



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.

Accommodations for Disabled

Zayed Sports City will do its best to ensure that guests with disabilities 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.

Airport

Abu Dhabi International Airport (AUH) is the commercial airport nearest to Zayed Sports City. Chartered flights may consider using Al Bateen Executive Airport, which is located across the street from the site.

Alcohol Policy

Alcohol may only be consumed in specific areas during licensed periods and only when it is purchased from the licensed outlet. No alcohol may be brought onto the property, nor may alcohol from any other outlet be consumed on the property. When alcohol is being served, it may be consumed only in certain areas by guests age 21 and over who provide proper identification. All guests are encouraged to enjoy themselves responsibly and service may be refused to any person at any time for any reason.

Animals

Pets are not allowed at Zayed Sports City. At the discretion of management, animals assisting people with disabilities may be permitted onto the property.

ATMs

An Emirates National Bank ATM is located in the lobby of Khalifa International Bowling Centre. For certain events, ATMs may also be available at the event location. Please be familiar with the event's re-entry policy so that you can plan to visit the ATM before passing through the ticketing checkpoint if necessary.

Audio and Video Recording Equipment

Audio and video recording may not be permitted at certain events. Where this is permitted, please ensure that your recording does not interfere with the enjoyment of any other guests.

Bag Searches

Certain events at Zayed Sports City may employ bag searches to ensure no prohibited items are brought into the event. At these events, guests will not be permitted to enter the facility until their bags have been checked by staff.



Banners and Signs

It is the Zayed Sports City policy that guests may bring a sign no bigger than A1 to hold at events. Signs may not be affixed to any part of the facility nor attached to any pole or rod; they must be in good taste and display a non-corporate message. Certain events may have more restrictive guidelines enforced.

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.

Bottles

For certain events, beverages served in plastic bottles may have caps removed or be decanted in accordance with Abu Dhabi Municipality law. Decanting is required at all football matches.

Cameras

The specific camera policy for an event is subject to the request of the event promoter. For events where cameras are permitted, the guidelines will be at least as strict as these: Guests may obtain photos for their personal use, provided it does not disrupt the enjoyment of any other guests. Only non-professional cameras (determined by lens length) are permitted.

For specific camera policies specific to an event you are attending please contact CustomerService@zsc.ae.

Children Policy

All children age 12 or younger must be accompanied by an adult at all events. Ticketing policies for youth will vary based on the event.

Customer Service

The Ahlan wa Sahlan customer service programme at Zayed Sports City includes a variety of ways for you to have the best possible experience. Staff abide by 10 principles to help you have a pleasant visit. Most events will permit for feedback to be accepted at a purple Ahlan wa Sahlan box. Alternately, email your query to customerservice@zsc.ae.

Directions

Zayed Sports City is located off of Airport Road near Carrefour and Al Noor Hospital, in the Al Mushrif neighbourhood of Abu Dhabi.

From Dubai: Take the Abu Dhabi - Dubai road towards Abu Dhabi. Take the exit towards "Mussafah/Maqta Bridge". Then keep right and exit towards Abu Dhabi. After the bridge, make a left at the second stop light (Hilton hotel will be on this corner). Continue straight to through roundabout to Gate 6.



From Al Ain or Western Region: Take the Abu Dhabi – Al Ain road towards Abu Dhabi. Take the exit towards Abu Dhabi/Dubai keeping left towards Abu Dhabi. After crossing the bridge, take the third right onto the access road. Gate 16 will be the first right once on the access road.

From Abu Dhabi Centre: Head east on Sheikh Rashid bin Saeed al Maktoum Road (Old Airport Road/ Old Road 2), towards Maqta bridge. Turn right at the light after Carrefour, towards KFC (Hilton hotel will be on this corner). Continue straight through the roundabout to Gate 6.

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 and midriffs and shoulders should not be exposed.

Entry/Exit

It is general policy that during ticketed events, guests will be permitted to enter and exit the facility only one time; re-entry is not permitted. If you are uncertain if the event you are attending will allow re-entry, please ask a staff member prior to entering or exiting the gates.

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

Food and beverage is not permitted through the gates during events.

Gates for Women and Families

During events that require pat down, separate gates will be established for women and families. Specific gate locations will vary by event.

Hotels

Hotels nearby to Zayed Sports City include: Aloft, Centro, Holiday Inn, Hilton, Hyatt, Premier Inn, Ritz-Carlton, Rotana, Shangri-La, Fairmont and Traders. These are located within a five minute car ride to Zayed Sports City.

Imagery Consent

Your entry into an event serves as 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.

Language

The official business language at Zayed Sports City is English. Many staff are multilingual and speak languages including Arabic, English, French, Tagalog, Bengali, Urdu, Hindi and Malayalam.

Lost and Found

Abu Dhabi Entertainment Company LLC
شركة أبوظبي للترفيه (شركة ذات مسؤولية محدودة). الرأسمال المدفوع 150,000 درهم إماراتي. رقم الرخصة التجارية 1178619

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Items that are found without their owner should be brought to a guest services kiosk 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.

Lost or Stolen Tickets

In general, tickets and passes that are issued by Zayed Sports City and subsequently lost, stolen or otherwise misplaced are not able to be replaced, exchanged or refunded. For certain events, however, the ticket will contain a barcode and it may be possible to produce replacements. For specific details, contact your ticket dealer.

Media Access

Media requesting access to events should contact the Director of Marketing at +97124034466 to make proper arrangements and enquire about credentials.

Merchandise

Availability of merchandise will vary depending on the event. If you wish to sell merchandise at an event, it must be approved by both the event organizer and Zayed Sports City management.

Parking

Parking is ample at Zayed Sports City with over 7,000 spots available onsite. Parking may be restricted during certain events. Overnight parking is not permitted and cars left for extended periods of time are subject to towing and stowage at the owner's expense.

Pat Down

Certain events at Zayed Sports City may require guests to participate in a pat down, where they are physically checked for prohibited items, before being allowed entrance. Pat downs will be performed by a person of the same gender.

Prohibited Items

For the safety and comfort of all guests, Zayed Sports City restricts certain items from entering the property. Items on this list that are found within the property may be subject to confiscation or may result in ejection of the person from the event. It is the responsibility of each guest to ensure that they are not in possession of any prohibited items, even if they initially are permitted through the gates.

- Aerosol cans
- Alcoholic beverages
- Artificial noisemakers, such as air horns, plastic horns, musical instruments and whistles
- Bags larger than 45 cm x 45 cm x 45 cm
- Computers and large electronic devices
- Confetti
- Food and beverage
- Hard sided containers
- Fireworks, firecrackers or other pyrotechnics
- Glass bottles, aluminium cans and flasks
- Laser pointers

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- Lighters
- Pets (except approved service animals)
- Poles and sticks
- Professional camera equipment, including tripods
- Projectiles, including Frisbees and balls
- Signs larger than A1
- Skates, skateboards, shoes with wheels and similar equipment
- Still cameras with lenses longer than 6 cm
- Strollers (except umbrella style strollers)
- Trolleys or other equipment that may be used for peddling goods
- Weapons or items that may be used as weapons
- Video cameras and other audio or video recording devices
- Any other item deemed inappropriate or dangerous by management

Refunds and Exchanges

In general, refund or exchanges are not available once a ticket is purchased. Please contact your ticket dealer for details.

Risk

Being a spectator at certain events has an inherent risk. This risk may only be eliminated by avoiding the event. Your presence at the event indicates your acceptance of such inherent risks and your acknowledgement that neither the venue nor the promoter nor their management, contractors, agents and employees will be held responsible for any injury to person or property arising from your presence.

Smoking

In accordance with municipality law, smoking 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.

Sponsorship

To enquiry about sponsoring an event please contact the Head of Commercial Rights at +97124034482.

Ticket Resale

The resale of tickets on the property is strictly prohibited. Violators will be required to leave the property.

Ticketing

Ticket purchases for events at Zayed Sports City may be done through a variety of means, depending on who is producing the event. The box office at Zayed Sports City is not open on a regular basis but may be open for specific event sales.

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.

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