

The Movistar Arena has a Protocol for people with disabilities that modifies according to the type of event, the Arena space leased by the promoter to develop the event and the location acquired by the user to enjoy the event, which summarizes below:

For events with stall seating:

If the person in a wheelchair bought in the stall location is placed in the chair of the nearest corridor, removing the chair from the Arena and placing the person in his wheelchair. The other people in the row will move one place in case the person with a disability has not bought the ticket at the end of the respective row.

If the person with a disability bought their ticket on floors 2 or 3, the protocol varies depending on whether the person can walk with help, as in the case of people with casts, canes or similar, to whom logistics supports their entrance to the chair that corresponds to them; in case the person cannot get up from the chair, they are relocated to the back of the stall seats.

For events with standing stalls:

With standing stalls, a platform is installed on the south side of the stall with a height of 30 cm where people that reach the stall are located or those who must be relocated from the upper floors. This platform allows the entry of the person with a disability and a companion.

External support:

Additionally, the Movistar Arena has a “priority” group, within the logistics team, who are identified with a different uniform than other logistics officials for easy detection. This team's mission is to identify people who require some type of support, including on the outside of the Arena, and according to need, provide the support and accompaniment required, either through the Arena's own wheelchairs, relocation, or any other type of need related to your condition.

In any case, there are entrance ramps for people with disabilities, 2 elevators that have priority for people with reduced mobility or some type of disability, 12 bathrooms distributed as follows; three (3) on the third floor, three (3) on the second floor and six (6) on the first floor of the Arena, each with support rails, as well as adequate water dispensing elements, among others, such as result of the architectural renovation, technological update and operation of the arena, which complies with the standards required by the IDR and the Audit Office in terms of accessibility.

For the Movistar Arena it is essential that all visitors enjoy a unique experience, especially people who have a special condition, who receive personalized treatment with a team that has the knowledge and ability to resolve any inconvenience that may arise from mobility and unsuitable location.