



# Princess Theatre Accessibility Information

**Current at 10/11/2025**

The Princess Theatre is a venue for everyone and we work hard to make our shows and events safe and accessible for all. We've put together the below information about the venue but if there is anything missing or if you have any questions, please don't hesitate to contact us.

## **Accessibility & Ticketing contacts**

Phone: 1300 11 10 11

Submit your ticketing request [here](#).

For details regarding upcoming accessible performance you can visit our [Accessible Performances](#) page.

Website: [www.marrinergroup.com.au/princess-theatre-accessibility](http://www.marrinergroup.com.au/princess-theatre-accessibility)

## **Booking Tickets**

Accessible tickets for shows at the Princess Theatre can be purchased by calling us on 1300 11 10 11 (option 2), Monday to Friday 10am to 5pm or by sending us a request [here](#).

Our phone lines are also open for assistance with weekend performances from 2 hours prior to the first show on Saturday and Sundays.

Tickets are also available from the Regent Theatre box office located at 191 Collins Street, Melbourne (accessible via stairs only) from Monday to Friday 10am – 5pm, and 90 minutes prior to performances.

For in person bookings with wheelchair access please visit the Princess Theatre Box Office located at 163 Spring Street, Melbourne, open 10am-5pm Monday to Friday and 90 minutes prior to performances.



Specialised Accessible Performances are now available for many of our productions, for more information please [here](#).

To arrange a Companion Card ticket or wheelchair seat please call 1300 11 10 11 (option 2) or send us a request [here](#).

## Companion Card Tickets

Companion Cards are accepted for all performances at the Princess Theatre and can be booked directly with the Box Office on 1300 11 10 11 (option 2). Companion Card tickets can also be booked online however these must be collected from the Box Office when you arrive at the show by presenting a valid Companion Card.

## Getting Here

The Princess Theatre is located at 163 Spring Street, Melbourne.

**Wheelchair Drop Off:** For step free access to the Princess Theatre, we recommend stopping at the pedestrian crossing located at 1 Little Bourke Street.

**Drop Off/Pick Up:** The best spot for drop off and pick up is on Spring Street, directly outside the theatre. There is a 10-minute parking spot and a No Parking – 2 minutes only drop off zone.

**Taxi:** The nearest taxi rank is located at the Windsor Hotel, a 5-minute walk from the theatre along Spring Street.

**Tram:** The closest tram stop is Nicholson Street – Stop 10 which is on the Route 86 & 96. This stop is a level access stop.

**Train:** Parliament Train station is approximately 150m from the Princess Theatre. This is a City Loop station. Lift access to the station can be found on Spring Street. Please click here for more information and timetables – [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

## Arriving at the Venue

Entry to the Princess Theatre is via Spring Street, there are several glass doors that are kept open prior to the performance and during interval. There is a single step through these doorways. A ramp is available at the doors to the far left of the frontage, located closest to the Federici Bistro, for patrons requiring step-free access. A Front of House Staff member will scan your ticket as you enter the auditorium.



*Step free access to the venue*



The Box Office is located within the Stalls foyer, toward the left-hand side. It is clearly signed and has a counter approximately 1m high.



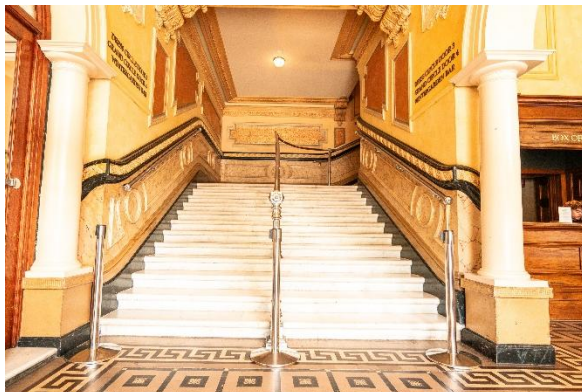
*Box Office*

## Foyers

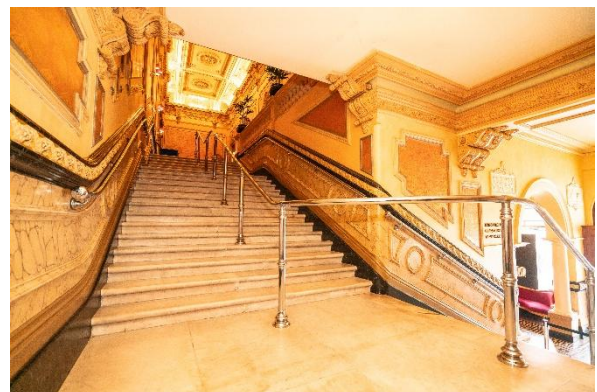
**Stalls:** The Stalls foyer is a tiled area. All counters in the foyer area are high. There is a slight rise into the auditorium before the tiled surface gives way to carpet. There is limited seating available.

There are bars, toilets, the box office, and merchandise available on this level.

**Dress Circle:** The Dress Circle foyer area is carpeted and tiled. **Please note there is no lift access to the Dress Circle.** There are 33 stairs leading to the Dress Circle, they are made of marble and have three thick handrails.



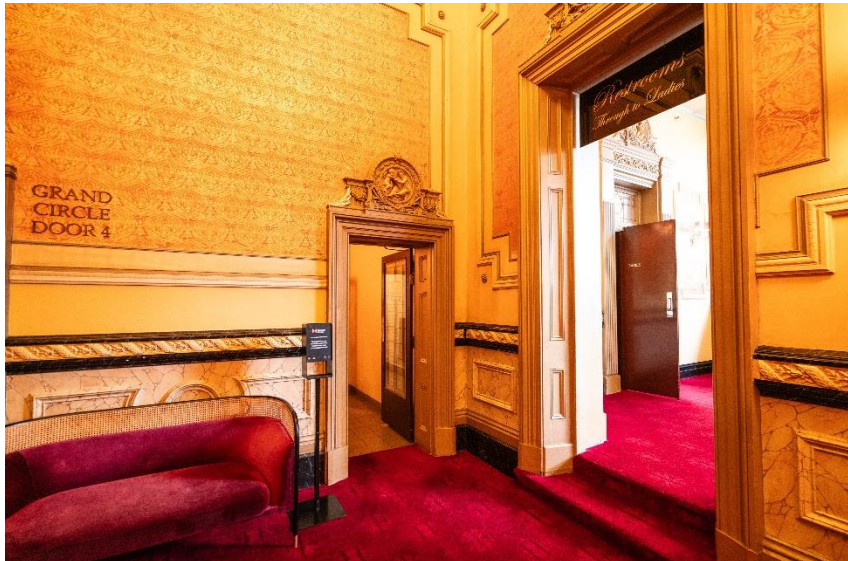
*Stairs from Stalls to Dress Circle*



*Stairs from Stalls to Dress Circle*

There are a further two steps up to access the bar, merchandise stall, and Female toilets within the foyer.





*Steps (left) up to Female toilets, Dress Circle Merchandise and bar*

The counters in the Dress Circle are approximately 1.2m high.  
There is limited seating available, primarily in the Wintergarden Bar.



*End of Wintergarden Bar & seating available*

**Grand Circle:** The Grand Circle is not equipped with a full foyer; it is accessed via a large landing. **Please note there is no lift access to the Grand Circle.** There are two staircases leading up to the third level through Door 4, directly from the Stalls foyer (69 stairs with handrails) or via the Dress Circle foyer (33 stairs to the Dress Circle, then 40 stairs to Grand Circle, 73 stairs total). There are Male and Female toilets available on the Grand Circle level. Other amenities can be accessed from the Dress Circle or Stalls foyer.



*Door 4 (right) leading from Dress Circle to Grand Circle*

The Princess Theatre is a fully seated venue over three levels. All seats fold down and forward, leaving more room between rows when seats are unoccupied.



*Stalls auditorium*

**There is no lift access to the Dress Circle or Grand Circle at the Princess Theatre.**

**Stalls:** There are no steps from the foyer into the Stalls auditorium. Seating is mildly raked, and partially staggered, with greater stagger toward the outsides. Seating has two outside aisles, and two central half-aisles. The half-aisles run from Row W and end at Row S. There are no handrails within the Stalls aisles.



*Stalls half-aisle & Dress Circle overhang*

From the last four to five rows (Row R – Row W), view of the stage above actor's head height is affected by the Dress Circle overhang.

Seats Row S15-16, and Row S27-28 are bariatric seats, with a wider than usual seat width of 565mm. These seats have arm rests and are not removable or suitable for guests looking to remain in their wheelchair.

Please contact the Box Office on 1300 11 10 11 (option 2) for assistance with booking to request these seats. Please note these seats are limited and it is recommended to book early.

Limited free-standing seats without arm rests are available upon request – these are located at the rear of Stalls and cannot be moved further forward. For these seats, please speak to a member of FOH Staff upon arrival. We cannot guarantee the availability of these seats.

**Dress Circle:** The Dress Circle has two internal aisles, and two outside aisles. There are no handrails within the internal aisles. The side aisles have a handrail. There are 14 stairs to the front of the Dress Circle (Row A). Seating in the Dress Circle is stepped and mildly tiered.



*Dress Circle auditorium*

**Grand Circle:** There are two internal aisles, and two outside aisles. There are segmented handrails on the internal aisles, and the aisle steps are irregular. The outside aisles have unbroken handrails. There are 37 stairs to the front of the Grand Circle (Row A). There are three stairs to the back of the Grand Circle (Row N).

Seating within the Grand Circle is stepped and steeply tiered and is not suitable for patrons who experience vertigo. It is advised to book tickets in the Stalls.





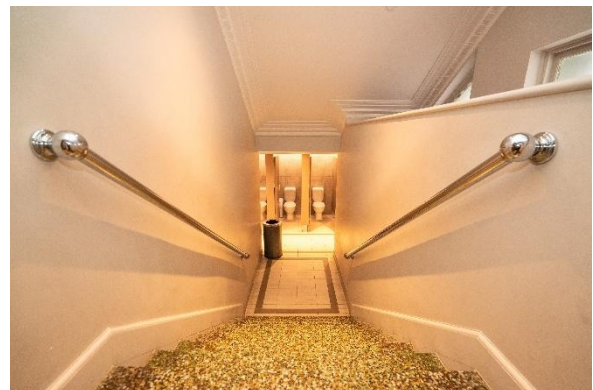
*Grand Circle auditorium*

## Toilets

**Stalls:** Male and Female toilets are located to the right-hand side of the foyer, past the Merchandise kiosk. There are no stairs to access the Male toilets, and nine stairs down, with handrails, to access the Female toilets. Both have an ambulant toilet available.



*Female, Unisex & Ambulant and Male toilets*



*Stairs down to Female toilet*

**Dress Circle:** There are two steps with no handrail into the Female toilets in the Dress Circle foyer. There are no steps to the Male toilets in the Dress Circle foyer. Male and Female toilets are located at the Little Bourke Street end.



*Entry to Male Toilets (left) and Female toilets*



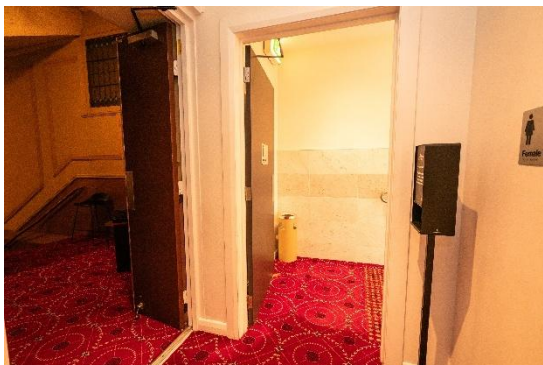
*Entry to Female toilets*



**Grand Circle:** There are 11 stairs from the Grand Circle auditorium to the landing area. The Female toilets have no further steps to access and include an ambulant toilet. The Male toilets are down four stairs with handrails and include an ambulant toilet.

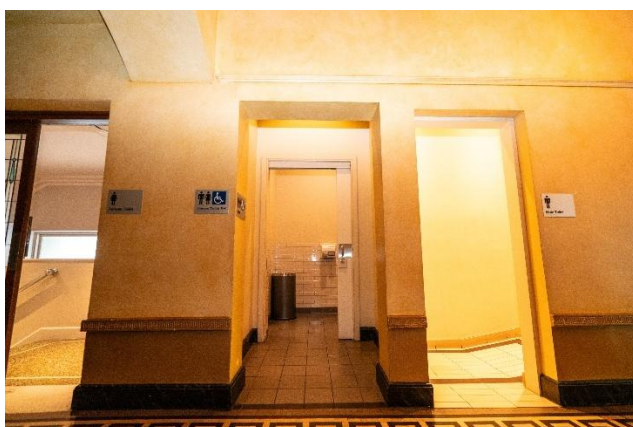


*Entry (left) to Male toilets and Female toilets*



*Entry to Male toilets (access via stairs)*

**Accessible & Gender Neutral:** There is a unisex accessible toilet located between the Male and Female toilets at the Little Bourke Street end of the Stalls foyer. It is visibly signed. It is a right-hand side accessible bathroom.



*Female, Unisex & Ambulant and Male toilets*

**Infant change facilities:** The Princess Theatre does not have infant change facilities.

**Adult change facilities:** The Princess Theatre does not have an accessible adult change facility within the venue. Please visit <https://changingplaces.org.au/find-a-toilet/find-changing-places-toilet/> for information on the nearest public adult change facility.





## Bars

**Stalls:** There is a bar located within the Stalls foyer at street level. There are multiple points of service and a defined queue.



*Stalls bar*

**Dress Circle:** There is a bar located within the Dress Circle foyer. It has a long counter with multiple points of service and a defined queue.



*Dress Circle (Wintergarden) Bar*

**Grand Circle:** The Grand Circle does not have a bar.

## Merchandise

There are two merchandise locations at the Princess Theatre. One is a kiosk in the Stalls foyer, located toward the Little Bourke Street end of the venue. There is one step into the stall, with a portable ramp available. The other is a long counter located in the Dress Circle foyer, next to the bar.



*Stalls merchandise kiosk*



*Dress Circle merchandise kiosk*

### **Cloakroom**

There are limited bag cloaking facilities at the Princess Theatre. To cloak items, please speak to a Front of House staff member for assistance. Patrons are advised against bringing bulky items or prams to the theatre. The cloakroom is located in the Stalls foyer, next to Door 1.



*Cloak room*

### **Lighting**

There is low lighting in the venue as needed for shows. All walkways and aisles are clearly marked, however if you have low vision and need assistance, please let us know, our staff will be happy to help.

We will always try and make sure there is signage for any shows with strobe lighting, however this may not always be possible. If you have any concerns about strobe or flash lighting for any show you are attending, please contact us or speak to a Front of House staff member within the venue, and we will do our best to give you as much information as we can.

### **Facilities for people who are blind or have low vision**

Seats close to the stage can be requested when booking tickets. Please book through Box Office on 1300 11 10 11 (option 2) or by submitting a request [here](#).

Some shows have audio described performances – please check the show information page for a booking link, or see all accessible performances [here](#). For further information, direct enquiries to Vision Australia.

### **Support Animals & Guide Dogs**

Guide dogs and Assistance dogs are welcome at our venues. Companion or Support dogs are also welcome.

**For ease of access for you and your dog please ensure aisle seats are booked for your visit.**

If your dog creates a disturbance, such as being excitable or jumpy, being vocal or not following the handler's direction, you and your dog may be relocated by our ushers to another seat to be minimally disruptive to other patrons, or to the performance. In some cases, you may both be asked to leave the auditorium.

Water bowls can be provided for dogs upon request. Please see one of our ushers.

If you have any further question, you can contact our customer service team on 1300 11 10 11 or by emailing [customerservice@marrinergroup.com.au](mailto:customerservice@marrinergroup.com.au)

### **Facilities for hard of hearing or d/Deaf patrons**

**Assistive Listening Devices:** The Princess Theatre provides personal induction neck loops free of charge from the cloakroom, located to the left of Door 1 in the Stalls foyer.



*Cloak room & where to go for an Assisted Listening Device*

1. **Hearing pack used in tandem with T-switch/T-coil hearing aids or cochlear implants:** Patrons that have hearing aids or a cochlear implant that have a T-switch or T-coil capacity can turn on this feature while and the performance will be broadcasted directly into the device. Patrons using these packs are provided a neck loop to plug into the hearing pack via a 3.5mm headphone jack.
2. **Hearing pack used in tandem with headset: Patrons can use a hearing pack with headset;** both of which can be collected from the cloakroom



(alternatively, patrons can bring their own headset provided it has an appropriate 3.5mm audio jack).

3. **Smartphone used in tandem with Bluetooth hearing aids or cochlear implants:** Patrons using a hearing aid or cochlear implant that pairs with their smartphone can scan a QR code at the cloakroom - or below prior to arrival - to download an app that will connect to the venue WIFI and their hearing aid or cochlear implant without the need for a neck loop. If downloading the app prior to attending the venue, speak to a staff member on arrival to access the venue WIFI.

We aim to do our best and ensure patrons using Assistive Listening Devices can fully experience the show. If there are any issues with a device, please see a Front of House staff member for assistance.

QR code link to download the ListenWIFI app:



**Auslan Interpreted and Closed-Captioned Performances:** Some productions will schedule closed captioned and/or Auslan interpreted performances. To book seats with the best view of the interpreter or captioning monitor, a unique ticketing link will often be available via Auslan Stage Left's webpage or can be booked by submitting a request [here](#).

### **Facilities for People with Mobility Impairments**

Patrons with mobility impairments are strongly advised to book Stalls seating. **There is no lift access to the Dress or Grand Circle.** Frames and crutches are stored in the recesses in front and back of stalls, or in the cloakroom and returned at interval and conclusion of performances. They cannot be left in an aisle due to safety reasons. Patrons are advised of the storage area, and all items are marked with the patron's row and seat number.

### **Facilities for Wheelchair Users**

There are four wheelchair positions at the Princess Theatre stalls, each with associated companion seats. The allocated seats for the wheelchair position are removable if a patron prefers to remain in a wheelchair; or can remain in situ if they prefer to transfer to a theatre seat. **Please indicate preference when booking**, we require advance notice to remove/replace seats.

Please note most wheelchair positions are on a slope, and we do not have wheelchair levellers at this time.



The Princess Theatre has one dedicated wheelchair bay located at W15, with associated companion seats. This cannot be booked online, enquiries should be directed to 1300 11 10 11 (option 2) or submitted [here](#).

Wheelchair positions can also be booked in person at the Princess Theatre Box Office (Monday-Friday, 10am-5pm, and 90 minutes prior to performances), or the Regent Theatre Box Office (accessible via stairs only) Monday-Friday, 10am-5pm and on select shows online.

Wheelchair entry to the venue is via the left most set of glass doors, where a small ramp is located. Once inside the foyer, there are no stairs through to the auditorium.



*Step free access to the venue*

### Quiet Spaces

The Princess Theatre does not have a dedicated quiet space. During the show, the foyers are quiet, well-lit and have seating available. Patrons with sensory sensitivities may find the theatrical experience overwhelming. There are aisle seats available for booking in case a quick exit is required. Please call Box Office on 1300 11 10 11 (option 2) or contact us via the form [here](#) for assistance booking.

Please note that once exiting the auditorium, patrons may have to wait until a suitable break in the performance to be re-admitted to their seats. There is no monitor feed of the performance available in the foyer.

The Princess Theatre currently has soft, in-ear earplugs available for patrons upon request. Ask a Front of House staff member for assistance.

### General Information and Service

If you have any questions or specific needs, please let us know.

**Need something else?** Please speak to any of the venue staff who are always happy to assist.

### Feedback & Suggestions

Have you got any suggestions for what we can do better or a general enquiry? Please send them through to [access@marrinergroup.com.au](mailto:access@marrinergroup.com.au)