



VISUAL STORY

Welcome to Summer Skating at PHIVE.

This visual story will help you prepare for your visit to PHIVE for our roller-skating sessions. Whether you're attending the General Skating Sessions, Adaptive Relaxed Sessions, or any of our themed nights, this guide will walk you through the experience step by step.



Contact Us: phivetickets@cityofparramatta.nsw.gov.au

Scan the QR Code to book your tickets:

We look forward to seeing you at PHIVE Roller Skating Sessions!





BEFORE YOU ARRIVE

Helpful information to make sure you have a fun day at PHIVE!

The skating rink is located inside a fully air-conditioned space, keeping it cool and comfortable for skaters. If you're planning to spectate, consider bringing a light jacket to stay cozy.

What to Bring:

- Socks and comfy clothing for skating.
- A drink bottle to stay hydrated (bubblers are available outside the skating area).
- Sensory tools.
- Your email confirmation for ticket scanning.





GETTING TO PHIVE

Address: 5 Parramatta Square, Parramatta NSW 2150.

PHIVE is located in Parramatta Square, next to Parramatta Town Hall. Approximately 200 metres from Parramatta Train Station



PHIVE is a big red building.

Look for the large glass doors as your entrance point.

PHIVE is an accessible community building with ramps, elevators, and restrooms designed for diverse needs.





ENTERING PHIVE

When you arrive at PHIVE, you will:



Enter through the large glass doors at Parramatta Square.

The glass doors bring you into PHIVE's ground floor foyer. This is a large community space where people meet, play games, and often have lunch together.

There is a customer service desk at the ground floor foyer as you enter. Feel free to speak to our friendly team and ask any questions you may have.



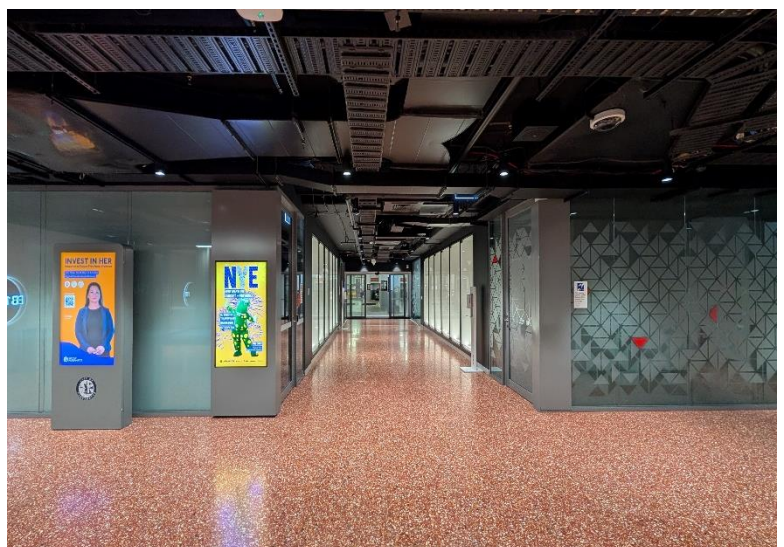
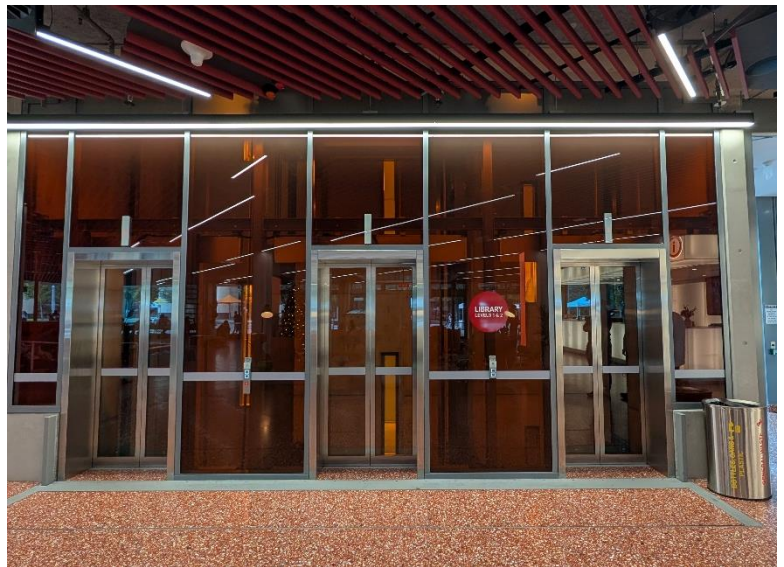
TICKET SCANNING

Have your ticket confirmation ready for scanning:

Take the lift from the foyer down to **B1**, where the Discovery Space is located.

Toilets, including accessible, are located to your left as you exit the lift. Please note, there are no toilets inside the skating area.

Our friendly staff, easily identifiable by their **red PHIVE lanyard**, will scan your ticket. They're here to help with tickets, directions, session times, lighting & music adjustments or can show you to a welcoming space if you need some quiet time.





ENTER THE ROLLER RINK

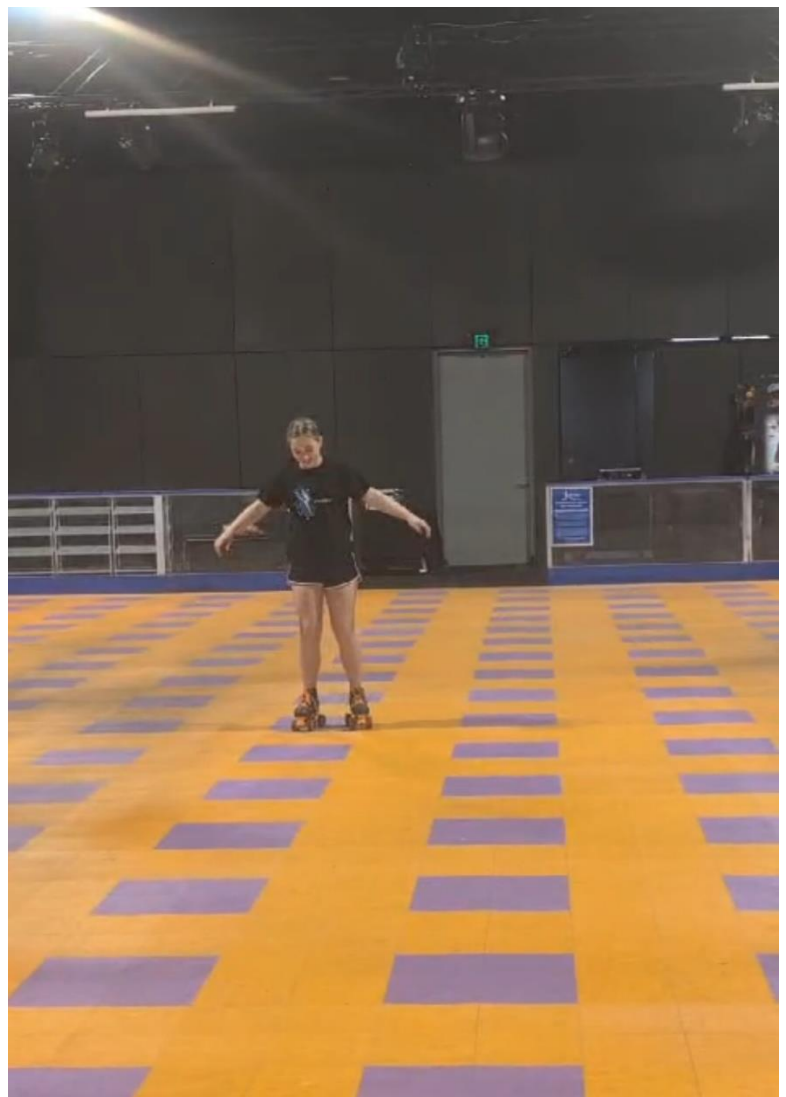
Once you have checked in: Enter the Discovery Space & walk to the skate collection point located at the back of the room.

Collect your skates, helmets, & wrist guards (if requested).

If you are a wheelchair user, no need to collect skates, please make your way straight to the rink & start having fun!

If you need help with sizing, ask one of our staff & they will help you find the perfect fit.

You'll have 15 minutes for fitting before your session begins on the hour.





DURING YOUR SESSION

The roller rink will be a lively and fun space!

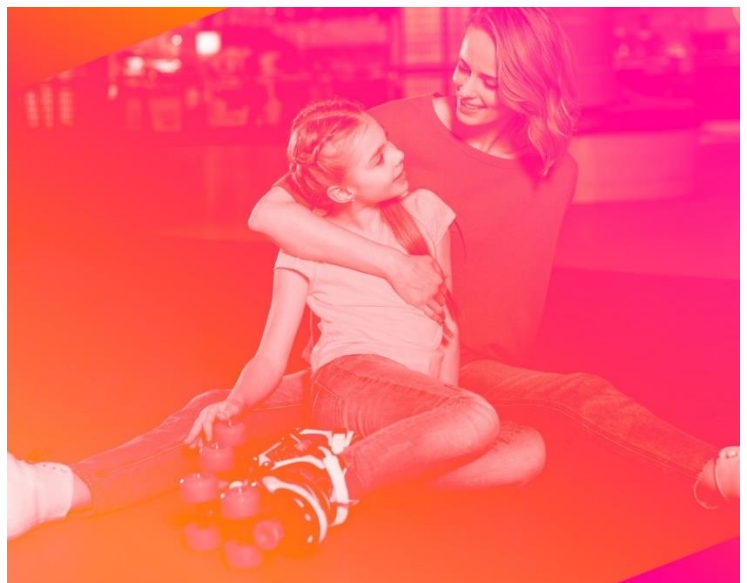
During our adaptive sessions, the music will be kept at a lower volume, & the disco lights will remain off, creating a relaxed & calming atmosphere.

The number of skaters will be reduced to 30 people per session. Carers are allowed on the rink without skates to aid when required.

Enjoy the music, glide at your own pace, & join optional games if you wish. These games will be run towards the end of your session.

Hot food & drink are not permitted in the venue.

There are no toilets within the ticketed space. For safety reasons, please remove skates to use the bathrooms located near the lift.



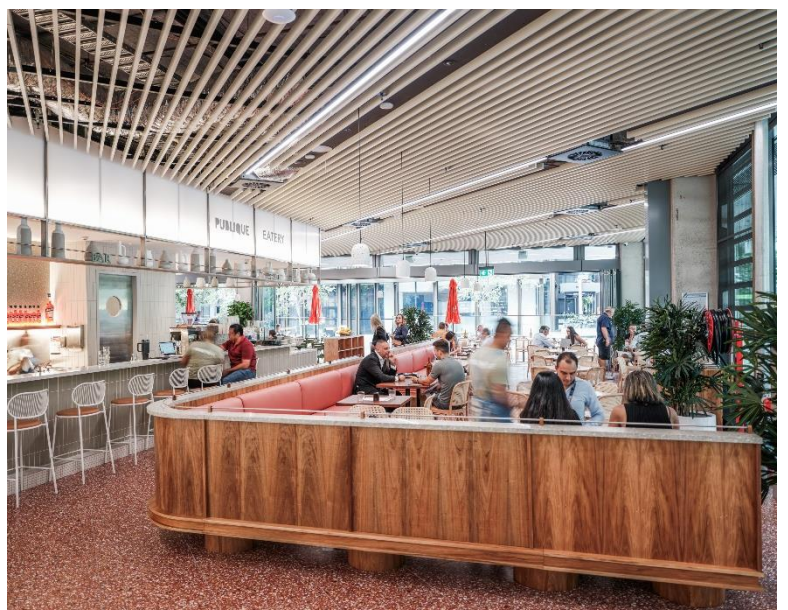


AFTER YOUR SESSION

Listen out for the announcement from our staff notifying the end of your session (approximately 45 minutes after the hour session commencement).

Once your session is over, you'll return your skates at the collection point and leave via the exit doors to the lifts.

Feel free to explore PHIVE's facilities, including the library located on level 1 & 2, Publique café located on the ground floor, or make a day of it in Parramatta Square.





ACCESSIBILITY

PHIVE is committed to providing universal access to all members of our community. All public entrances of PHIVE are wheelchair accessible, with lifts and ramps providing access to all areas.

Our skating sessions are available for all to enjoy; however, we also have some **Adaptive Relaxed Sessions** available. These sessions are specifically designed to be low-sensory, with reduced capacity and quieter music.

Families and carers are welcome to join, and carers with a valid Carers Card attend for free.

An accessible Adult Changing facility is available on the basement mezzanine level, accessed via the lift.

Guide dogs, hearing dogs and trained assistance dogs are welcome.

