

BOOKING TICKETS	ACCESS SERVICES	Opera Theatre	Concert Hall	Playhouse	Drama Theatre	The Studio	Utzon Room	The Forecourt	
<p><u>PLEASE ADVISE YOUR REQUIREMENTS WHEN MAKING A BOOKING</u></p> <p>Sydney Opera House is committed to assisting customers with disabilities wherever possible. Our ticketing policy enables customers with disabilities 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.</p>	General Access for Wheelchairs or Customers with Limited Mobility	✓ 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	
	Designated Wheelchair Spaces (theatres) - Bookings Required	✓	✓	✓	✓	✓	✓	✗	
	Hearing Assistance* (theatres)	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✓ FM Radio system	✗	✗	
	Audio Description (visit www.visionaustralia.org.au to find out more details on upcoming Audio Described performances)	✗	✗	✓ Identified performances only	✓ Identified performances only	✓ Identified performances only	✗	✗	
	Service Animals	✓	✓	✓	✓	✓	✓	✓	
	Surtitles/Captioning	✓ Most opera productions surtitled	✗	✗	✓ Some theatre productions captioned **	✗	✗	✗	
	Accessible Toilets	✓ Box Office Foyer/Central Passage	✓ Box Office Foyer/Central Passage	✓ Western Foyer	✓ Western Foyer	✓ Western Foyer	✓ Box Office Foyer	✓ Lower Concourse	
	Free Shuttle Bus#	✓	✓	✓ Except matinees unless there are matinees in other theatres	✓	✗	✗	✗	
	Concourse Parking (near Stage Door)	A limited number of accessible parking spaces are available on the concourse near Stage Door. To check availability please contact 61 2 9250 7185 Monday to Saturday 9:00am till 8:30pm. Please ensure you have your updated RTA details including your current RTA permit number and expiry date to hand before calling.							
	Wilson Parking (Macquarie St Level 1 and 6)	RTA Permit is required. There are 11 accessible parking spaces on Level 1 and 12 additional parking spaces on Level 6.							

* 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 and Bell Shakespeare Company productions are captioned. For further details visit www.theatrecaptioning.com.au or call SOH Box Office on 61 2 9250 7777

There is no Shuttle Bus service for any theatres on Sunday evenings

BOOKING A PERFORMANCE

Online: sydneyoperahouse.com

24 hour bookings can be made online. 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 available wheelchair spaces, customers who are assisted by a service animal, and best available seating with sightlines 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 9241 6410

TTY: 61 2 9250 7347

Email: 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 at the main box office until one hour before each performance. Tickets for the Drama Theatre, Playhouse and The Studio can be collected from the Box Office in the Western Foyer one hour prior to the commencement of the performance. For any additional service or further assistance please enquire at the time of booking.

Main Box Office hours of operation

Monday to Saturday from 9:00am to 8:30pm

Sunday 2 hours prior to performances

Please note that Sydney Opera House and the Box Office are closed Christmas Day.

BOOKING AN ACCESS TOUR

Access Tours operate daily at 12:00pm and depart from Stage Door. Tour duration is one hour and 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.

Telephone: 61 2 9250 7250

TTY: 61 2 9250 7347

Email: tourism@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, Utzon Room and Access Tours.

2 BOOK A PERFORMANCE OR TOUR

Main Box Office and Tour Desk is located on level one (which takes 42 steps). Wheelchair access is via Stage Door. We can also arrange ticket collection on ground level. Please enquire from the Concierge at Stage Door.

3 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 at Guillaume at Bennelong.

CIRCULAR QUAY
BUSES, TRAINS
& FERRIES

FOR A MORE COMPREHENSIVE OUTLINE OF ACCESS SERVICES PLEASE REFER TO OUR CUSTOMER ACCESS GUIDE ON SYDNEYOPERAHOUSE.COM

