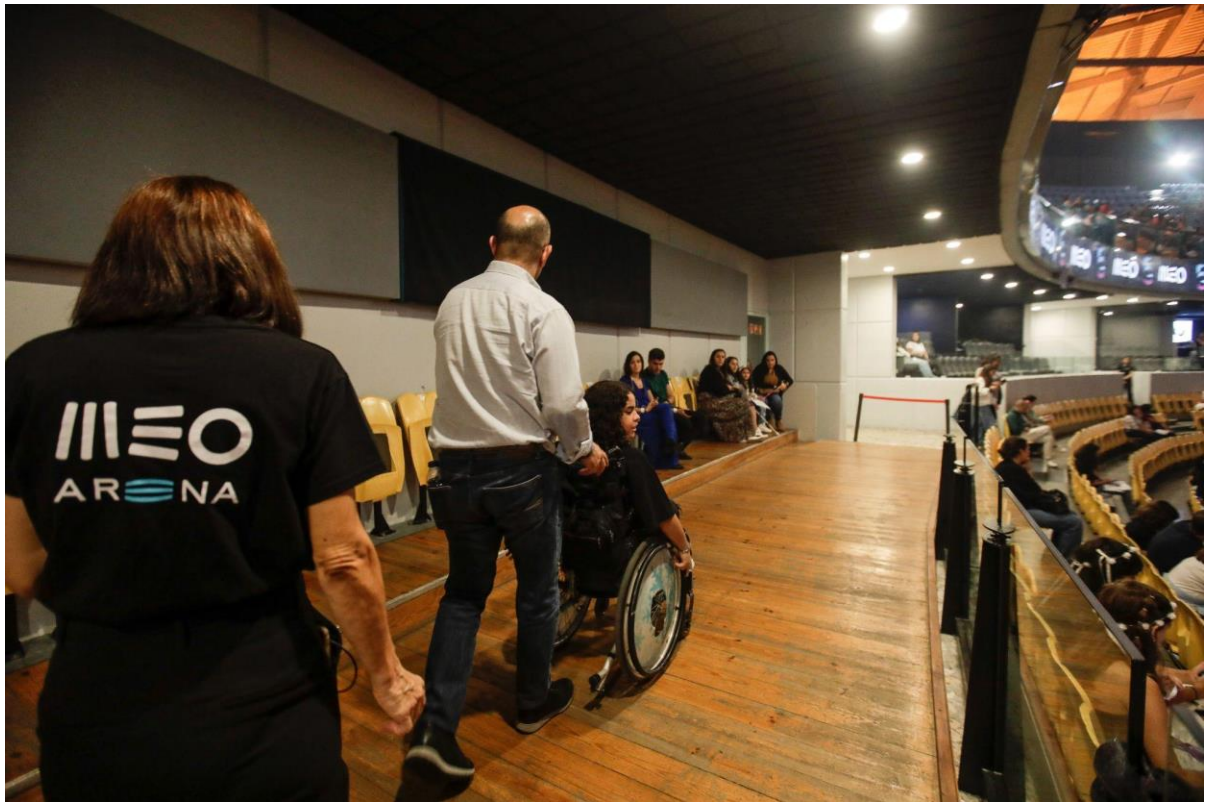
There is a Reduced mobility area located on the first floor, facing the stage, offering a panoramic view of the entire venue.







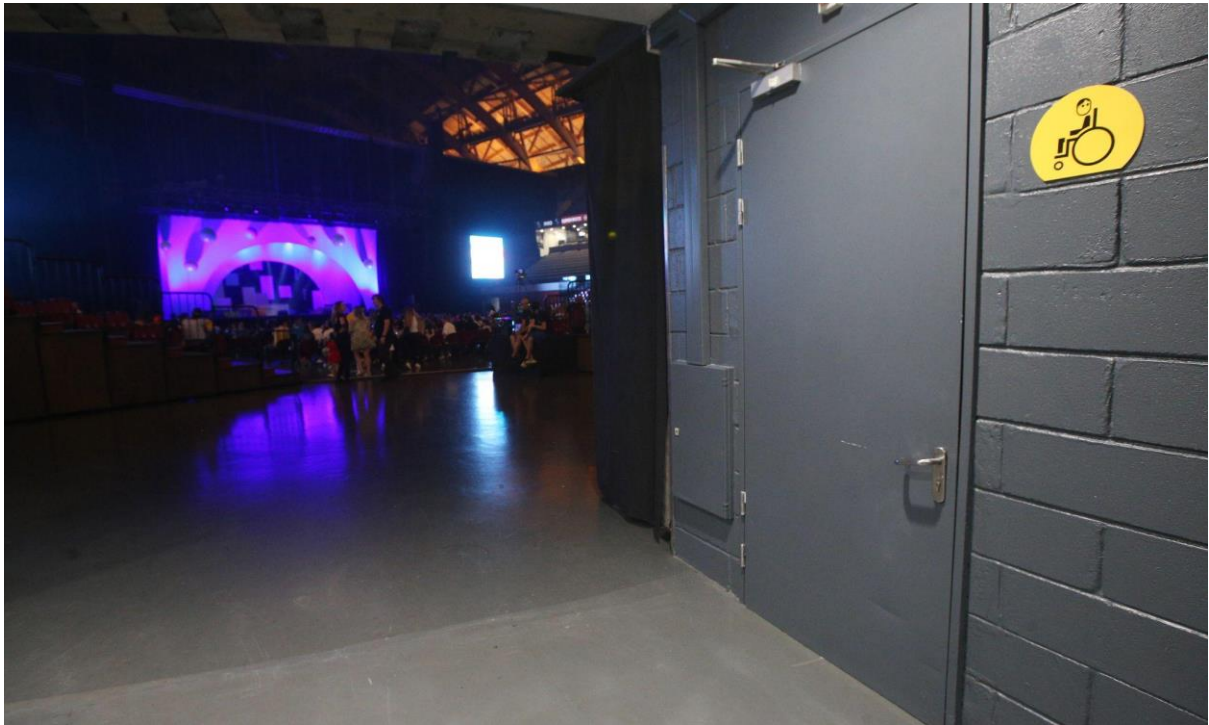






### **Accessible Restrooms:**

MEO Hall is equipped with accessible restrooms near the reduced mobility area and elsewhere in the venue. There are 8 accessible individual toilets that look like this:





### **Break Room:**

MEO Arena is working to add a break room for neurodivergent people in the future. We recommend that spectators bring their own sensory kits.

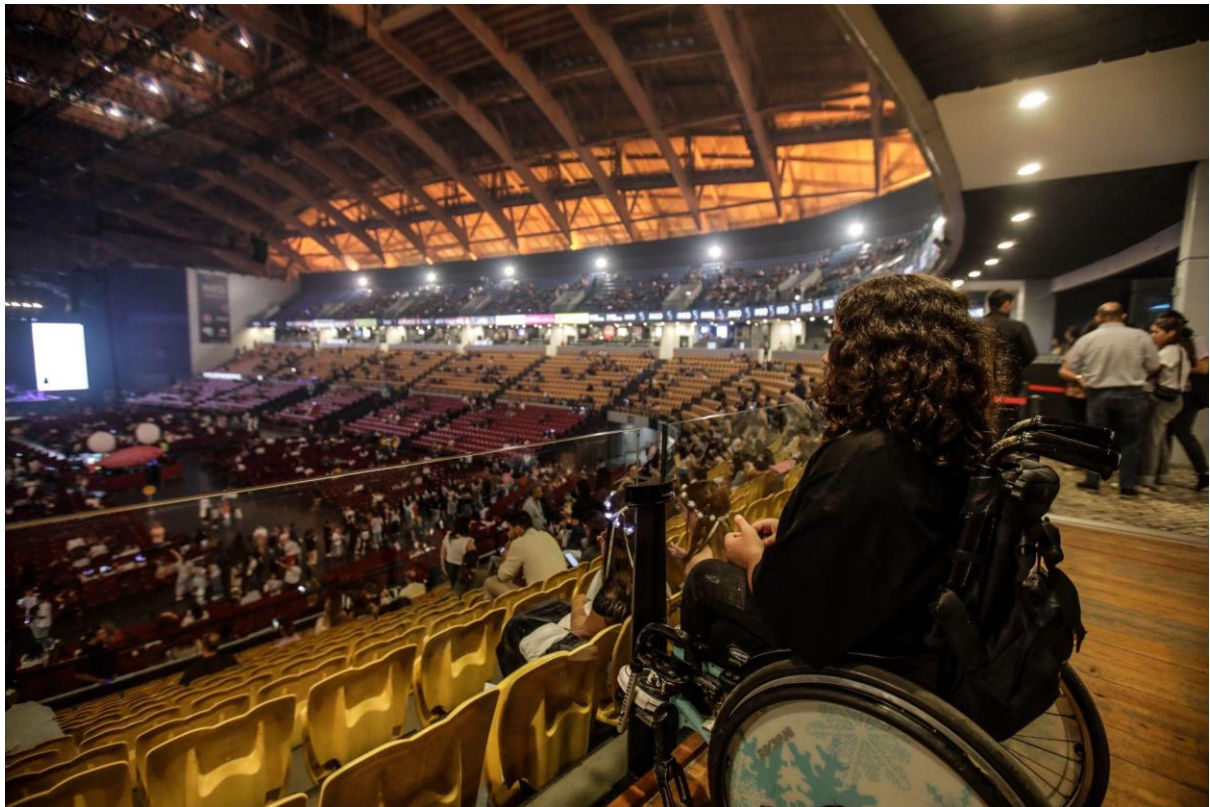


### **During the Show:**

Once inside the venue, the sound may be loud, the lights bright, and the lights may flash.

Audience members may occasionally stand up, depending on their seating area.

This is what MEO Hall looks like inside during a show.



You can leave the hall at any time to the concourse area. However, please be aware that if you leave the arena (building), you will not be able to re-enter. Tickets are only valid for one entry.

In the bar area, you can find a calmer and more peaceful atmosphere during the show.

## Bar Services:

This is what some of the bars at MEO Arena look like.



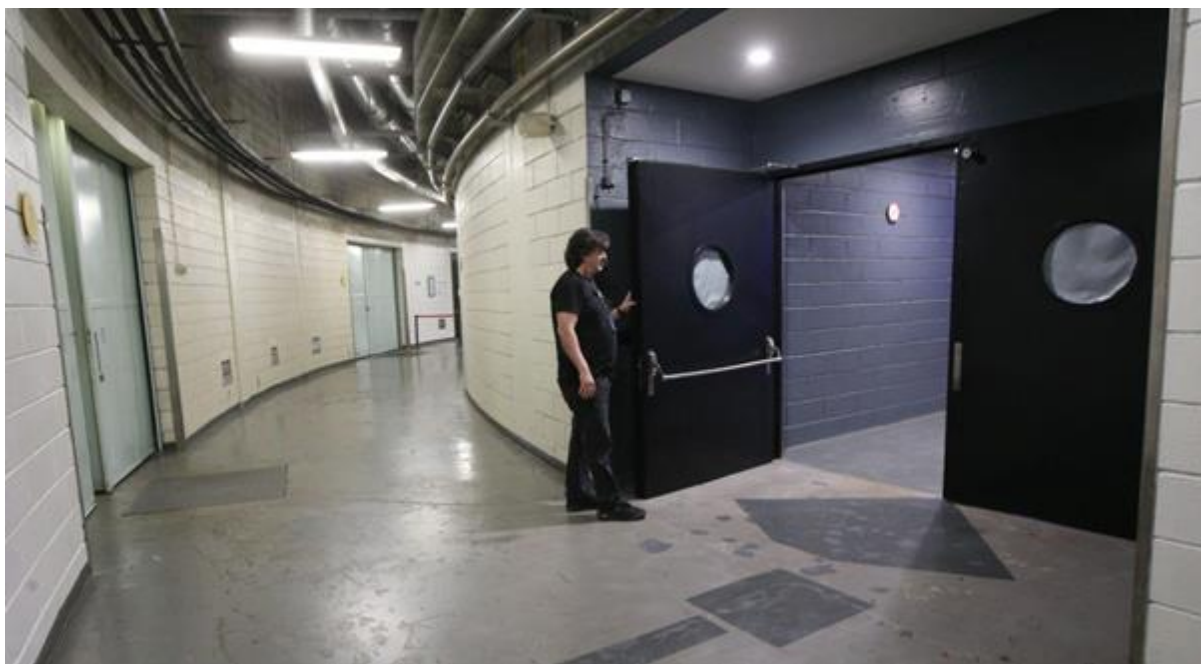
There is also a bar with a lowered counter next to the reduced mobility area..





### Staff and Security:

Throughout your visit to MEO Hall, you may encounter security and staff members who can provide assistance. If you need assistance at any time during your visit, please ask a staff member or security guard.



Enjoy the show!