

ACCESSIBILITY GUIDE

Ticketmaster are committed to providing priority service for patrons requiring accessible seating.

While tickets for most events can be booked through Ticketmaster's Accessible Seating Line on [1300 446 925](tel:1300446925), many venues have chosen to manage their own accessible ticketing.

Companion card holders and patrons requiring wheelchair access can, therefore, book through the venue box office directly. Many of our venues also provide accessibility services for those with auditory or visual impairment as well as other communication or learning disorders.

Please see below for all relevant information and contact details.

Ticketmaster Accessible Seating Line

Companion card holders and patrons requiring wheelchair accessible ticketing can book via Ticketmaster's Accessible Seating Line [1300 446 925](tel:1300446925) for most events. This is a priority line with a team of dedicated operators who are specifically trained in accessibility ticketing.

VIC (Wheelchair Access and Companion Cards)

Arts Centre Melbourne – 1300 182 183

Festival Hall – 03 9329 9699

The Palms at Crown – 03 9292 5103

VIC (Wheelchair Access Only)

Please note Ticketmaster Customer Service can book accessible seating and companion cards without wheelchair access for the following venues. If you require wheelchair access for these venues please contact them directly on the phone number listed.

Malthouse Theatre – 03 9685 5111

Melbourne Recital Centre – 03 9699 3333

Marriner Venues as listed below – 03 9299 9800

Comedy Theatre

Forum Theatre

Regent Theatre

Princess Theatre (Harry Potter and the Cursed Child)

NSW (Wheelchair Access and Companion Cards)

Sydney Lyric Theatre – 02 9509 3600

The Capitol Theatre – 02 9320 5000

The State Theatre – 02 9267 3234

Theatre Royal – 02 9221 3903

WIN Entertainment Centre – 02 4220 2884

WIN Stadium – 02 4220 2884

TAS (Wheelchair Access Only)

Please note Ticketmaster Customer Service can book accessible seating and companion cards without wheelchair access for the following venues. If you require wheelchair access for these venues please contact

them directly on the phone number listed.
Derwent Entertainment Centre – 03 6273 0233

Various/All States

Falls Festival – info@fallsfestival.com

Companion Cards

If you hold a government-issued Companion Card for people with disabilities who require a companion or require wheelchair access, please see below for the relevant contact information for each venue.

For all venues and events not listed below, patrons can book through Ticketmaster on [1300 446 925](tel:1300446925). Service hours are Monday to Saturday from 9am to 8pm and Sunday 9am to 5pm AEST (closed Christmas and Boxing Day).

Patrons can also email accessibletickets@ticketmaster.com.au. If emailing, please ensure you include the Event Name, Venue, Date and Time along with your contact details.

Please see the below contact information for relevant venues:

VIC (Wheelchair Access and Companion Cards)

Arts Centre Melbourne – 1300 182 183
Festival Hall – 03 9329 9699
The Palms at Crown – 03 9292 5103

NSW (Wheelchair Access and Companion Cards)

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Relaxed Performances

Relaxed performances are open to everyone, but the environment has been specifically adapted for families with children with an Autistic Spectrum Condition, individuals with sensory and communication disorders, those with learning disabilities and anyone who would benefit from a more relaxed environment.

Not all venues and events offer relaxed or Autism-Friendly performances. Any event offering relaxed or Autism-Friendly performances will be visibly marked on our website.

This can include but is not limited to people with autism, sensory sensitivities, learning disabilities, and dementia, as well as those living with anxiety or who have experienced trauma.

In our Relaxed Performances, we focus on adapting the theatre environment with the artists and preparing the audience by developing pre-show resources. We maintain the creative integrity of each show, making minor modifications to sensory elements like lighting and sound.

During these performances, there is a relaxed attitude to noise; doors remain open and lights, while dimmed, remain on throughout the performance. There may be slight adjustments made to the production including the removal of strobe lighting and pyrotechnics, reduction of any jarring sounds, and lights focused into the audience being dimmed.

You can leave the auditorium to take a break where a designated quiet area is available. Pre-show resources such as a Visual Story may be available to help you prepare for your visit.

Hearing Loop Performances

Many of our venues are compatible with the hearing loop system. A hearing loop can assist the hearing impaired by boosting the sound of the performance through their hearing aid. Different venues have different access.

Here are some of our venues that incorporate the hearing loop:

Sydney Lyric Theatre (NSW) - Hearing Loop is accessible in some stalls seats. Please see the venue's map for more information and turn your hearing aid to T for reception.

Capitol Theatre (NSW) - Hearing Aid Loop is accessible in the majority of theatre seats; turn your hearing aid to T for reception.

State Theatre (NSW) - State Theatre is installed with a Hearing Loop in the Mezzanine.

Regent Theatre and Princess Theatre (VIC) - There is a hearing loop within the Regent Theatre and Princess Theatre. Either headsets or neck loops (for those with a T-switch) can be obtained from the cloak room. Please proceed to the cloak room or see a member of their Front of House team on arrival at the venue.

Comedy Theatre (VIC) - There is a hearing loop within the stalls seating. People with a hearing aid will need a 'T switch'.

Arts Centre Melbourne (VIC) - Assisted-listening devices are available for use in all seats of Arts Centre Melbourne venues (plus on Guided Tours and for meetings) and are available free of charge. These devices use standard headphones or connect with hearing aids via a neck loop. Please speak to venue staff when you arrive for assistance with obtaining these devices.

Crown Theatre, Perth (WA) - For people with hearing impairments, a hearing loop is incorporated in specific sections of the Lounge seating area. It is recommended to select seating as close as possible to the main centre aisle to obtain the full effect of this facility. The hearing loop does not extend to the Dress Circle seating platform and is not suitable for the front rows located on the flat level of the auditorium.

Auslan Performances

Auslan is the sign language of the Australian Deaf community. Experienced Auslan theatre interpreters stand to the side of the speaker or action and interpret the text and dialogue into Auslan, signing live.

Not all venues and events offer Auslan Interpreted performances. Any event offering Auslan Interpreted performances will be visibly marked on our website.

For a list of some Australian Auslan performances, head to [Auslan Stage Left's website](http://www.auslanstageleft.com.au/upcoming-shows/):
<http://www.auslanstageleft.com.au/upcoming-shows/>

Captioned Performances

Using captions allows a wider range of people to enjoy the theatre experience. Essential for the 4.5 million Australians who are Deaf or hearing impaired, captions are also beneficial for children and those who speak English as a second language.

Not all venues and events offer captioned performances. Any event offering captions will be visibly marked on our website.

Captions can also be useful for hearing theatre patrons, especially when the performance involves dialects or strong accents, when words are being sung or when actors are speaking and singing off-stage.

Captions are prepared from the script of a play, musical, or opera by highly trained staff. During the performance, the captions are displayed on a screen allowing the audience to read what is being said while the artists perform.

Theatre captioning can be delivered in an open format where everyone can see the screen the captions are displayed on. The screens are generally placed somewhere at the front of the stage but may also be integrated into the production's set.

Audio Described Performances

In an audio described show, audience members can listen to a description of the visual aspects of the performance described live via a small radio receiver.

Not all venues and events offer Audio Described performances. Any event offering Audio Described performances will be visibly marked on our website. For a list of some Australian AD performances, head to [Vision Australia's website](https://www.visionaustralia.org/community/events?term=1521&state=All): <https://www.visionaustralia.org/community/events?term=1521&state=All>

Audio Described performances allow theatre goers who are vision impaired to sit in most parts of any theatre and fully participate in the performance.

This involves verbal commentary that tells visually impaired theatre-goers what is happening on the stage during the parts of the performance where there is no dialogue (i.e. during fight scenes).

Audio description sometimes extends beyond the play itself, giving you details of the program and descriptions of costumes and stage settings before a performance starts.