

BOOKING TICKETS	ACCESS SERVICES	Opera Theatre	Concert Hall	Playhouse	Drama Theatre	The Studio	Utzon Room	The Forecourt	
<p>PLEASE LET US KNOW YOUR ACCESS REQUIREMENTS WHEN BOOKING</p> <p>Ticketing Policy Wheelchair accessible and companion seating tickets are priced at the lowest concession available for the selected performance.</p> <p>NSW Companion Card Recognised for performances hosted by <i>Sydney Opera House Presents</i>, The Essential Tour (including Access Tour), The Australian Ballet, Sydney Symphony, Sydney Theatre Company.</p> <p>For performances hosted by other presenting companies please enquire if they are affiliated with the Companion Card Program when booking.</p>	<p>General access for customers using wheelchairs. Refer to the venue map for public lift location available on Lower, Ground and Upper Levels.</p>	Staff assisted access via the Upper Level Information Desk	Staff assisted access via the Upper Level Information Desk	✓ Platform stair lift on entry	✓	✓	✓ Platform lift on entry	✓ Granite cobble stone surface	
	<p>Accessible Seating – limited availability so book early</p>	✓	✓	✓	✓	✓	✓	✓	✓ Configuration varies, please enquire
	<p>Captioning/Surtitles (visit the Access Diary on sydneyoperahouse.com for upcoming captioned performances)</p>	✓ Most opera productions surtitled in English	✗	✗	✗	✓ Identified performances only **	✗	✗	✗
	<p>Hearing Assistance * (theatres) An induction loop is installed at Box Office counter windows</p>	✓ FM Radio System	✓ FM Radio System	✓ FM Radio System	✓ FM Radio System	✓ FM Radio System	✓ FM Radio System	✓ Induction loop	✗
	<p>Audio Description (visit the Access Diary on sydneyoperahouse.com for upcoming audio described performances)</p>	✗	✗	✓ Identified performances only	✓ Identified performances only	✓ Identified performances only	✓ Identified performances only	✗	✗
	<p>Accessible Toilets</p>	✓ Upper Level	✓ Upper Level	✓ Western Theatre Foyer	✓ Western Theatre Foyer	✓ Western Theatre Foyer	✓ Western Theatre Foyer	✓ Upper Level	✓ Portable Event Amenities
	<p>Complimentary Shuttle Bus</p>	The bus runs between Circular Quay near Stand E (under the Cahill Expressway) and the Vehicle Concourse on Ground Level. Please see bus locations or sydneyoperahouse.com for running times. There are no bus services on Sunday evenings.							
	<p>Vehicle Concourse Parking on Ground Level (near Stage Door)</p>	A limited number of accessible parking spaces are available on the Concourse near Stage Door; a fee of \$15.00 applies. To check availability please telephone 61 2 9250 7185 Monday to Saturday 9:00am until 8:30pm, Sunday 10:00am until 6:00pm (subject to alteration). Please ensure you have your updated RTA details (current RTA permit number and expiry date) and credit card ready before calling.							
	<p>Wilson Parking (Macquarie St Level 1 and 6)</p>	RTA Permit is required. There are 11 accessible parking spaces on Level 1 and 12 additional parking spaces on Level 6.							
	<p>Assistance Animals</p>	Assistance animals are welcome inside all areas of Sydney Opera House.							

* Collect free FM radio unit from the cloakroom. This service is also compatible with hearing aids via an induction loop. Please enquire from the cloakroom for this service.

** Some Sydney Theatre Company productions are captioned. For further details visit the Access Diary on sydneyoperahouse.com or call SOH Box Office on 61 2 9250 7777.

BOOKING A PERFORMANCE

Online: [sydneyoperahouse.com/access](https://www.sydneyoperahouse.com/access)

Bookings can be made online 24 hrs, 7 days a week. Complete the online access form so we can allocate best available seating for customers who require accessible seating and other access accommodations.

By Telephone or Email

Contact the Call Centre on 61 2 9250 7777 or email bookings@sydneyoperahouse.com

Call Centre hours of operation

Monday to Saturday from 9:00am to 8.30pm
Sunday from 10.00am to 6.00pm

Users who are deaf or who have a hearing impairment can call (at no cost) through the National Relay Service:

- TTY users phone 13 36 77 then ask for 9250 7777
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9250 7777
- Internet relay users connect NRS (www.relayservice.com.au) and then ask for 9250 7777

In Person

Book at the Main Box Office located on the Upper Level
Access is via stairs or public lift
Western Theatre Foyer Box Office on Ground Level
is open 1 hour prior to performances

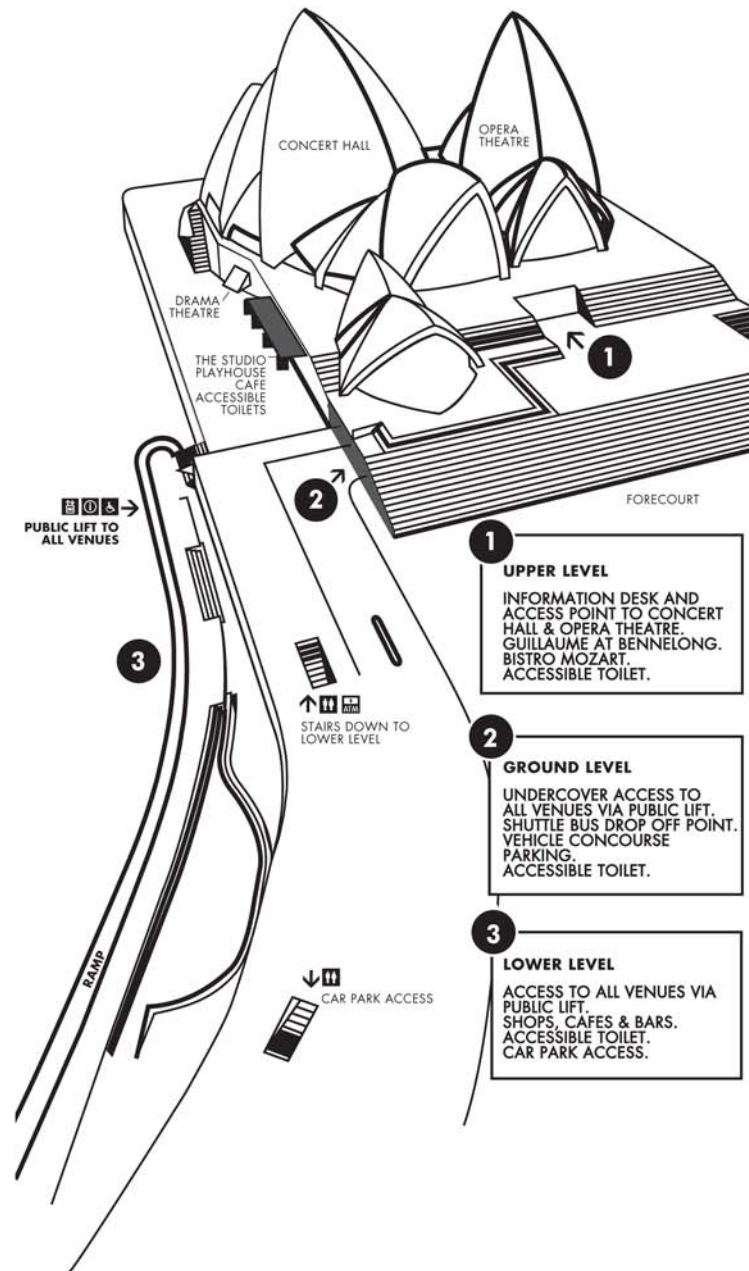
Box Office hours of operation

Monday to Saturday from 9:00am to 8:30pm
Sunday from 2 hours prior to performances
Please note Sydney Opera House and its Box Offices and Call Centre are closed Good Friday and Christmas Day

BOOKING AN ACCESS TOUR

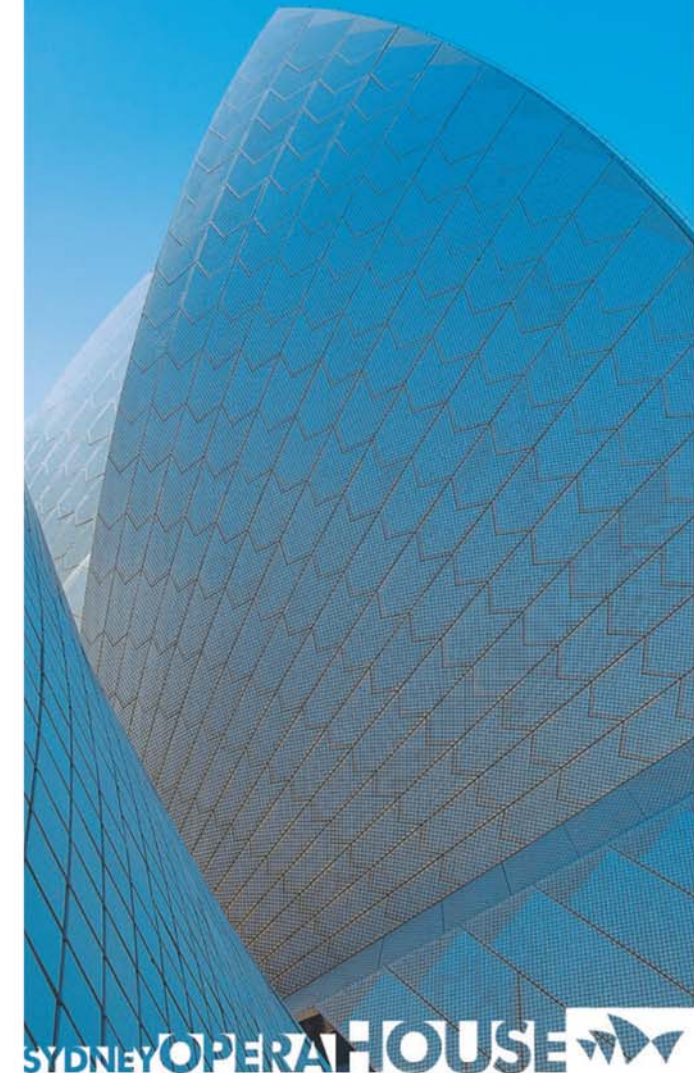
Access Tours depart from Stage Door daily at 12:00pm and operate for 1 hour. Tours are designed for customers with mobility restrictions, limited vision or who are blind. Advanced bookings are essential as places are limited.
To book call Tourism on 61 2 9250 7250 or email tourism@sydneyoperahouse.com. Users who are deaf or who have a hearing impairment can call (at no cost) through the National Relay Service:

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FOR A MORE COMPREHENSIVE OUTLINE OF ACCESS SERVICES PLEASE REFER TO OUR CUSTOMER ACCESS GUIDE ON [SYDNEYOPERAHOUSE.COM](https://www.sydneyoperahouse.com)

Access Guide



SYDNEY OPERA HOUSE