

### **ACCESSIBILITY**

Venues at Zayed Sports City are built with certain features to make it easier for those with limited mobility to enjoy events. Handicap parking and ramp entry is available at all facilities. The International Tennis Centre and Zayed Sports City Stadium also have seating platforms.

### **ANIMALS**

Caged or leashed pets are allowed in designated areas at Zayed Sports City and must be supervised at all times. Owners must follow the posted rules and ensure their pets do not disturb the property or its guests.

### **BEHAVIOUR GUIDELINES**

Guests at Zayed Sports City are required to conduct themselves in a respectful manner. Guests should not perform actions or use language that could be offensive, upsetting or bothersome to other people. Appropriate dress is required (see Dress Code). Guests who do not behave or dress properly may be asked to leave without compensation.

### **CHILDREN**

All children age 12 or younger must be supervised by a responsible adult at all events.

### **COMMERCIAL PARTNERSHIP**

To enquire about commercial partnerships with Zayed Sports City, including sponsorships and branding, please contact the Director of Sales & Commercial Rights at +971 2 403 4482.

### **CONTENT CAPTURE**

Guests are encouraged to take photos and videos of their activities on the site for their personal use, provided they have consent of the participants and are following local laws around recording. Professional equipment is not permitted without preapproval from management.

If you wish to film outside of a booking that you are participating in, or if you intend to capture content that may monetized or be used for commercial purpose, management permission is required, regardless of the equipment that you are using.

### **CUSTOMER SERVICE**

We value customer feedback. If your concern is not adequately resolved in our venues, our customer service team is available to help. They are reached at: [customerservice@zsc.ae](mailto:customerservice@zsc.ae)  
+971 2 403 4470

### **DRESS CODE**

Appropriate dress is required for all visitors at Zayed Sports City. Clothing should be modest, in good taste, and should not contain language or images that may be considered offensive. Shirts are required; midribs and shoulders should not be exposed.

Clothing must also be appropriate for the activity you are joining. This may include (but is not limited to) specific footwear requirements, ensuring clothing is properly fitting (not too loose or too restrictive) or requiring safety equipment.

### **FIRST AID**

If you require first aid, please notify a staff member. The staff member will locate a trained first-aider to assist you. In case of emergency or severe injury, please call 999 or ask a staff member to call for you.

### **FOOD AND BEVERAGE**

Guests are permitted to bring snacks for individual use, as required to keep them healthy and hydrated during their sport activity.

Zayed Sports City has a variety of food and beverage outlets that are available for full meals or for sharing. It is not permitted to bring shared snacks or individual meals from outside outlets.

Alcohol may only be consumed in licensed areas during licensed periods and only when it is purchased from the onsite licensed outlet by persons who are of legal drinking age. We or the licensee reserve the right to restrict alcohol sales to any person at any time without reason.

### **IMAGERY CONSENT**

Your entry to the site consent to have your image and voice captured for use as management sees fit. Examples of use include but are not limited to social media, media and security purposes.

### **LOST AND FOUND**

Items that are found without their owner should be brought to a reception desk or given to a nearby staff member. If you have lost an item, please visit a guest services kiosk to record your query. Found will be kept for 30 days and will be donated if not claimed within that period.

### **MANAGEMENT**

Zayed Sports City is managed by Abu Dhabi Entertainment Company – Sole Proprietorship L.L.C. More information is available on the website [www.adecmanagement.ae](http://www.adecmanagement.ae).

### **MEDIA**

Media requesting access to film on the site should contact the Marketing Department at [marketing@zsc.ae](mailto:marketing@zsc.ae) to make proper arrangements.

### **PHOTOGRAPHY**

See: Content Capture



### **PERSONS OF DETERMINATION**

Zayed Sports City will do its best to ensure that people of determination can enjoy the facilities to the fullest. If you need special accommodations on your visit, please notify the venue in advance so that the most appropriate arrangements can be discussed.

### **PROHIBITED ITEMS**

For the safety and comfort of all guests, Zayed Sports City restricts items that can be deemed dangerous, in its own opinion, from entering the property. These items, if found, may be confiscated or reported to authorities, as is most appropriate.

### **RISK**

Being a participant or spectator in sport has an inherent risk. This risk may only be eliminated by not entering the property. Your presence at Zayed Sports City indicates your acceptance of such inherent risks and your acknowledgement that neither the venue nor their management, contractors, agents and employees will be held responsible for any injury to person or property arising from your presence.

### **SMOKING AND VAPING**

In accordance with municipality law, smoking and vaping is not permitted within the facilities at Zayed Sports City, including within the two open-air stadiums on the property. For the comfort of all guests and respect of the law, please smoke only in the designated areas.

### **TRADING AND PEDDLING**

Trading or peddling of goods or services is not permitted at Zayed Sports City unless prior approval has been received. This includes peddling products and displays of information anywhere in the property, including on vehicles.

### **VIDEOGRAPHY**

See: Content Capture