

# **Sydney Opera House Theatre access guide**

Principal Partner **SAMSUNG**

\*\*\* If you are blind or have low vision and want to attend an event at Sydney Opera House, Guide Dogs NSW/ACT can provide you with free training on how to travel safely from any location to your event at Sydney Opera House. Call them on 1800 804 805 to talk to them about your travel.

## **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.

#### **Vehicle drop off point**

On-site roundabout via Macquarie St. All vehicles will be stopped at Main Gate to confirm access requirements.

## **Vehicle Concourse parking on ground level**

A limited number of parking spaces are available on the Vehicle Concourse near Stage Door for customers with limited mobility attending performances ONLY. Fees apply. To book contact the Accessible Parking line on 61 2 9250 7185. Please ensure you have your updated RMS details and credit card ready before calling. Accessible Parking positions are open for March to June 2016. For bookings from July 2016, you're welcome to express your interest and we will contact you mid-2016 with more details.



## **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.

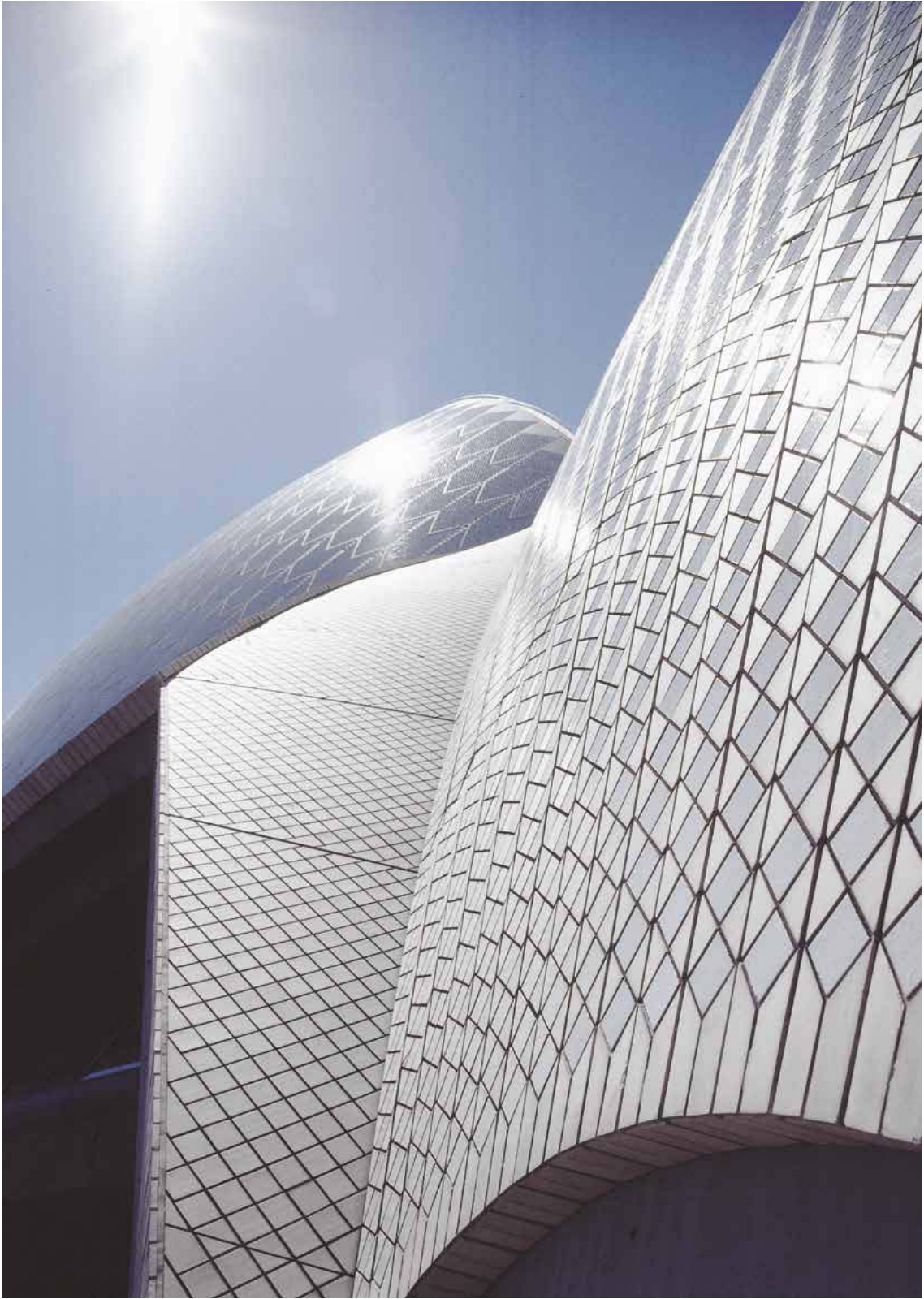
## Per Venue

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>	<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.</p>	<p>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.</p>	<p>Platform lift on entry (Level 1).</p>

<b>Per Venue</b>	<b>Joan Sutherland Theatre and Concert Hall</b>	<b>Western Theatres, Playhouse, Drama Theatre and The Studio</b>	<b>Utzon Room</b>
 <b>Accessible toilets</b>	Level 1 (Box office Level).	Western Foyers has two accessible toilets facilities.	Level 1 (Box Office Level).
 <b>Hearing assistance</b>  Collect free FM radio headsets from nearest cloaking counter. Compatible with hearing aids via an induction neckloop provided.	FM Radio System.	FM Radio System.	Induction Loop.

Per Venue	Joan Sutherland Theatre and Concert Hall	Western Theatres, Playhouse, Drama Theatre and The Studio	Utzon Room
<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></p> <p>Bus starts 75 minutes before matinee and evening performances and runs continuously for 1 hour.</p> <p><b>After performances:</b></p> <p>Bus starts 5 minutes after the performance finishes and runs continuously for 45 minutes.</p>	<p><b>Before performances:</b></p> <p>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></p> <p>Bus starts 5 minutes after the performance finishes and runs continuously for 30 minutes.</p>	<p>NA.</p>

**"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."**



## **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.

## **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.

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

Key Sheet for Opera House Map:

1

Level One    
Information Point  
Public Lift  
Escalators to Concert Hall and  
Joan Sutherland Theatre  
Southern Foyers  
Bistro Mozart  
Accessible toilet  
Bennelong

2

Ground Level  
Public Lift  
Shuttle bus drop o. point  
Vehicle Concourse parking

3

Lower Ground Level  
Public Lift  
Shops, cafes & bars  
Accessible toilet  
Car park access

Joan Sutherland Theatre

Concert Hall

Drama Theatre

The Studio  
Playhouse Café  
Accessible Toilets

Bennelong



Forecourt



Public Lift



Stairs down to  
Lower Ground  
Level

Stairs down to  
Car Park



Ramp  
Access

