



# SYDNEY OPERA HOUSE

←INSPIRING EXPERIENCES FOR ALL PEOPLE→

# ACCESS GUIDE





# ABOUT THE GUIDE

Welcome to Sydney Opera House! This guide has been designed to help you plan your visit.

For ease of reference the guide has four main sections to assist you: -

## General Information

### Planning your Visit

### Getting to the House

### Getting around the House

In addition, there is a **site mobility map** located on the back cover.

For the most up to date information on performances and events at Sydney Opera House please refer to our bi-monthly Events diary or visit our website [sydneyoperahouse.com](http://sydneyoperahouse.com)

## CONTACTS

If you have any general questions about Sydney Opera House or accessible services please contact our information area as follows:

**Telephone:** 61 2 9250 7111

**Fax:** 61 2 9250 7666

**TTY:** 61 2 9250 7347

**Email:** [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com)

### Mail:

Sydney Opera House Box Office

GPO Box R239, Royal Exchange

Sydney NSW 1225

Australia

## ACKNOWLEDGEMENTS

This guide has been created with the assistance of Accessible Arts and feedback from our customers.

## ALTERNATIVE FORMATS



Large  
Print

This guide is available:

→ in Braille

→ as a word document in simple large print format

Copies of the guide are available online at [sydneyoperahouse.com](http://sydneyoperahouse.com), onsite at Stage Door, Box Office and Information Desk. Alternative formats of the guide can also be requested by contacting:

**Telephone:** 61 2 9250 7111

**Fax:** 61 2 9250 7666

**TTY:** 61 2 9250 7347

**Email:** [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com)

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INFO

MOBILITY

VISION

HEARING



**INFORMATION SYMBOL** →  
TO INDICATE LOCATION OF  
INFORMATION OR SECURITY DESK  
WHERE INFORMATION CAN BE  
OBTAINED

INFO



**WHEELCHAIR ACCESS** →  
SERVICES AND FACILITIES FULLY  
ACCESSIBLE

MOBILITY

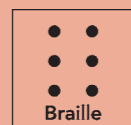


**BLIND/LOW VISION** →  
SERVICES FOR PEOPLE  
WHO ARE BLIND OR HAVE  
LOW VISION

VISION



**AUDIO DESCRIPTION OF  
VISUAL ELEMENTS** →  
FOR PEOPLE WHO ARE BLIND  
OR HAVE A SIGHT DISABILITY



**BRAILLE** →  
PRINTED MATERIAL  
AVAILABLE IN BRAILLE

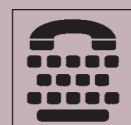


**LARGE PRINT** →  
PUBLICATIONS AVAILABLE  
IN LARGE PRINT (18 PT  
FONT OR LARGER)



**ASSISTED  
HEARING SYSTEMS** →  
FOR PEOPLE WHO HAVE  
A HEARING DISABILITY

HEARING



**TELEPHONE TYPEWRITER** →  
INFORMATION AND BOOKINGS  
AVAILABLE FOR COMMUNICATION  
WITH PEOPLE WHO ARE HEARING OR  
SPEECH IMPAIRED

## 0.0 → GENERAL INFORMATION WHO WE ARE

# 0.0



Sydney Opera House is a global landmark and one of the busiest performing arts centres in the world. Some 2,250 events are presented each year including 1,500 live performances.

We have eight primary venues, five restaurants and four retail outlets on site which cater to a variety of customer experiences. Sydney Opera House is proud to present an eclectic mix of artistic and cultural activities in all venues.

We are also one of the most popular visitor attractions in Australia with more than four million people visiting the site each year that has become the symbol of the city of Sydney and an emblem for Australia.

### ARTISTIC VISION

Our artistic role is to bring life to the spirit and imagination of our community by delivering the best, most innovative arts programs possible. Sydney Opera House is a place for everyone. We will attract the widest possible audiences by creating an inspiring range of activities which will make them want to return for more. In delivering this vision we intend to introduce new artists and new audiences to Sydney Opera House.

### OUR ACCESS COMMITMENT

Sydney Opera House is committed to ensuring that we become a leader and innovator in providing barrier free access to our site -making the building, site and services accessible to all people. Our promise is for all customers to have an inspiring experience. We believe that all people with a disability have the right to fully participate in the community. Therefore, we endeavour towards enabling access to our facilities, events and services for all people, including people with a disability.

### HISTORY OF ACCESS & PLANS FOR THE FUTURE

Sydney Opera House was designed in the 1950's at a time when access was not a major building consideration and therefore we recognise that limitations exist in and around the site particularly relating to physical access.

We strive to overcome these barriers and continue to make improvements to better meet the needs of people with disabilities. An Access Strategic Plan has been developed to provide a framework to improve disability access over the next few years with the ultimate focus on the customer experience.

Major improvements in access to public spaces and to the facilities that are provided by Sydney Opera House are currently being planned.





## WHEELCHAIRS

A number of spaces are available for wheelchairs in each theatre. It is essential that you advise our Box Office of your requirements when booking tickets.

When booking a performance, tour, restaurant or any other service always advise that you require wheelchair access so we can best meet your needs.

Wheelchair access is available from the southern entrance of the site to both the Concourse and Lower Concourse levels. Undercover wheelchair access is available from Stage Door and from the Sydney Opera House Car Park on levels 1 and 6.

A limited number of wheelchairs are available at Stage Door for use by customers on site.



## INDUCTION LOOP

The Induction Loop facility, which amplifies sound, is accessible by customers with hearing aids having a 'T' switch. To use the loop system, ensure your hearing aid is set to the 'T' switch position.

Please advise the Box Office of your requirements when booking tickets, or if booking online check the box at Step 3 and indicate any hearing assistance requirements.



## FM RADIO SYSTEM

Sydney Opera House has recently installed an FM radio system in all of its venues to replace the Infrared system. This new system provides even coverage throughout all theatres.

Customers can obtain a receiver and headset free of charge from the nearest cloakroom prior to the performance. Customers will be required to give cloakroom staff a drivers' licence, seniors' card or credit card as security. These will be returned when the receiver is returned to the cloakroom.

The FM system is also compatible with hearing aids via an induction loop. When the hearing aid is switched to the 'T' position the wearer will receive the program sound through the hearing aid. Please enquire from the cloakroom for this service.



## AUDIO DESCRIPTION SERVICE

An audio description service operates to enhance the experience of customers who are blind or vision-impaired. It provides contextual information of the performance prior to it commencing as well as descriptions of visual information during the performance. With the assistance of Vision Australia this service is complimentary and operates for identified performances in the Drama Theatre, Playhouse and The Studio.

Receivers for this service are available from The Studio cloakroom prior to the performance. An audio describer will assist you in its operation. Please advise Box Office of your requirements when booking to ensure the performance you would like to attend has this service available.

## SURTITLES

Surtitles in English are projected above the Opera Theatre stage for most opera productions. Some seats are not able to view the surtitles so please advise the Box Office of your requirements when booking tickets or if booking online check the box at Step 3 and advise your access requirements regarding surtitles.

## SERVICE ANIMALS

Guide dogs or any animals trained to assist people with disabilities are welcome inside all areas of Sydney Opera House. To ensure appropriate seating is allocated please advise your requirements when booking, or if booking online, check the box at Step 3 and advise your access requirements.

## ACCESSIBLE TOILETS

Located:  
→ On the Lower Concourse  
→ Inside The Studio Foyer  
→ Inside the Box Office Foyer  
Accessible toilets are also located at ground level inside Sydney Opera House. Please ask the Concierge located at Stage Door (adjacent to the Concourse) for assistance to these facilities.

# 1.0 → PLANNING YOUR VISIT ACCESSIBLE SERVICES



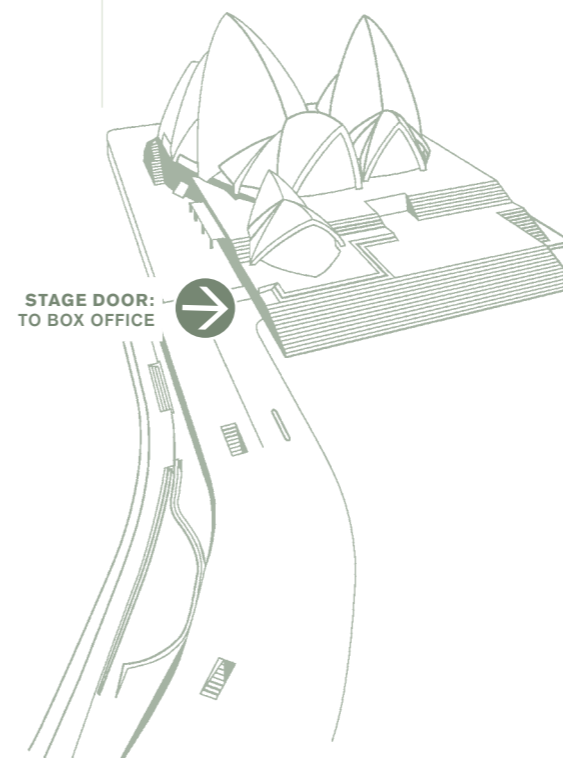
PHOTO: TONY DAVID CRAY, GAVIN PAWSEY



PHOTO: BEN VAN DUIN

## 1.1 → PLANNING YOUR VISIT BOOKING A PERFORMANCE

Our ticketing policy allows customers requiring wheelchair seating for Sydney Opera House performances to purchase a wheelchair place for themselves and a seat for their companion at the lowest concession ticket price available for the selected performance. Where no concessions are available, the wheelchair space and one companion seat will be sold at the lowest price available for that event. Additional companions can purchase tickets on the standard pricing basis. Sydney Opera House also encourages presenters to set a concession ticket price for their performances.



### ONLINE

**Online:** [sydneyoperahouse.com](http://sydneyoperahouse.com)

24 hour bookings can be made at [sydneyoperahouse.com](http://sydneyoperahouse.com). Follow the process to book tickets then at Step 3 you will be prompted to enter in details about any access requirements. This allows us to allocate seats in the most appropriate area for wheelchair spaces if available, assisted listening devices (Induction Loop and FM Radio System), customers who are assisted by a service animal, and best available seating with sight lines to surtitles.



### BY TELEPHONE FAX OR EMAIL

You are able to book a performance by telephone, fax or email and we can arrange for the tickets to be posted to you in advance.

**Telephone:** 61 2 9250 7777

**Fax:** 61 2 9251 3943

**TTY:** 61 2 9250 7347

**Email:** [bookings@sydneyoperahouse.com](mailto:bookings@sydneyoperahouse.com)

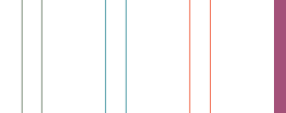
### IN PERSON

The main Box Office is located on level one of the building (which takes 42 steps). Tickets for all performances are held here until one hour before each performance. After this time tickets for the Drama Theatre, Playhouse and The Studio can be collected from their respective Box Offices. Tickets for Concert Hall and Opera Theatre can be collected from the main Box Office.

We can also arrange for Box Office staff to conduct ticket transactions or pick-ups on the ground level. Please enquire at the time of booking for this service.

**Main Box Office hours of operation**  
**Monday to Saturday from 9am to 8.30pm**  
**Sunday 2 hours prior to performances**

Please note that Sydney Opera House and its Box Office are closed Christmas Day and Good Friday.



## 1.2 → PLANNING YOUR VISIT TAKING A TOUR

Tours leave from the Guided Tours Booking Office on the Lower Concourse every half hour between 9am and 5pm. The one hour tour takes you on a journey through the extraordinary history and architecture of the building. There are approximately 200 steps on the standard tour.



### BY TELEPHONE

To ensure we meet your access needs and to confirm pricing please call:

**Telephone: 61 2 9250 7250**

**TTY: 61 2 9250 7347**

### ONLINE

24 hour tour bookings can be made at [sydneyoperahouse.com](http://sydneyoperahouse.com). Please note that discounted rates apply for online bookings.

### IN PERSON

The Guided Tours Booking Office, open 8:30pm to 5:30pm Monday to Sunday is wheelchair accessible via the southern ramp to the Lower Concourse along the sea wall and from the Sydney Opera House Car Park. It is also accessible via Stage Door where a member of staff will assist you.



### ACCESS TOURS

Access tours operate daily at 12.15pm for one hour and are designed for customers with mobility restrictions and customers with limited vision or who are blind. Please book in advance for access tours as places are limited.

For further information, to confirm pricing and bookings please call:

**Telephone: 61 2 9250 7250**

**TTY: 61 2 9250 7347**

**Email: [tourism@sydneyoperahouse.com](mailto:tourism@sydneyoperahouse.com)**

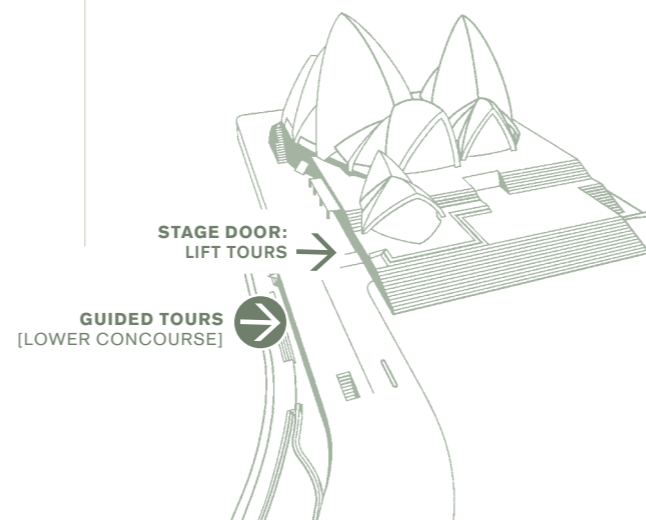


PHOTO: ADAM CRAVEN



# 1.3 → PLANNING YOUR VISIT DINING



PHOTO: ADAM CRAVEN



## 1→CAFÉ WEST

This stunning outdoor Café is situated under The Colonnade - Sydney Opera House's first exterior alteration since the building first opened.



Café West serves a delightful range of simple but stylish light meals, snacks and tempting desserts. Enjoy a relaxing afternoon or early evening looking out at the spectacular vista of the Harbour Bridge and The Rocks. Located under the Colonnade on the Western Broadwalk, Café West is wheelchair accessible.

Open seven days a week from 11am until late (dependent on performances in surrounding theatres).

Telephone: 61 2 9250 7565  
TTY: 61 2 9250 7347  
Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)



## 2→GUILLAUME AT BENNELONG

Under the direction of celebrated French chef Guillaume Brahimi, Guillaume at Bennelong offers contemporary Australian cuisine with a classical French influence in one of Sydney's most striking dining spaces. Open for dinner Monday to Saturday and lunch Thursdays and Fridays. Pre-theatre available from 5.30pm, and post performance for supper.

Located on the Box Office Foyer level, wheelchair access is via Stage Door on Concourse level. Bookings are essential.

For reservations and further enquiries:

Telephone: 61 2 9241 1999

Email:

[enquiries@guillaumeatbennelong.com.au](mailto:enquiries@guillaumeatbennelong.com.au)

Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)  
[guillaumeatbennelong.com.au](http://guillaumeatbennelong.com.au)



## 3→OPERA BAR

Boasting a number of dining options accompanied by stunning views, Opera Bar offers light pre-performance meals and post performance supper, with fast service and billing. Live music acts perform every week. Located on the Lower Concourse Level, wheelchair access is via a ramp at the southern entrance to the Lower Concourse, along the sea wall. Direct wheelchair access is available from the Sydney Opera House Car Park and via Stage Door on Concourse Level.

Opera Bar is open seven days from 11.30am until late.

Telephone: 61 2 9247 1666

TTY: 61 2 9250 7347

Fax: 61 2 9247 5666

Email: [mail@operabar.com.au](mailto:mail@operabar.com.au)

Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)  
[operabar.com.au](http://operabar.com.au)



## 4→SIDEWALK CAFÉ AND BAR

Providing light, quality meals and snacks at affordable prices, either eat in the alfresco harbour side setting or take away. Located on the Lower Concourse, wheelchair access is via the southern entrance to the Lower Concourse, along the sea wall. Access is also available from the Sydney Opera House Car Park and via Stage Door on Concourse Level.

Open seven days from 8am until late.

Telephone: 61 2 9247 0481

TTY: 61 2 9250 7347

Fax: 61 2 9247 0480

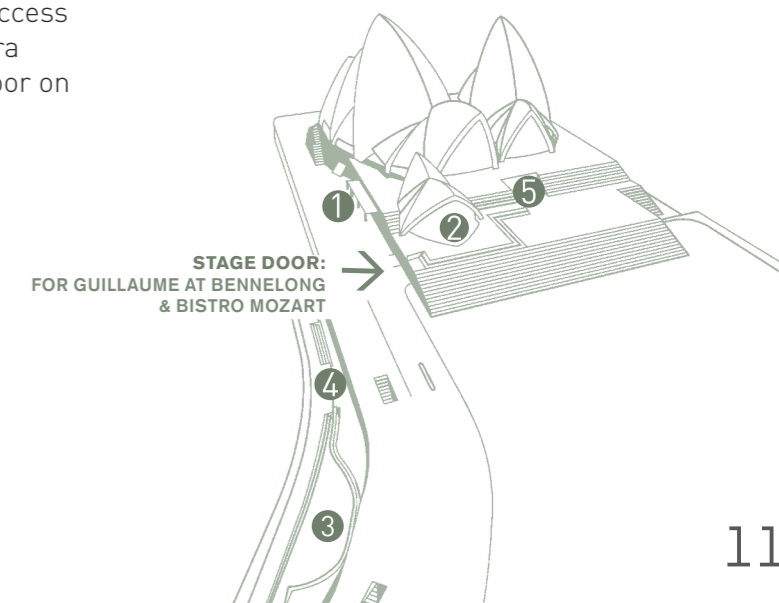


## 5→BISTRO MOZART

Operated under the direction of well known Sydney chef Guillaume Brahimi, Bistro Mozart offers theatre patrons quality meals two hours prior to all Opera Theatre or Concert Hall performances.

Located on the Box Office Foyer level, wheelchair access is through Stage Door on Concourse level.

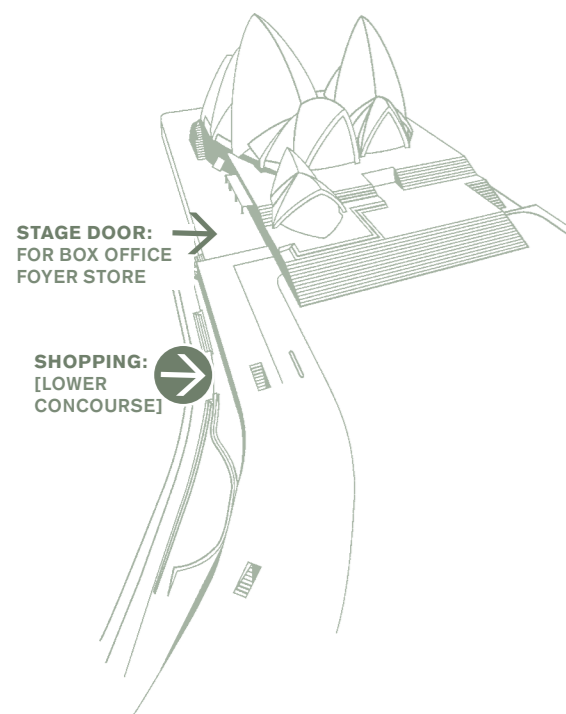
Bistro Mozart is closed Sundays and Public Holidays.





## 1.4 → PLANNING YOUR VISIT SHOPPING

Extend your experience of the Sydney Opera House by indulging in a shopping adventure at our retail outlets. The range of shopping outlets and selected merchandise can be viewed online at [sydneyoperahouse.com](http://sydneyoperahouse.com)



### SYDNEY OPERA HOUSE STORE

Located in the Box Office Foyer and on the Lower Concourse the Sydney Opera House Stores offers a range of official merchandise including gifts and souvenirs, books, CDs, prints, posters, videos and more.

The Box Office Foyer Store is located on level 1 (which takes 42 steps) and is open everyday from 9am to 5pm, or after the first interval on performance nights. It is accessible via Stage Door on the Concourse Level for people using wheelchairs or unable to use stairs.



The Lower Concourse Store is open 8.30am to 5pm Monday to Sunday and is wheelchair accessible via the southern ramp to the Lower Concourse along the sea wall. It is also accessible via Stage Door and from the Sydney Opera House Car Park.

#### BOX OFFICE FOYER STORE

Telephone: 61 2 9250 7858  
TTY: 61 2 9250 7347  
Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)

#### LOWER CONCOURSE STORE

Telephone: 61 2 9250 7543  
Fax: 61 2 9250 7859  
Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)



### PURELY AUSTRALIAN CLOTHING CO.



Located on the Lower Concourse Purely Australian Clothing Co, stocks 100% Australian made clothing products which provide excellent value for money. This includes knitwear, adventurewear, T-shirts and sweats which are renowned for quality, innovative design and styling.

It is wheelchair accessible via the southern ramp to the Lower Concourse along the sea wall. It is also accessible via Stage Door and from the Sydney Opera House Car Park.

Open seven days from 9am to 6pm.  
Telephone: 61 2 9251 5952  
Fax: 61 2 9251 5952  
TTY: 61 2 9250 7347



### COSTELLOS OF AUSTRALIA



Located on the Lower Concourse, Costellos of Australia sells high quality jewellery using the finest opals, South Sea pearls and Argyle diamonds. Come in, spend some time with the highly trained and friendly staff, all of who are happy to share their expertise and knowledge of Australia's gems.

It is wheelchair accessible via the southern ramp to the Lower Concourse along the sea wall. It is also accessible via Stage Door and from the Sydney Opera House Car Park.

Open Monday to Friday 10am to 5pm  
Weekends 10am to 4pm.  
Email: [syd@costellos.com.au](mailto:syd@costellos.com.au)  
Telephone: 61 2 9247 7031  
TTY: 61 2 9250 7347

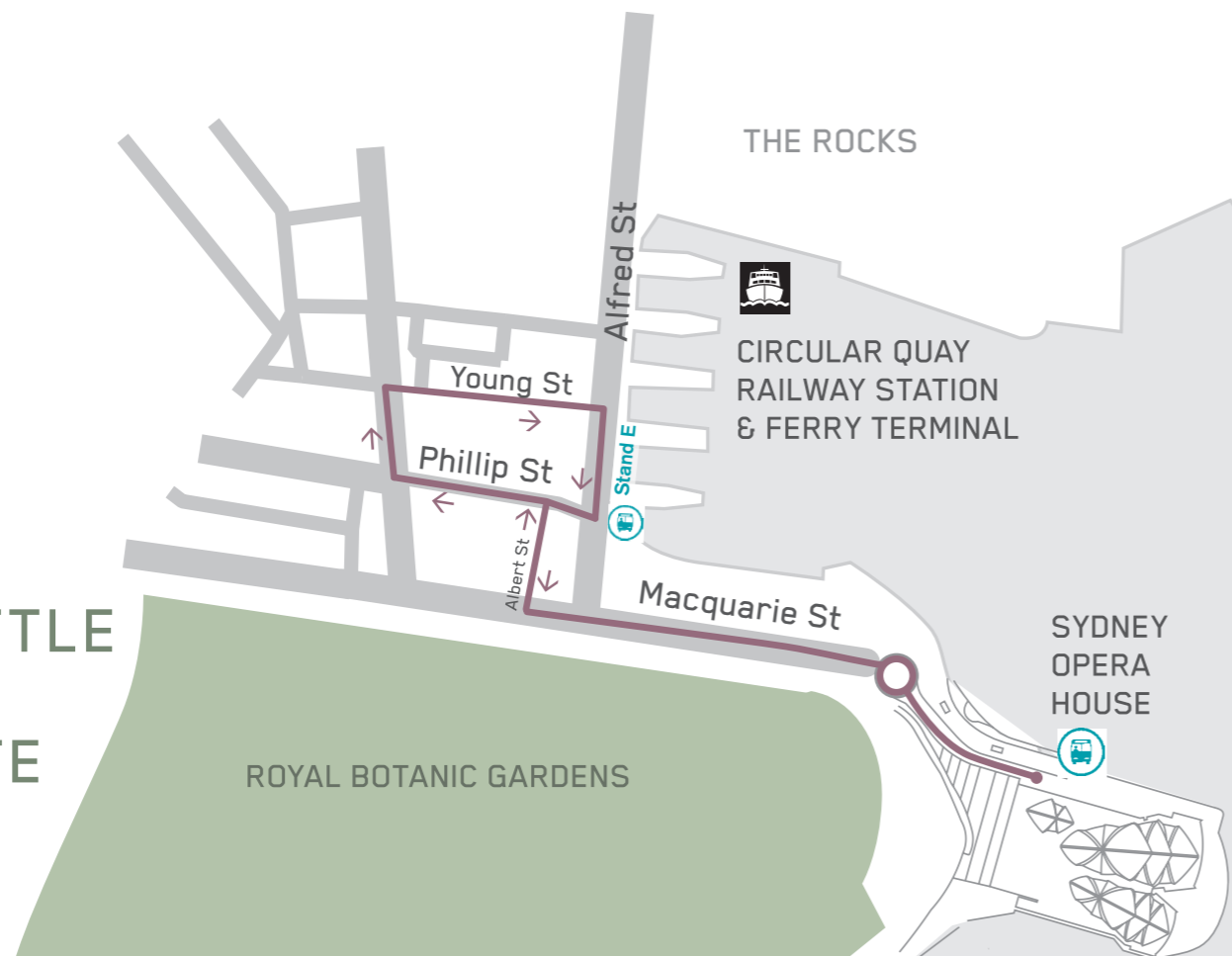


### SYDNEY OPERA HOUSE MARKET



Located on the Forecourt, which has a granite cobblestone surface, the Sydney Opera House Market presents an eclectic selection of handmade Australian arts and crafts. All the products on sale are handmade and most artisans are available to talk about their work. You will find art and craft, jewellery, photography and much more. Open from 9am to 5pm Sundays (subject to weather and outdoor events).

## SHUTTLE BUS ROUTE →



# 2.0

## 2.0 → GETTING TO THE HOUSE TRANSPORT

### PUBLIC TRANSPORT →

Circular Quay is a 5 to 7 minute walk from the Sydney Opera House. You can catch buses, trains and ferries to Circular Quay. To ensure your public transport needs can be met and for further information please contact:

#### SYDNEY BUSES

[www.sydneybuses.nsw.gov.au](http://www.sydneybuses.nsw.gov.au)  
Transport InfoLine: 131 500  
Fax 61 2 8202 2111  
TTY 1800 637 500

#### CITYRAIL

[www.cityrail.info](http://www.cityrail.info)  
Transport InfoLine 131 500  
Fax 61 2 8202 2111  
TTY 1800 637 500

#### SYDNEY FERRIES

[www.sydneyferries.info](http://www.sydneyferries.info)  
Transport InfoLine 131 500  
Fax 61 2 8202 2111  
TTY 1800 637 500



### FREE SHUTTLE BUS SERVICE →

Sydney Opera House's Free Shuttle Service is designed especially for elderly and less mobile customers. Seating is limited and available on a first come, first served basis.

The bus leaves from Circular Quay from Stand E in front of Wharf 2. Set down and pick-ups for return trips after performances is near the vehicle turning area at Sydney Opera House, close to all venues.

#### BEFORE PERFORMANCES:

##### Opera Theatre and Concert Hall

Bus starts 75 minutes before matinee and evening performances and runs continuously for 1 hour.\*

##### Playhouse and Drama Theatre

Bus starts 45 minutes before all evening performances and runs continuously for 30 minutes.\*

#### AFTER PERFORMANCES:

##### Opera Theatre and Concert Hall

Bus starts 10 minutes after the finish of performances and runs continuously for 45 minutes.\*

##### Playhouse and Drama Theatre

Bus starts 10 minutes after the finish of performances and runs continuously for 30 minutes.\*

\*Please note: there are no buses on Sunday evenings.



### SYDNEY OPERA HOUSE CAR PARK →

Operated by Wilson Parking, the Sydney Opera House Car Park is a public parking facility located at the northern end of Macquarie Street with vehicular access adjacent to the Forecourt and provides in excess of 1,100 parking spaces.

There are 11 accessible parking spaces on level one of the Car Park for holders of RTA Mobility Parking Scheme permits. Car spaces on level six also have direct lift access. There is undercover access to the Sydney Opera House Lower Concourse from the Car Park.

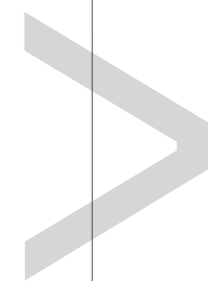
Open 6.30am to 1.00am, seven days.

To confirm pricing please contact:

Telephone: 61 2 9247 7599

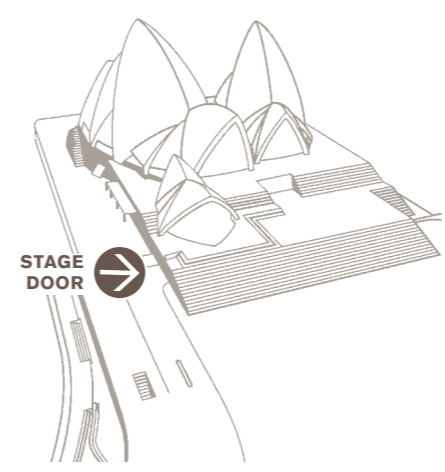
TTY: 61 2 9250 7347

Web: [www.wilsonparking.com.au](http://www.wilsonparking.com.au)





# 3.0



## 3.0 → GETTING AROUND THE HOUSE GENERAL ACCESS



### UNASSISTED ACCESS

The ramp on the right side of the southern entrance (Circular Quay side of the site) provides wheelchair access to the Forecourt, Concourse, Western Broadwalk (Drama Theatre, Playhouse, The Studio) and Northern Broadwalk and to the Royal Botanic Gardens.

The ramp on the left side of the southern entrance (adjacent to the western sea wall) provides wheelchair access to the Lower Concourse where accessible toilets are available. Direct undercover wheelchair access to the Lower Concourse is also available from the Car Park.

(Please note that wheelchair access exiting from the northern end of the Lower Concourse requires staff assistance).



### STAFF ASSISTED ACCESS AT STAGE DOOR

Whilst we are continually attempting to improve access within the Sydney Opera House site and building, there are some areas where assisted access by one of our staff members is required for people with mobility disabilities. Please feel free to ask staff for this service.



A key access point for this service is at Stage Door located undercover at Concourse level. A staff member will accompany you whilst travelling independently until a lift is reached gaining access to the Opera Theatre, Concert Hall, function areas, Box Office Foyer and to Guillaume at Bennelong. For Playhouse wheelchair access please also go to Stage Door.

Sydney Opera House staff are happy to provide customers with basic assistance, however they are unable to lift or carry customers for safety reasons. We recommend that customers requiring this type of assistance are accompanied by a designated carer. Please note that all individuals (including companions and carers) must have tickets to be admitted into a performance space.

As there is no wheelchair exit at the northern end of the Lower Concourse, Stage Door can be contacted by pressing a customer service button located on the northern end of the Lower Concourse (right side of escalators). A staff member will talk to you through the intercom and will arrange for assistance.


Stage Door is accessible 24 hours a day.


The Concierge at Stage Door can also be contacted by telephone 61 2 9250 7400 or via email [conciergestagedoor@sydneyoperahouse.com](mailto:conciergestagedoor@sydneyoperahouse.com)







# 3.1 → GETTING AROUND THE HOUSE ACCESSING VENUES


 **CONCERT HALL**  
The Concert Hall is the largest interior venue. Whilst primarily for symphonic performances, the Concert Hall also features a wide variety of musical work including prominent touring artists, popular and world music.


 The Concert Hall can be reached from the Concourse (which takes 42 steps). Alternatively a lift service operates between the ground level and the entrances to the Concert Hall stalls. Access for this service is available through the Stage Door. Our staff will assist you to this venue.


 **OPERA THEATRE**  
Most suitable for opera, ballet, contemporary dance and musicals, the Opera Theatre is a proscenium arch lyric theatre with an orchestra pit accommodating up to 70 musicians.

 Surtitles in English are projected above the stage for most opera productions. Please enquire at the time of booking.


This venue can be reached from the Concourse (which takes 42 steps). Alternatively a lift service operates between the ground level and the entrances to the Opera Theatre stalls. Access for this service is available through the Stage Door. Our staff will assist you to this venue.


 **STAGE DOOR**  
Stage Door is accessible 24 hours a day. The Concierge at Stage Door can also be contacted on 61 2 9250 7400 or via email on [conciergestagedoor@sydneyoperahouse.com](mailto:conciergestagedoor@sydneyoperahouse.com)

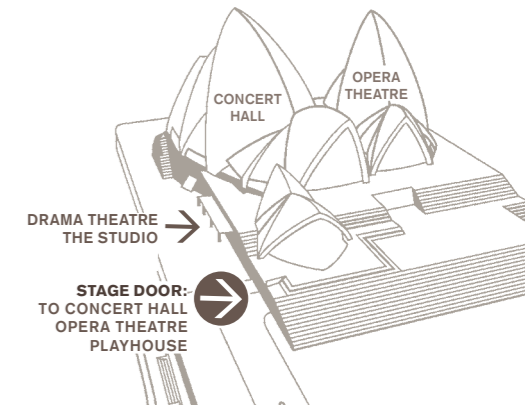



 **PLAYHOUSE**  
Best suited to single-set productions and small musical and dramatic productions. It is also an excellent venue for chamber music, film screenings and spoken word presentations.

 Enter from the Western Broadwalk via the Colonnade. This theatre has limited wheelchair access. Access to the Playhouse for customers using wheelchairs or unable to use stairs is available through Stage Door.

 **DRAMA THEATRE**  
Medium sized proscenium arch theatre, most suitable for drama, dance and small scale musical productions as well as spoken word presentations.

 Enter from the Western Broadwalk via the Colonnade.



 **THE STUDIO**  
Contemporary performing arts venue, situated between the Playhouse and Drama Theatre on the Western Broadwalk. This intimate, flexible venue is designed primarily for contemporary performance and new music. It is also suitable for cabaret, small theatrical productions and spoken word presentations.


 Enter from the Western Broadwalk via the Colonnade.



PHOTO: ERIC SEIRINS

## 3.1 → GETTING AROUND THE HOUSE ACCESSING VENUES



### UTZON ROOM

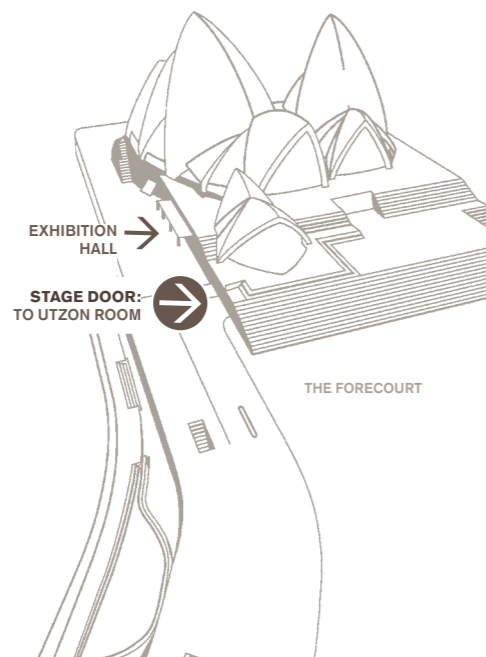
This stunning new venue is the first interior designed by architect Jørn Utzon, who was the original architect for Sydney Opera House. It is a multi-purpose venue equipped with quality acoustics suitable for a range of events from performances to functions and events.

Located on the Box Office level. The Utzon Room can be reached from the Concourse level (which takes 42 steps). Access to the Utzon Room for customers using wheelchairs or with limited mobility is available through Stage Door. Our staff will assist you to this venue.



### EXHIBITION HALL

Space designed for displays and exhibitions. Enter from the Western Broadwalk via the Colonnade.



### THE FORECOURT

Boasting spectacular open-air venue with breathtaking Harbour views. The world famous white sails provide a striking backdrop and unmistakable association with the Sydney Opera House.

The venue has been used for concerts by artists including Crowded House, Buena Vista Social Club, Jamiroquai and special events such as New Year's Eve.

The Forecourt has a granite cobblestone surface and measures approximately 85m x 25m.

# 4.0

## 4.0 → ACCESS FACTS

### OUR COMMITMENT

- Access Strategic Plan 2005-08 and initiatives approved by Sydney Opera House Trust (2005)
- Ticketing policy implemented for wheelchair users that includes concession tickets and companion seating policy (2005)
- 400 people attended Sydney's first disability friendly nightclub event 'Club Wild' in The Studio (2004)
- Access training conducted for front line customer service staff on a regular basis with the assistance of Accessible Arts (annually)
- Access awareness included in the orientation program for all new staff (ongoing)

### ACCESSIBLE SERVICES

- Installation of FM assisted listening devices in all venues (2006)
- Free 22 seater wheelchair accessible mini bus transporting elderly and less mobile customers between Circular Quay and Sydney Opera House (2004)
- Access tour reviewed and refreshed with the assistance of Accessible Arts and the Australian Quadriplegic Association including targeted training for guided tour staff (2003)
- Audio Description Service for people who are blind or visually impaired was implemented in partnership with Vision Australia, Sydney Theatre Company and other presenters for selected performances in the Drama Theatre, Playhouse and The Studio (2000)

### ACCESSIBLE FACILITIES

- Stage Door refurbished to create an accessible entrance for visitors, artists and staff (2003)
- Lift access to the Utzon Room (2004)
- Accessible toilet facilities created in the Box Office Foyer (2004)

## FEEDBACK WELCOME!

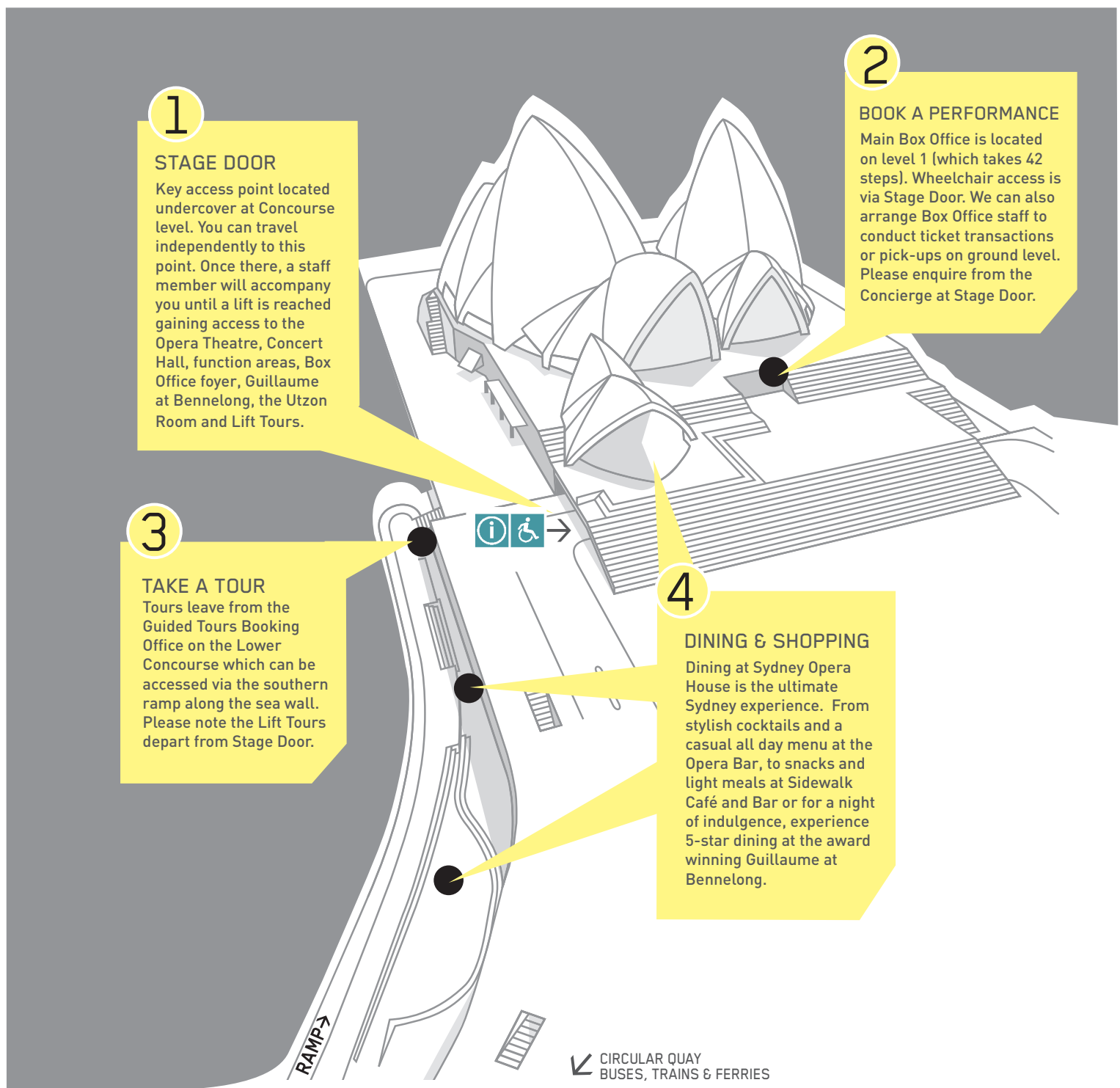
Every effort has been made to ensure that information in this guide is up-to-date at the time of publication. To ensure that future guides are as helpful as possible we welcome your feedback. If you have any comments or suggestions, please complete the feedback form on our website [sydneyoperahouse.com](http://sydneyoperahouse.com). An email will be sent to us for response, with a copy emailed to you for your records. Alternatively you can give feedback via:

**Telephone: 61 2 9250 7111 Email: [infodesk@sydneyoperahouse.com](mailto:infodesk@sydneyoperahouse.com) Web: [sydneyoperahouse.com](http://sydneyoperahouse.com)**



# MOBILITY MAP

[sydneyoperahouse.com](http://sydneyoperahouse.com)



1

### STAGE DOOR

Key access point located undercover at Concourse level. You can travel independently to this point. Once there, a staff member will accompany you until a lift is reached gaining access to the Opera Theatre, Concert Hall, function areas, Box Office foyer, Guillaume at Bennelong, the Utzon Room and Lift Tours.

2

### BOOK A PERFORMANCE

Main Box Office is located on level 1 (which takes 42 steps). Wheelchair access is via Stage Door. We can also arrange Box Office staff to conduct ticket transactions or pick-ups on ground level. Please enquire from the Concierge at Stage Door.

3

### TAKE A TOUR

Tours leave from the Guided Tours Booking Office on the Lower Concourse which can be accessed via the southern ramp along the sea wall. Please note the Lift Tours depart from Stage Door.

4

### DINING & SHOPPING

Dining at Sydney Opera House is the ultimate Sydney experience. From stylish cocktails and a casual all day menu at the Opera Bar, to snacks and light meals at Sidewalk Café and Bar or for a night of indulgence, experience 5-star dining at the award winning Guillaume at Bennelong.

RAMP >

↙ CIRCULAR QUAY  
BUSES, TRAINS & FERRIES



## HANDY HINTS

### GENERAL ACCESS

- [sydneyoperahouse.com](http://sydneyoperahouse.com) is a good source of information about facilities and services
- When onsite, use **Stage Door** for information or assistance with access

### PLANNING YOUR VISIT

- Book performances online at [sydneyoperahouse.com](http://sydneyoperahouse.com) and save time
- Reference the mobility map to know where you are going before visiting the site
- Advise your access requirements when booking for a performance, dinner or tour
- Always check date and time of booking for a performance, dinner or tour and allow extra time if you require staff assistance