

# Theatre Access



Principal Partner

**SAMSUNG**



# Access Facilities

## All Venues

### Accessible seating

All venues have a number of wheelchair and companion seating allocations available. Advanced booking required.

### Courtesy Wheelchairs

Available for loan before performances at the Vehicle Concourse entry to the Western Foyers on Ground Level.






### Wilson's Sydney Opera House Car Park 2 Macquarie St – north end

RMS permit is required. There are 11 accessible parking spaces on Level 1 and 12 additional parking spaces on Level 6. Car spaces on level 6 also have direct wheelchair access to lifts.

### Assistance Animals

Assistance animals trained to assist people with disabilities are welcome at Sydney Opera House. To ensure appropriate seating is allocated please advise your requirements when booking.

## Per Venue

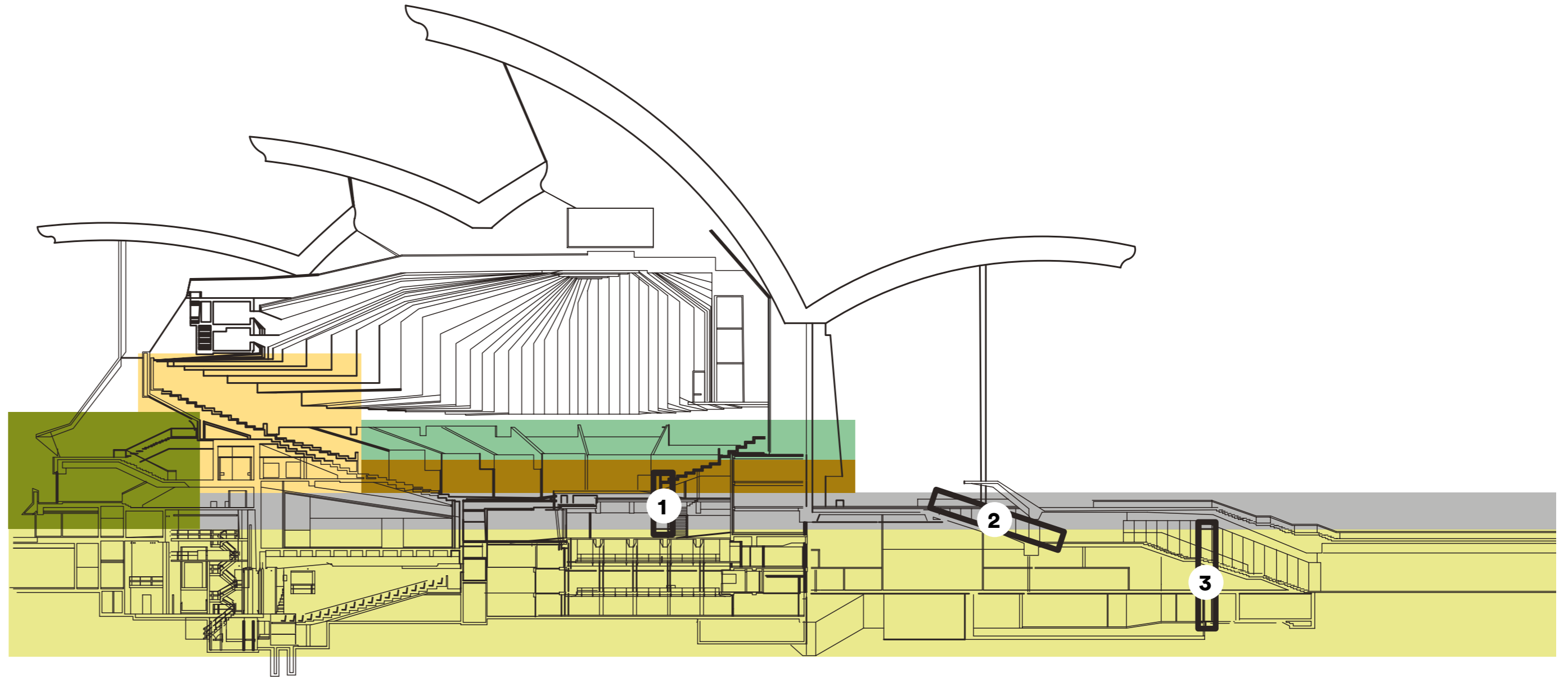
	Joan Sutherland Theatre and Concert Hall	Western Theatres, Playhouse, Drama Theatre and The Studio	Utzon Room
<p> <b>Lift access to venues</b></p> <p>The public lift provides access to the Lower Ground, and Level 1.</p> <p> Please refer to the venue step count information on pages 4, 7 and 12 to assist in choosing your seats within the venues.</p>	See staff at the Information Desk in the Box Office Foyer (Level 1) for lift access to the Concert Hall and Joan Sutherland Theatre.	Access to all Western Theatre venues is via the Western Foyers (Ground Level). A platform stair lift is provided on entry to the Playhouse venue.	Platform lift on entry (Level 1).
<p> <b>Accessible toilets</b></p>	Level 1 (Box office Level).	Western Foyers has two accessible toilets facilities.	Level 1 (Box Office Level).
<p> <b>Hearing assistance</b></p> <p>Collect free FM radio headsets from nearest cloaking counter. Compatible with hearing aids via an induction neckloop provided.</p>	FM Radio System.	FM Radio System.	Induction Loop.
<p> <b>Complimentary Shuttle Bus</b></p> <p>The bus runs between Circular Quay near Stand B (under Cahill Expressway) and the Vehicle Concourse on Ground Level for the selected performances. There are no bus services on Sunday evenings.</p>	<p><b>Before performances:</b> Bus starts 75 minutes before matinee and evening performances and runs continuously for 1 hour.</p> <p><b>After performances:</b> Bus starts 5 minutes after the performance finishes and runs continuously for 45 minutes.</p>	<p><b>Before performances:</b> Bus starts 45 minutes before matinee and evening performances in the Drama Theatre and evening performances in the Playhouse and runs continuously for 30 minutes.</p> <p><b>After performances:</b> Bus starts 5 minutes after the performance finishes and runs continuously for 30 minutes.</p>	NA.

# Concert Hall

Step numbers are based on a one way journey from the Southern Foyer Level including steps both up and down leading to the row indicated.

The last column in each of the three tables is the total of this cumulative step count (up and down) on a one-way journey to that row.

	Steps Up	Steps down	Southern Foyer
<b>Northern Foyer Granite</b>	49	15	<b>64</b>
<b>Northern Foyer Mural</b>		13	<b>77</b>
<b>Northern Foyer Lounge</b>		17	<b>94</b>
<b>Northern Foyer Lower Bar</b>		6	<b>100</b>
<b>Door 7/14</b>	49		<b>49</b>
<b>Front Circle down to Row A</b>		18	<b>67</b>
<b>Rear Circle up to Row Y</b>	26		<b>75</b>
<b>Doors 1-3/8-10</b>	43		<b>43</b>
<b>Rear Circle up to Row Y</b>		10	<b>53</b>
<b>Box E/Y down to front row</b>		10	<b>53</b>
<b>Box F/Z down to front row</b>		15	<b>58</b>
<b>Choir down to Row G</b>		15	<b>58</b>
<b>Choir down to Row A</b>		27	<b>70</b>
<b>Door 6/13 Stalls up to Row X</b>	16		<b>22</b>
<b>Door 5/12 Stalls up to Row N</b>	6		<b>6</b>
<b>Door 4/11 Stalls up to Row H</b>	0		<b>0</b>
<b>Southern Foyer</b>	0		<b>0</b>
<b>Box Office Level</b>		15	<b>15</b>
<b>Vehicle Concourse</b>		42	<b>57</b>
<b>Opera House Carpark</b>		20	<b>77</b>



① x1 Staff Operated Lift from Box Office Foyer to Southern Foyer & Stalls Door 4, 5, 11, 12



② Escalator from Box Office to Southern Foyer



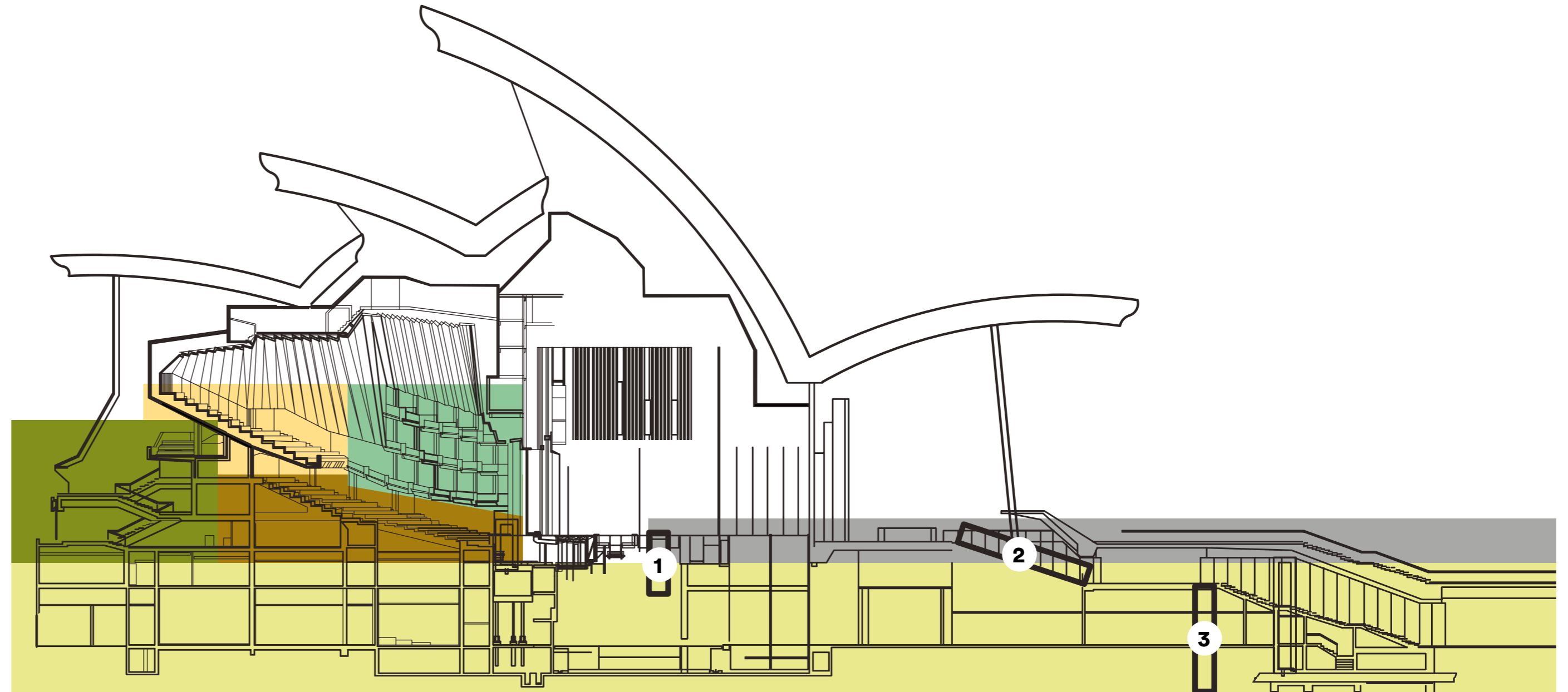
③ x1 Public Lift from Lower Concourse to Box Office

# Joan Sutherland Theatre

Step numbers are based on a one way journey from the Southern Foyer Level including steps both up and down leading to the row indicated.

The last column in each of the three tables is the total of this cumulative step count (up and down) on a one-way journey to that row.

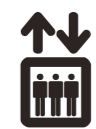
	Steps Up	Steps down	Southern Foyer
<b>Northern Foyer Granite</b>	43	9	<b>52</b>
<b>Northern Foyer Mural</b>		13	<b>65</b>
<b>Northern Foyer Lounge</b>		14	<b>79</b>
<b>Northern Foyer Lower Bar</b>		6	<b>85</b>
<b>Door 25/30 Circle</b>	60		<b>60</b>
<b>Front Circle down to Row A</b>		18	<b>78</b>
<b>Rear Circle up to Row P</b>	21		<b>81</b>
<b>Doors 22/27 Loge Level</b>	25		<b>25</b>
<b>Loge A/X down to front seats</b>		6	<b>31</b>
<b>Loge A/X up to last seats</b>	14		<b>39</b>
<b>Doors 22/27 Box Level</b>	39		<b>39</b>
<b>Box B/Y down to front seats</b>		6	<b>45</b>
<b>Box B/Y up to last seats</b>	14		<b>53</b>
<b>Door 21/26 Stalls down to Row A</b>		5	<b>5</b>
<b>Door 21/26 Stalls up to Row M</b>	18		<b>18</b>
<b>Door 23/28 Stalls up to Row X</b>	16		<b>34</b>
<b>Southern Foyer</b>	0		<b>0</b>
<b>Box Office Level</b>		15	<b>15</b>
<b>Vehicle Concourse</b>		42	<b>57</b>
<b>Opera House Carpark</b>		20	<b>77</b>



1 x1 Staff Operated Lift from Box Office Foyer to Southern Foyer & Stalls Door 21 & 26



2 Escalator from Box Office to Southern Foyer



3 x1 Public Lift from Lower Concourse to Box Office



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The Opera House belongs to everyone. As an organisation, our goal is to provide barrier-free access, making the site, building and the experiences they offer accessible to all people.

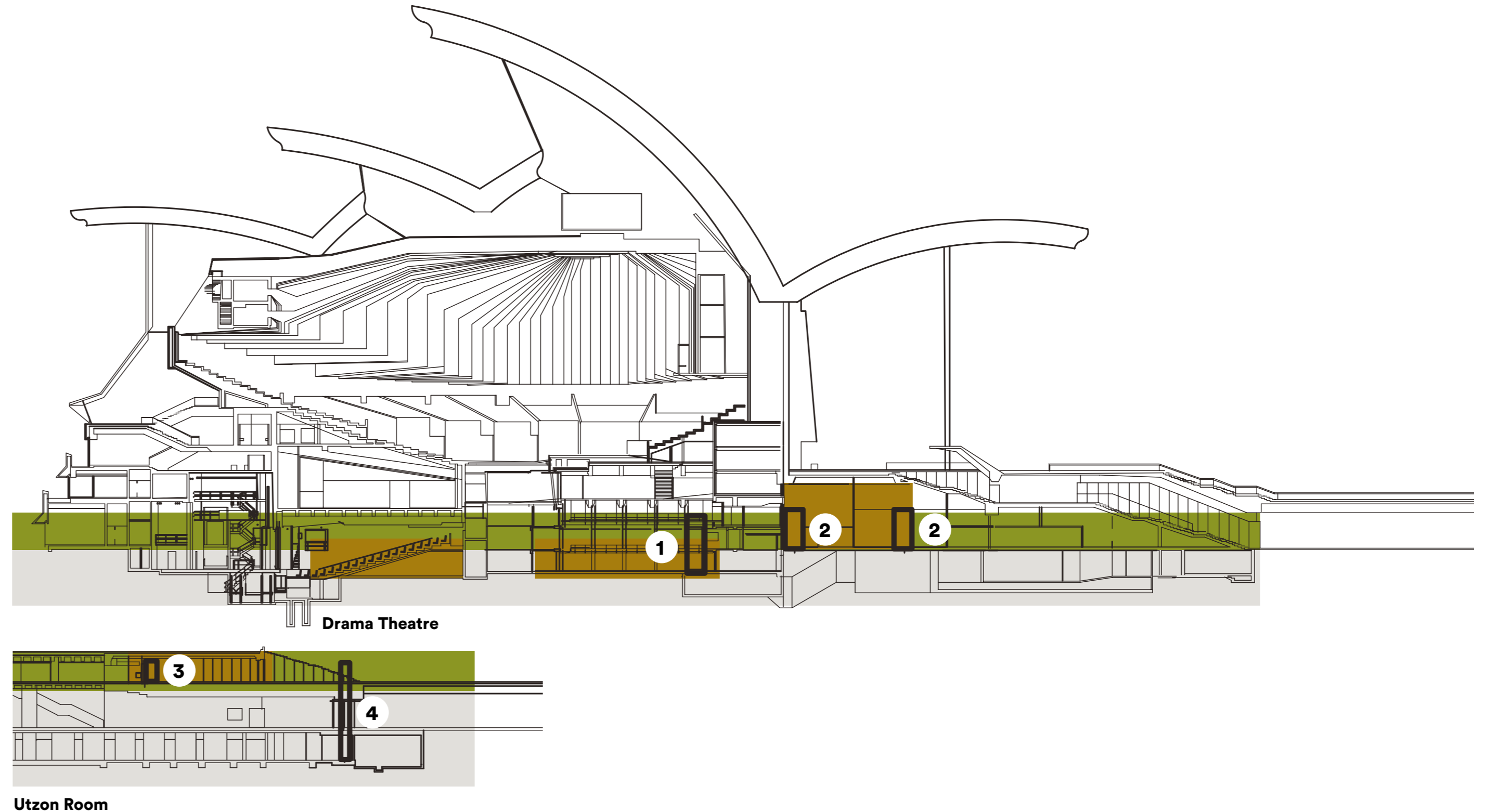
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# Western Foyer Theatres & Utzon Room

Step numbers are based on a one way journey from the Western Foyers including steps both up and down leading to the row indicated.

The last column in each of the three tables is the total of this cumulative step count (up and down) on a one-way journey to that row. Utzon Room is based on entry from the Box Office Foyer Level.

	Steps Up	Steps down	Western Foyer
<b>DRAMA THEATRE</b>			
DT Door down to Row A		26	26
Box Office Level	42		42
West Foyer/Vehicle Concourse			0
Opera House Carpark	20		20
<b>STUDIO</b>			
Studio Door down to Stage Level		15	15
Box Office Level	42		42
West Foyer/Vehicle Concourse			0
Opera House Carpark	20		20
<b>PLAYHOUSE</b>			
Playhouse Doors up to Auditorium	8		8
down to Row A		12	20
up to Row T	20		28
Box Office Level	42		42
West Foyer/Vehicle Concourse			0
Opera House Carpark	20		20
<b>UTZON ROOM</b>			
Utzon Room floor level		5	5
Box Office Level			0
West Foyer/Vehicle Concourse		42	42
Opera House Carpark		20	20



 1 Studio x1 Lift

2 Playhouse x2 Stair-climbers

3 x1 Lift from Box Office entrance

4 x1 Lift from Lower Concourse to Utzon Room entrance

# Booking a performance

Please let us know your access requirements when booking

## Online

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

Bookings can be made online 24hours, 7 days a week. When booking please complete the online access request form so we can best accommodate your access requirements.

## Telephone

Patrons holding a NSW Companion Card can call the Sydney Opera House Companion Card priority line on +61 2 9250 7752 to discuss seating requirements and sales for all events held at Sydney Opera House.

Contact centre on +61 2 9250 7777

Monday to Saturday 9am – 8.30pm

Sunday 10am – 6pm.

## Email

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

## National relay service

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

- ▶ TYY users phone 13 36 77 then ask for +61 2 9250 7777
- ▶ Speak and listen (speech-to-speech relay) users phone 1300 555 727 then ask for +61 2 9250 7777
- ▶ Internet relay users connect NRS ([relayservice.com.au](http://relayservice.com.au)) then as for +61 2 9250 7777.

## In person

Box Office (located on Level 1)

Monday to Saturday 9am – 8.30pm

Sunday 10am – 6pm

Sydney Opera House and its Box offices are closed Good Friday and Christmas day.

For a more comprehensive outline of access services please refer to [sydneyoperahouse.com/accessibility](http://sydneyoperahouse.com/accessibility)

## Ticketing policy

Wheelchair accessible and companion seating are priced at the lowest concession available for the selected performance.

The NSW Companion card is recognised for all performances and the Sydney Opera House Tour.

