

BOOKING TICKETS	ACCESS SERVICES	Opera Theatre	Concert Hall	Playhouse	Drama Theatre	The Studio	Utzon Room	The Forecourt	
<p><b>PLEASE ADVISE YOUR REQUIREMENTS WHEN BOOKING</b></p> <p><b>Ticketing Policy</b> Our ticketing policy enables customers with disabilities requiring wheelchair seating for performances hosted by <i>Sydney Opera House Presents</i> to purchase a wheelchair place for themselves and a seat for their companion at the lowest concession ticket price available for the selected performance.</p> <p><b>NSW Companion Card</b> Recognised for performances and events hosted by <i>Sydney Opera House Presents</i>, <i>The Essential Tour</i> (including <i>Access Tour</i>) and The Australian Ballet, Sydney Symphony and Sydney Theatre Company. Holders of the Card will not be required to pay for the cost of tickets for their carer. Please note that the Card may not be recognised for events staged by other presenting companies, please enquire when booking.</p>	<p><b>General Access for Wheelchairs or Customers with Limited Mobility</b></p>	✓ Lift service via Stage Door	✓ Lift service via Stage Door	✓ Access via Stage Door	✓ Western Broadwalk via the Colonnade	✓ Western Broadwalk via the Colonnade	✓ Lift service via Stage Door	✓ Granite cobblestone surface measuring 85mx25m	
	<p><b>Accessible Seating – limited availability. Bookings required at least 48hrs in advance</b></p>	✓	✓	✓	✓	✓	✓	✓ Configuration varies, please enquire	
	<p><b>Captioning/Surtitles</b> (visit the <a href="#">Access Diary on sydneyoperahouse.com</a> for upcoming captioned performances)</p>	✓ Most opera productions subtitled	✗	✗	✓ Identified performances only **	✗	✗	✗	
	<p><b>Hearing Assistance * (theatres) - An induction loop is installed at Box Office counter windows</b></p>	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✗	✗	
	<p><b>Audio Description</b> (visit the <a href="#">Access Diary on sydneyoperahouse.com</a> for upcoming audio described performances)</p>	✗	✗	✓ Identified performances only	✓ Identified performances only	✓ Identified performances only	✗	✗	
	<p><b>Accessible Toilets</b></p>	✓ Box Office Foyer/Central Passage	✓ Box Office Foyer/Central Passage	✓ Western Foyer Accessible Toilet and Ambulatory Amenities (Southern End)			✓ Box Office Foyer	✓ Portable Event Amenities/Central Passage	
	<p><b>Complimentary Shuttle Bus</b></p>	The bus runs between Circular Quay near Stand E (under the Cahill Expressway) and the Vehicle Concourse. Please see bus locations or <a href="#">sydneyoperahouse.com</a> for running times. There is no bus service for any theatres on Sunday evenings.							
	<p><b>Vehicle Concourse Parking (near Stage Door)</b></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 contact 61 2 9250 7185 Monday to Saturday 9:00am till 8:30pm, Sunday 10:00am till 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><b>Wilson Parking (Macquarie St Level 1 and 6)</b></p>	RTA Permit is required. There are 11 accessible parking spaces on Level 1 and 12 additional parking spaces on Level 6.							
<p><b>Assistance Animals</b></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](http://sydneyoperahouse.com)

Bookings can be made online 24 hrs, 7 days a week. Follow the process to book tickets then at Step 3 enter in details about any access requirements. This allows us to allocate customers in the most appropriate area for accessible seating, who are accompanied by an assistance animal, and best available seating with sightlines to caption screens or surtitles.

### By Telephone or Email

To book a performance call Box Office on 61 2 9250 7777 or email [bookings@sydneyoperahouse.com](mailto:bookings@sydneyoperahouse.com). 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](http://www.relayservice.com.au)) and then ask for 9250 7777

### In Person

The on-site Box Office is located on level one of the building (which takes 42 steps). Wheelchair access is via Stage Door. All performance tickets are available for purchase from the on-site Box Office. The Western Theatre Foyer Box Office on ground level is open one hour prior to performances. Tickets can be mailed in advance, please enquire at the time of booking.

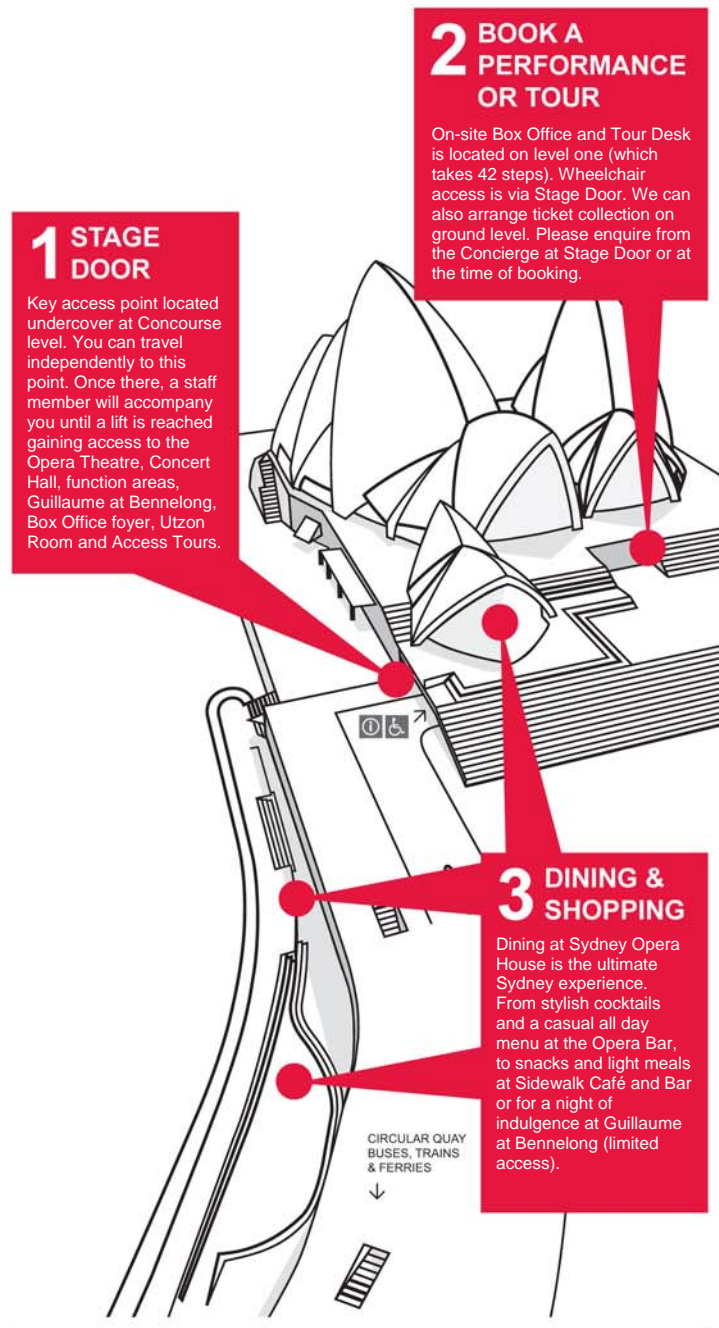
### On-site Box Office hours of operation

Monday to Saturday from 9:00am to 8:30pm, Sunday 2 hours prior to performances. Please note Sydney Opera House and its Box Offices are closed Good Friday\* and Christmas Day. \*Subject to alteration.

## BOOKING AN ACCESS TOUR

Access Tours depart from Stage Door daily at 12:00pm and operate for one hour. Tours are designed for customers with mobility restrictions, limited vision or who are blind. Bookings are essential, please ensure you book in advance as places are limited. To book an Access Tour call Tourism on 61 2 9250 7250 or email [tourism@sydneyoperahouse.com](mailto: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](http://SYDNEYOPERAHOUSE.COM)**

