

COVIDSAFE INFORMATION

WELCOME BACK

MACKAY
ENTERTAINMENT
CONVENTION
CENTRE **MECC**

We've missed you! The MECC is looking forward to welcoming you back. Here is how we're making sure your experience is a safe one. All events here will follow QLD Government Stage 3 COVID guidelines and the approved [Queensland Live Performance, Venues/Theatres - Approved COVID Safe Industry Plan](#).



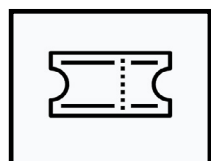
Reimagine

The MECC has re-imagined each stage and touch point of the guest experience as guests and clients move through the venue safely.



Refresh

The MECC has refreshed its spaces to ensure guests attending the venue can experience a safe and comfortable event with the confidence that COVIDSafe measures have been considered and put into practice.



Reopen

The MECC will re-open with enhanced health and hygiene, physical distancing, training and compliance to provide the highest confidence in a safe return to the venue for our community.

If you are unwell, please refrain from attending events at the MECC.

Please refer to our [COVIDSafe Ticketing Terms and Conditions](#), which are in addition to the MECC regular terms and conditions, prior to purchasing tickets.

Ticketing

Book together, sit together

Due to social distancing requirements, seating will be allocated based on the size of the group, time of booking and venue configuration. You cannot choose or move seats and must purchase tickets with the group you wish to sit with in one transaction.

Book online

We encourage purchasing your tickets online or via phone wherever possible.

Contact details are required

At the time of booking, you will be asked to provide the full name, mobile number and Residential addresses of everyone in your group.



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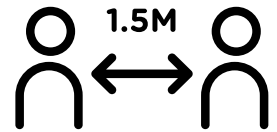
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At the Venue

Where do I enter the venue?

To alleviate crowding, we now have allocated entrances to the venue, as well as door numbers. Please check your ticket carefully for your allocated entrance and door number. Find a map [here](#) to get familiar with new names for our entries and spaces.



We're open earlier

Doors to the foyer spaces will now open 90 minutes prior to the event to allow for staggered ingress.

Maintain social distancing

Keep 1.5 metres away from others where possible. Stay in your social group, including when arriving and departing the venue and queuing.

Contactless payment only

No cash will be accepted at the box office or at the MECC café/bar.

Have your ticket ready

Have your ticket ready on your phone or print at home ticket ready for scanning.

Follow instructions from staff

Please follow instructions from staff, so we can continue to present shows in the future.



Enhanced cleaning

We have a systematic cleaning and disinfection schedule, including a fogging machine which sterilises seating.

Additional bars = easy purchasing

Two additional bars will be open for your convenience. These bars are located on the Mezzanine levels at Door 2 and Door 4.

Enjoy a bite at the show

Individual platters are still available to pre-order and collect at the event. A selection of food items will be available to purchase from the MECC café.

COVIDSafe app

We encourage downloading the [COVIDSafe app](#) today to keep yourself and your community safe. Available on the App store or Google Play.



For more information visit our website. For up to date information on COVID-19 from **Queensland Health** and the **Australian Government's Department of Health** visit their websites. If you suspect an infection after attending an event, please contact call your doctor or 13HEALTH (13 43 25 84).