



# Princess Theatre Accessibility Information

**Current at 20/05/2024**

The Princess Theatre welcomes everyone to the venue, and we work hard to make live performances accessible to 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](#).

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

## **Booking Tickets**

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

Tickets are also available from the Princess Theatre Box Office located at 163 Spring Street, Melbourne, open 10am-5pm Monday- Friday and 90 minutes prior to performances.

To arrange a Companion Card ticket or wheelchair seat please call or email us before the show.

## **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 cards tickets can now be booked online for most performances via Ticketek.

Companion Card tickets can only be collected from the Box Office from an hour prior

to the performance. The Companion Card must be presented before tickets can be handed to the patron.

### **How To Get Here**

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

**Parking:** There is limited parking in the city, but patrons can access special rates at select Wilson Car Parks. This offer must be booked on their website before arrival. Click here for more information – [marrinergroup.com.au/offers/discount-parking](http://marrinergroup.com.au/offers/discount-parking)

**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.



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.



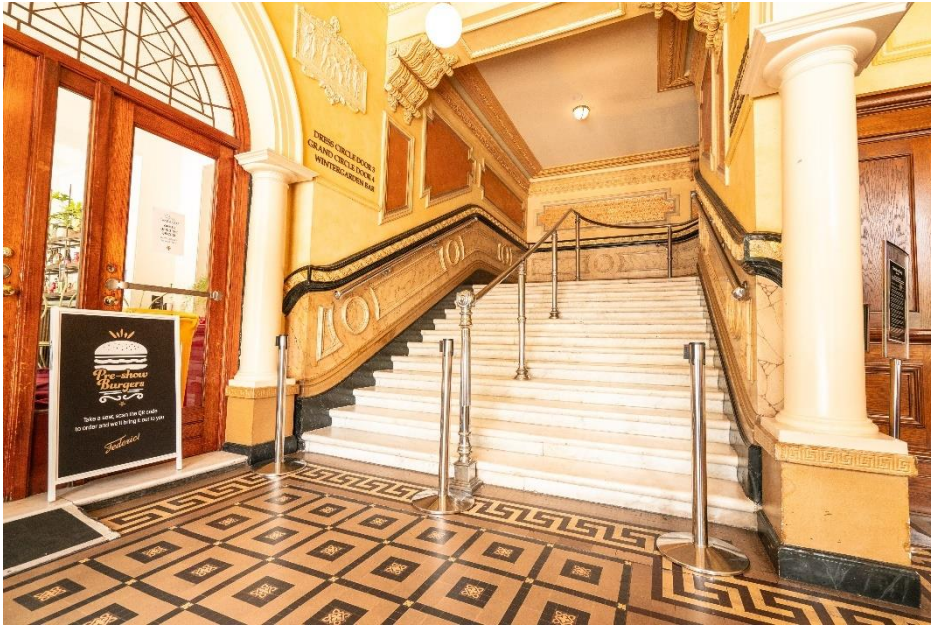
## Foyers

**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.

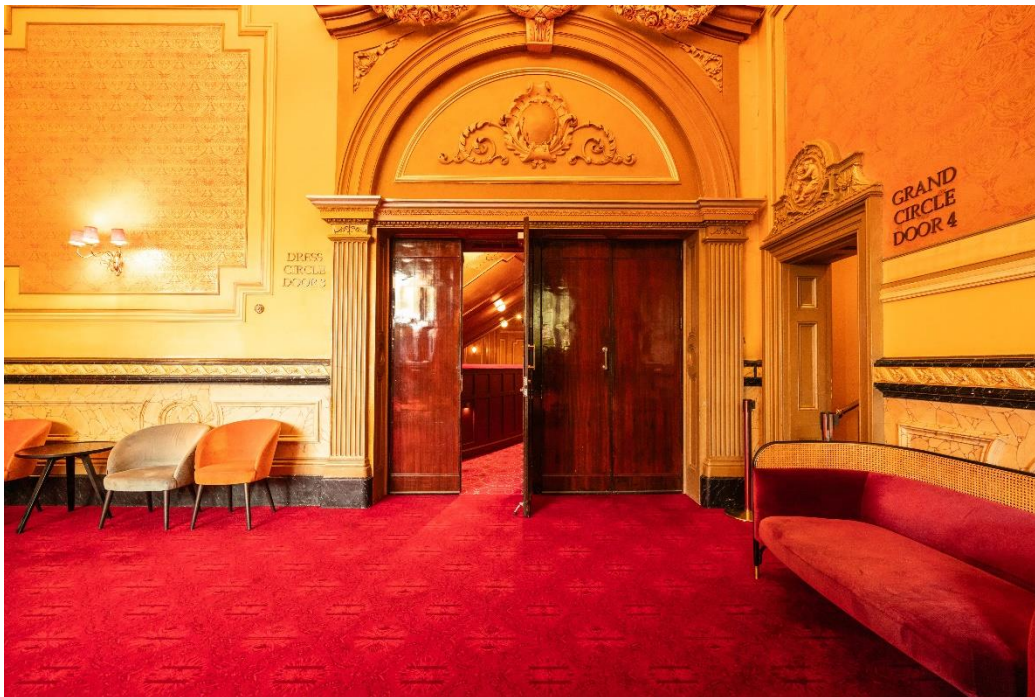


There are bars, toilets, the box office, and merchandise available on this level.

**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.



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



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

**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 – 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.



### **Auditorium**

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.

*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.

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.



**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.



## 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.





**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.

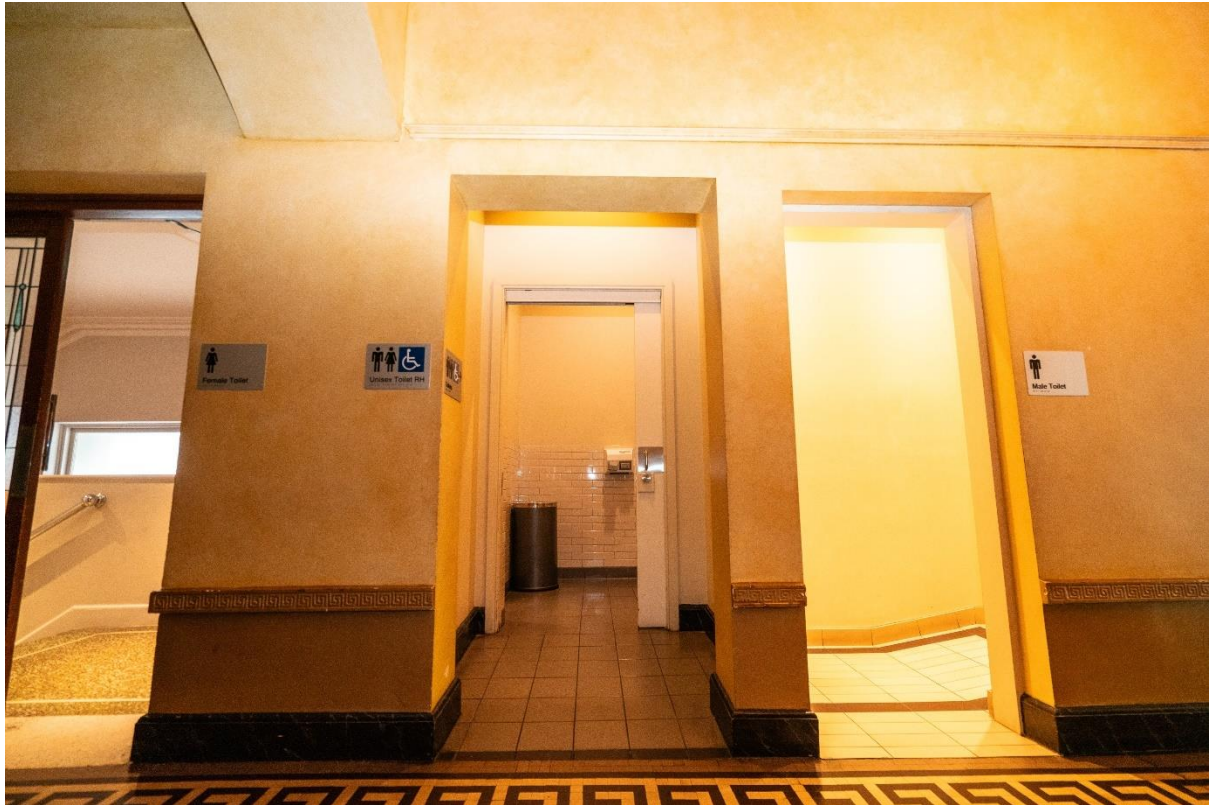


**Grand Circle:** There are 11 stairs from the Grand Circle auditorium to the landing area. The Female toilets have no further steps to access and include an ambulant toilet. The Male toilets are down four stairs with handrails and include an ambulant toilet.



**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.



**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.



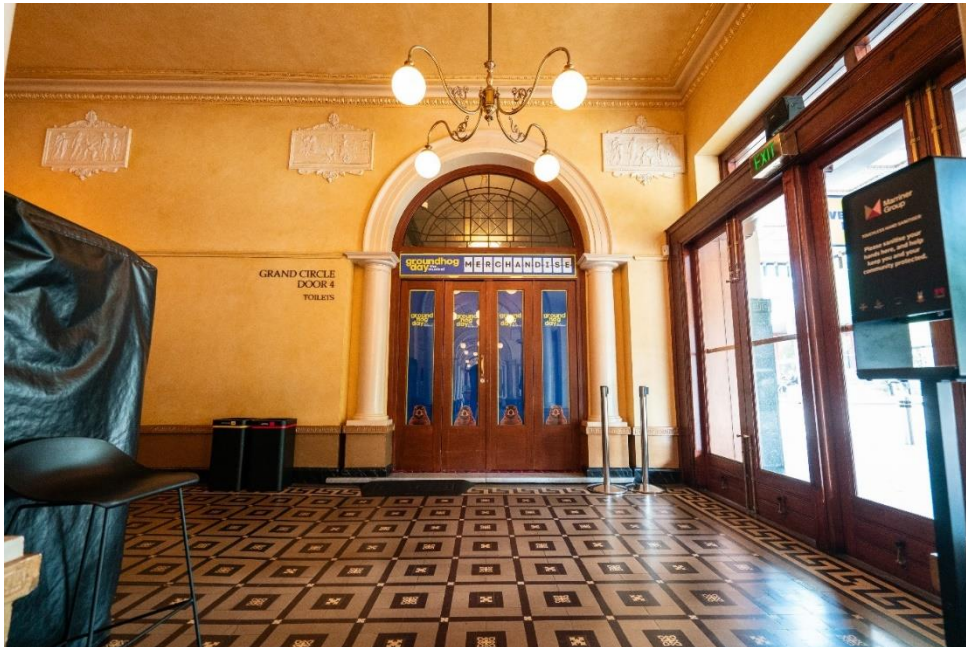
**Dress Circle:** There is a bar located within the Dress Circle foyer. It has a long counter with multiple points of service and a defined queue.



**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.

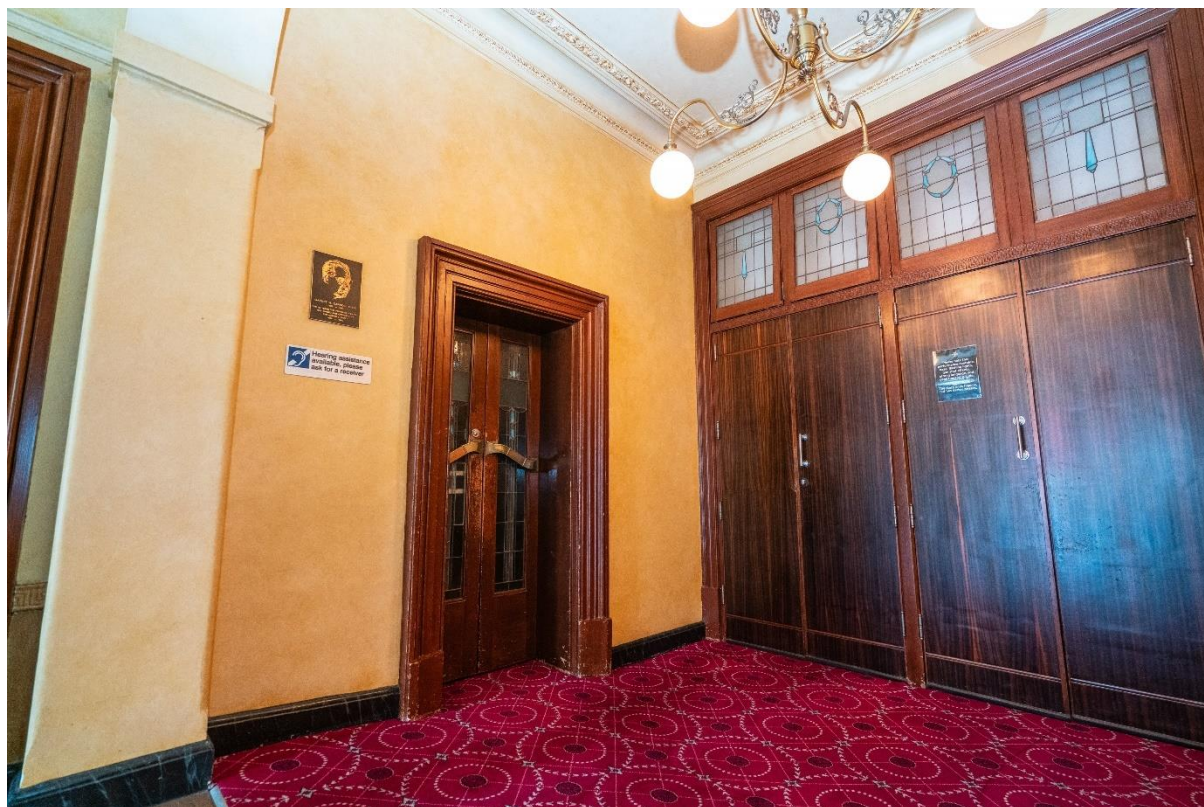


The other is a counter located in the Dress Circle foyer, next to the bar.



### **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.



### **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. For further information, direct enquiries to Vision Australia.

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

Support and assistance animals are welcome at the Princess Theatre. We encourage you to contact the Box Office on 1300 11 10 11 prior to the show so we can arrange assistance with entry if required.

Please be aware that the venue can be a noisy and busy environment, so you may want to consider the use of an alternative aid when attending a show.

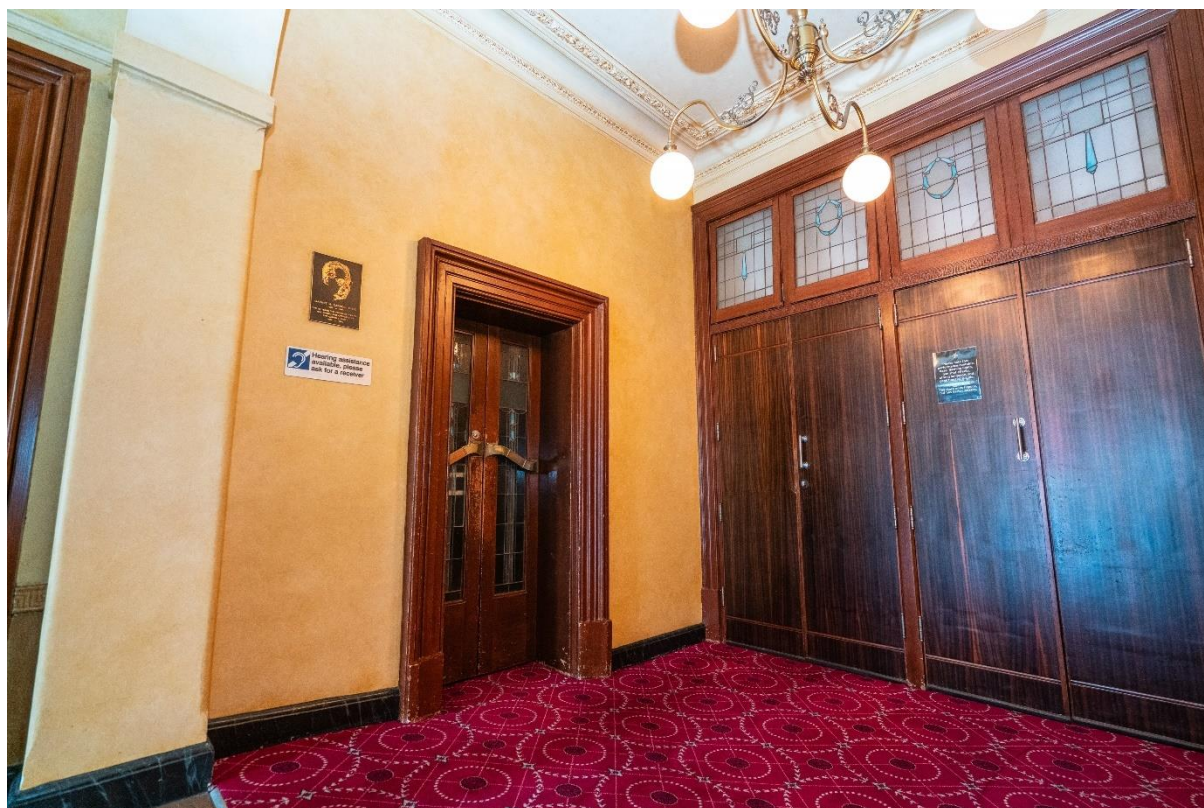
Water bowls can be provided for Guide Dogs upon request.

### **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. Patrons with hearing aids can utilise them by switching the “T” Switch, or Telecoil position. We can also provide headsets upon request.

Our Assistive Listening Devices are compatible with a standard 3.5mm headphone jack if patrons wish to bring their own headsets.

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



**Auslan Interpreted and Captioned Performances:** Some productions will schedule 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](#).



Patrons should direct booking enquiries for wheelchair positions to Box Office on 1300 11 10 11 (option 2) or submit a request [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), 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.

### **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)