



# FIFA Women's World Cup 2023

Tāmaki Makaurau Auckland

[FIFA Fan Festival – The Cloud](#)

[General FAQs](#)

## General FAQ

What is the FIFA Fan Festival™?

- The Tāmaki Makaurau Auckland FIFA Fan Festival™ (FIFA FAN FESTIVAL™) is the place to watch FIFA Women's World Cup™ matches live on the big screen, with a buzzing atmosphere and a full entertainment programme.

Where can I buy merchandise?

- There is a merchandise store at the entry to the FIFA Fan Festival

Is the FIFA FAN FESTIVAL™ a family-friendly event?

- Absolutely, we will have activations available for children of all age groups.

What type of activations are there at the FIFA FAN FESTIVAL™?

1. FIFA Quiz – Different quizzes for different ages, screened on the LED screen, participate with QR Code.
2. Unity Pitch - Play a friendly game of football, practice skills and have a run around on the turf. Freestyle and skills workshops will be implemented to teach a range of attendees, including children and newcomers, the skills and techniques required by the FIFA professional players. Booked by the hour. All equipment and balls provided.
3. Toa Pitch - A colourful pitch for people of all abilities to give football a go. The Toa pitch is wheelchair-friendly and has been designed for people with low vision. (Booking required)
4. Flash Pod Goalie - 'Save' as many goals as you can in 20 seconds to register on a digital leader board (min. height restriction applies).
5. Flash Pod 360 - Use your fast feet to tap a sequence of lights that measures your reaction times.
6. AR Photo Booth - Get a photo with the mighty New Zealand Football Ferns behind you.
7. [E-Sports Tournaments](#): Prior Registration required. Weekly mini tournament qualifiers before two semi-final and grand-final events on the main stage
8. 360 Slowmo - A slowmo video is instantly produced with Hollywood style special effects. Stand on the podium, cheer for your team and enter email to receive the video.
9. Facepainting

How do I book in for activations?

<https://www.aucklandnz.com/fifa-womens-world-cup/fifa-fan-festival>

- [Unity Pitch Booking](#)
- [E-Sports Tournaments](#)
- Other activations do not require prior booking

Will there be food and beverages available at the venue?

- There will be a wide range of food, low- and non- alcoholic drinks at four bars inside the venue

What are the opening hours for food and beverage?

Monday to Friday: 12 pm – 10:30 pm\*

Saturday and Sunday: 10 am – 10:30 pm\*

\*bar closes 30 minutes before closing hour/ see extended hours in Venue FAQ's

Do you cater for dietary requirements?

The FIFA FAN FESTIVAL™ caters for a range of special dietary requirements such as a vegetarian, vegan and gluten free etc.

## Matches

How long is a football match?

- A typical football match lasts 90 minutes made up of two 45-minute halves

Where can I watch the matches?

- Our 34m long LED wall at the FIFA FAN FESTIVAL™ inside The Cloud will stream matches during our operation hours

## Programme

What kind of entertainment will be available?

- A great entertainment programme with lots of music, local culture, food and games.

Where can I find the programme schedule?

- On the Auckland NZ website here: <https://www.aucklandnz.com/fifa-womens-world-cup/fifa-fan-festival>

## Venue FIFA FAN FESTIVAL™ FAQ's

How to get there

- Conveniently located next to the Downtown ferry terminal and opposite the Britomart Transport Centre
- Public parking is available at Britomart and Downtown Carparks.  
For public transport, visit [Auckland Transport](#) or download the [AT Mobile app](#) to see the options available
- The Cloud, 89 Quay Street, Auckland CBD, Auckland 1010

Is there parking available?

- There is no public parking on Queens Wharf
- Public parking is available at Britomart Car Park (88 Quay Street) and Downtown Carpark (31 Customs Street)
- Limited Mobility Parking spaces available (booking required)

### What are the Opening Hours?

- The FIFA Fan Festival at The Cloud is open every match day during the tournament and will screen 48 matches live from July 20th to August 20th.  
Monday to Friday: 12 pm - 11 pm\*  
Saturday and Sunday: 10 am - 11 pm\*
- \*Last entry and bar close 30 minutes before closing hour.
- Exception:

EXTENDED HOURS:	CLOSED DAYS
Thursday, 20 July: Closing at 12:15am (Friday 21 July)	Thursday, 3 August
Saturday, 22 July: Closing at 11:30pm	Friday, 4 August
Friday, 28 July: Early open at 11:30am, closing at 11:30pm	Wednesday, 9 August
Sunday, 30 July: Closing at 11:30pm	Thursday, 10 August
Sunday, 6 August: Closing at 12midnight	Sunday, 13 August
Monday, 7 August: Closing at 1:30am	Monday, 14 August
Tuesday, 8 August: Closing at 2:00am (9 August)	Thursday, 17 August
Saturday, 12 August: Closing at 1:30am (13 August)	Friday, 18 August
Wednesday, 16 August: Closing at 1:00am (17 August)	
Sunday, 20 August: Closing at 1:00am (21 August) – FINAL	

### Is the event indoors?

- Yes, the event is inside The Cloud. However, we advise to dress warm as the venue is not insulated. The Unity Pitch is outside at the end of Queens Wharf but will be sheltered.

### How much is entry?

- Entry is free for all ages.

### Can I bring my own food and drinks to the venue?

- Alcohol not purchased at the venue and open drink containers are prohibited.
- We recommend bringing an empty reusable or a sealed water bottle, water refill options are available at the venue.
- Non-commercially produced food for personal consumption, baby formula and other child essential items are permitted.

### What form of payment is accepted at the FIFA FAN FESTIVAL™?

- The FIFA Fen Festival is a cashless venue and accepts only card payment.

### Is WiFi available at the venue?

- Yes, ask one of our friendly volunteers for help

## Photography & Filming

### Please note:

- Visitors are permitted to take pictures or record video for personal non-commercial purposes without the use of lighting equipment, camera flash, tripods or monopods.

The event is being filmed. **By entering the event premises, you grant FIFA (and any third party authorised by FIFA) the unrestricted right and license to use worldwide and in perpetuity your image, likeness, actions, name, voice and statements in connection with any live or delayed broadcast or other transmission or reproduction of the event, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification.**

## FIFA FAN FESTIVAL™ Spectator Contacts

What is the general enquiry contact?

- [fifafanfestival@aucklandnz.com](mailto:fifafanfestival@aucklandnz.com)

How do I make a noise complaint?

- [fifafanfestival@aucklandnz.com](mailto:fifafanfestival@aucklandnz.com)
- +64 27 273 4815

## Conditions of entry

- Standard conditions of entry by the venue can be found here <https://www.aucklandlive.co.nz/conditions-of-entry>
- You and/or your possessions may be subject to a security search upon entry.
- Liquor will not be served to minors and intoxicated persons and no patron may remove liquor from the venue.
- Children under the age of 14 years must always be supervised by a parent or guardian.
- Please note, conditions are subject to change without notice.

## Accessibility

- Click for [info](#)
- Contact [fifafanfestival@aucklandnz.com](mailto:fifafanfestival@aucklandnz.com) for mobility parking (booking required)
- [Audio Descriptive Commentary Poster](#)

## Sustainability

What actions are being taken to maintain sustainability?

- A specific Sustainability Management Plan for the event has been developed, which covers actions to reduce carbon emissions, minimise and recycle waste, efficiently manage water, and provide an inclusive, welcoming, safe and accessible experience for everyone. Anyone who wishes to report a human rights concern can do so anonymously and safely through the online FIFA Women's World Cup 2023™ grievance platform.

## Health and Safety

### Security

What security is available at the event?

- Red Badge security will be onsite at The Cloud to provide event security. Their patrols will extend to Britomart Station.
- Heart of the City will have a 'Safety Hub' located in the 'Container Village' at the entrance to Queens Wharf with Community Patrol NZ available for assistance.

Can I smoke at the venue?

Smoking and the use of e-cigarettes at this venue are prohibited.

