

1. How can I book POD tickets?

Guests with a valid POD card can book accessible tickets by contacting our Box Office team at boxoffice@coca-cola-arena.com.

2. I'm POD but don't have a POD card. Can you assist me with booking a ticket?

Guests with a valid POD card can book accessible tickets by contacting our Box Office team at boxoffice@coca-cola-arena.com.

3. Is the venue wheelchair-accessible?

Yes, Coca-Cola Arena offers designated wheelchair seating and accessible facilities throughout the venue. If you require any assistance, please contact our team in advance and we'll be happy to help.

4. Is the standing area wheelchair accessible?

While the standing area is not wheelchair accessible, we do offer dedicated wheelchair spaces on Level 1 and Level 4. If you need any help with ticket changes, don't hesitate to contact boxoffice@coca-cola-arena.com.

5. Do POD guests get priority queues?

Yes. Guests with a valid UAE or international POD card can access priority queues at the Plaza and Box Office.

6. Is parking available for POD guests?

Yes, designated accessible parking spaces are available for POD guests.

7. Can someone assist from the car park?

Yes. Please email boxoffice@coca-cola-arena.com before your visit or speak to a parking marshal when you arrive, and a member of our team will be happy to assist you.

8. Are Box Office booths accessible?

Accessibility improvements to our Box Office booths are currently underway and are expected to be available next year.

9. Can POD guests attend events alone?

Yes, POD guests are welcome to attend events independently. However, if their Sanad card indicates that a companion is required, the guest must sign a Companion Waiver Form should they wish to attend without an accompanying companion.

10. Are F&B concessions accessible for POD guests?

Yes, accessible food and beverage outlets are available throughout the Arena, including on Levels 1 and 4.



11. Are silent rooms available?

Yes. A silent room is available near Door 4 during family and children's shows. For all other events, the medical room on the ground floor can be used as a quiet space if required.

12. Are service animals allowed?

Only certified service dogs assisting guests who are visually impaired are permitted inside the Arena. Please ensure your service dog has valid certification confirming its training. If possible, we recommend contacting info@coca-cola-arena.com before your visit.

13. Are medics available during events?

Yes, qualified medical staff are on-site throughout every event.

14. What is the emergency process for guests who are hard of hearing or visually impaired?

In the event of an emergency, trained Event Correspondents are available to assist guests. The venue is also equipped with flashing emergency lights to support visual alerts.

15. What is the emergency process for wheelchair users?

Our team is trained to assist wheelchair users during an emergency. Emergency evacuation chairs are also available throughout the venue where required.

16. Are accessible toilets and baby-changing rooms available?

Yes, accessible toilets and baby changing facilities are available on every level of the Arena.

17. Are there seating options for hidden disabilities?

Yes, designated POD seating is available, and we will do our best to accommodate specific seating requests where possible.

18. Is there tactile flooring, braille signage, or hearing loops?

Some signage throughout the Arena includes braille. We are also working towards introducing tactile flooring, additional braille signage, and hearing loop technology as part of ongoing accessibility improvements.

18. Are sign language interpreters available?

Sign language interpreters are not currently available. However, we are working towards offering this service in the future.

19. Is the arena part of the Sunflower Scheme?

Yes, Coca-Cola Arena proudly supports the Sunflower Scheme.



1. Are sensory packs available?

Sensory packs are not currently available at Coca-Cola Arena. We are working towards introducing sensory packs in the future.

2. What lighting effects can I expect at Coca-Cola Arena?

Coca-Cola Arena features dynamic LED lighting across the façade and interior spaces. Guests may experience bright visuals, moving content, and flashing lights during their visit.

3. Are strobe lights or pyrotechnics used during events?

Some events may include strobe lighting, pyrotechnics, smoke effects, or other special effects. Details on event-specific effects are available on each event page on our website. Guests can also speak to a member of the Arena team for assistance during their visit.

4. How loud are events at Coca-Cola Arena?

"Events at the Arena are designed to create an immersive live entertainment experience and may involve high sound levels, including amplified audio and strong bass.

Guests who are sensitive to noise are encouraged to bring their own ear protection or headphones."

5. Are noise-cancelling headphones available?

Yes, noise-cancelling headphones are available for guests upon request. Please visit Main Reception or speak to a member of the Arena team for assistance. Headphones must be returned before leaving the venue.

6. Will the venue be crowded?

Some areas of Coca-Cola Arena, including the Arena bowl, seating areas, concessions, and Plaza, can become busy during events, particularly during entry, intermissions, and exit times. Guests may experience large crowds and close proximity to other guests.

7. What security checks should I expect on entry?

For the safety and security of all guests, all visitors are required to complete security screening before entering the Arena. This may include walking through a metal detector and, if required, additional screening using a handheld security wand.

8. What is the bag policy at the Arena?

Backpacks are not permitted inside Coca-Cola Arena. Small bags within the permitted size of 30cm x 30cm x 15cm are allowed for seated guests and will be subject to security checks upon entry.

We look forward to welcoming you to **Coca-Cola Arena**

