



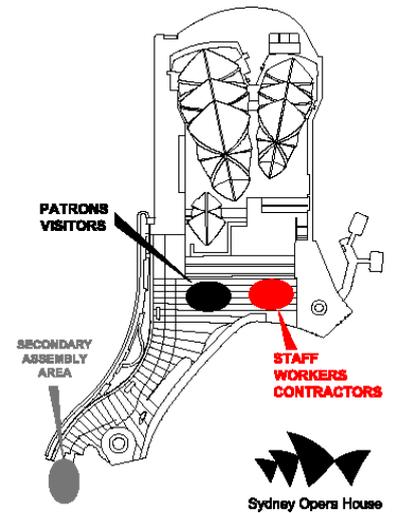
The following information is designed to assist schools in planning a visit to the Sydney Opera House and preparing a risk assessment and/or risk management plan. More information can be obtained by contacting the Sydney Opera House Creative Learning Ticketing team at creativelearning@sydneyoperahouse.com.

Covid-19: Schools Visiting the Opera House

- Students, teachers and accompanying adults must not attend site if experiencing any Covid-19 symptoms (even if mild) or are required to isolate as per [NSW Health guidelines](#).
- At least two adults responsible for the school group must provide SOH their contact details including the date and time of the school group arriving and leaving SOH and name of the production they are attending. These contacts must be readily available at any time for 28 days, and if notified by SOH, are responsible for notifying students and parents in attendance of Sydney Opera House excursions of any interaction with a positive case on site.
- Face masks are strongly recommended for all visitors to the Opera House.
- Adhere to Covid-19 site signage requirements which includes hand sanitising and physical distancing.
- Avoid congestion of schools in specific areas where possible, including foyers, toilets, theatre and workshop spaces, at points of mixing or queuing and between seated groups.
- Where possible, student groups will be separated from other school groups by:
 - In workshops, only one school group per workshop can be booked. To be discussed at your time of booking.
 - For performances, different school groups will be distanced by one row where possible. To be requested at your time of booking, subject to availability.
- Regular cleaning of high-traffic and high-touch areas with hospital-grade disinfectant is undertaken by SOH; Indoor venues are well maintained with effective air conditioning systems that maximise ventilation with fresh air; Hand sanitiser stations are available in paths of travel, frequently accessed areas and near bathroom facilities.
- SOH has a Covid safe plan that will be provided on confirmation of booking.
- Cancellations:
 - In the instance that a school has a confirmed Covid case in the days prior to the event and as such cannot attend, the school is to contact Sydney Opera House as soon as possible on creativelearning@sydneyoperahouse.com
 - Sydney Opera House will issue an exchange, credit or refund for the value of booked tickets on the provision of the school confirming Covid notice from NSW Health or other governing body.
 - Any cancellations made less than 2 hours before a performance or workshop cannot be processed.

General Information

- Sydney Opera House has developed an Emergency Plan detailing Emergency Procedures to cope with likely emergency scenarios.
- The primary evacuation assembly point for Sydney Opera House is on the Forecourt.
- Sydney Opera House has a fully compliant fire detection and suppression system, which includes an Emergency Warning and Intercommunication System.
- In an emergency these systems are managed by the Emergency Planning & Response Groups which provides 24 hour, 7 days-a-week coverage. Our Theatre Managers, Front of House and Emergency Planning & Response Group will direct school groups to safe locations in the event of an emergency.
- Sydney Opera House has a fully-equipped first aid room, staffed by registered nurses from 8am-11.30pm, 7 days a week.
- Additional staff hold senior first aid certificates and extra first aid equipment includes oxy-viva and defibrillators sets.
- As the site is surrounded by water on three sides, lifebuoy rings are located on the outside of the building.
- The exterior of the building is fully paved in different forms of granite and there are many stairs. There is limited protection from the elements (i.e. sun, wind, rain etc.). Suitable footwear and clothing is strongly recommended.
- The entire exterior areas of the site and all public areas within the building are covered by CCTV cameras. The Sydney Opera House CCTV Policy is available for review on www.sydneyoperahouse.com located under About Us / Corporate Information / Sydney Opera House Policies.
- Visitor toilets, including accessible toilet facilities are located:
 - on the Lower Level near the Food and Beverage outlets;
 - inside the Western Foyer open all day till theatres close; and
 - on the Upper Level in the main Box Office foyer near the Information Desk.
- Sydney Opera House has a comprehensive Child Protection Policy and Child Protection Procedures in place, which all staff are required to comply with. These documents can be accessed via our website www.sydneyoperahouse.com located under About Us / Corporate Information / Sydney Opera House Policies.
- Sydney Opera House is fully covered by public liability insurance.



Access

- There is no vehicle, bus or coach access to the Sydney Opera House site. By prior arrangement, approval may be given for schools who have students with accessibility requirements via email: accessibility@sydneyoperahouse.com
- People who are unable to walk long distances can be dropped off in taxis or private vehicles at the Gatehouse located at the Sydney Opera House site entrance on Macquarie Street. A buggy service for patrons with accessibility requirements operates between the Gatehouse and the Sydney Opera House.
- Deliveries to the Loading Dock is by appointment only, whereby an approved booking receives a barcode to show at the Gatehouse on arrival. Bookings can be requested through your SOH contact.
- The nearest public transport (rail, bus and ferry) is located at Circular Quay, which is a short walk from Sydney Opera House.
- There is a covered walkway from Circular Quay to Sydney Opera House, with a five metre gap between the apartment building at the northern end of Macquarie Street and the escalator leading down to Sydney Opera House's Lower Level.
- There are a large number of steps and floor level changes across Sydney Opera House.

- The public lift connects three levels of the building, the Lower and Ground Levels to the Upper Main Box Office Level. The lift can be accessed via an underground corridor near the Welcome Centre on the Lower Level and also at a corridor on the Ground Level (at the top of the escalators). Escalators connect the box office foyer to the Joan Sutherland Theatre and Concert Hall southern foyers.
- There are a number of wheelchair and companion seating locations in all theatres. Please advise the Box Office of accessible and companion seating as well as any other access requirements at the time of booking.
- A limited number of courtesy wheelchairs are available for students attending performances in the Concert Hall and Joan Sutherland Theatre.

Services

- The nearest public hospital is Sydney Hospital in Macquarie Street. Phone number: 9382-7111.
- The nearest private medical centre is the Gateway Quayside Medical Centre at Circular Quay. Phone number: 9241-1577.
- More detailed information can be found on our website www.sydneyoperahouse.com