



Regent Theatre Accessibility Information

Current at 20/05/2024

The Regent 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 request [here](#).

Website: www.marrinergroup.com.au/regent-theatre-accessibility

Booking Tickets

Accessible tickets for the Regent 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 Regent Box Office (accessible via stairs only) 90 minutes before performances, or from the Princess Theatre Box Office located at 163 Spring Street, Melbourne, open 10am-5pm Monday- Friday.

To arrange a Companion Card ticket or wheelchair seat please contact us on the details below before the show.

Companion Card Tickets

Companion Cards are accepted for all performances at the Regent Theatre and can be booked directly on 1300 11 10 11 (option 2), or online. The Companion Card must be presented upon arrival to the theatre.

How To Get Here

The Regent Theatre is located at 191 Collins 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

Drop Off/Pick Up: The best spot for drop off and pick up is along Collins Street. There is metered and timed parking available. Please note directly out the front of the Regent Theatre is a No Parking zone, that can be utilised for drop off and pick-up.

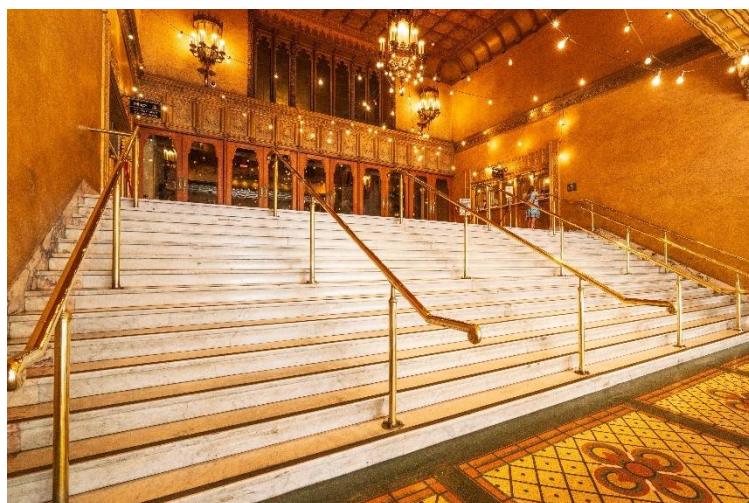
Taxi: The nearest taxi rank is available at the Westin hotel, next door to the theatre.

Tram: The closest tram stops are Swanston Street – Stop 11 which is on Routes 1, 3, 5, 6, 16, 64, 67 & 72, and Collins Street – Stop 6 which is on routes 11, 12, 48 & 109. Both stops are level access stops.

Train: Flinders Street station is approximately 350m from the Regent Theatre. All Metro lines leave from this station. Please click here for more information and timetables - www.ptv.vic.gov.au

Arriving at the Venue

Entry to the Regent Theatre is via Collins Street. The standard access to the foyers is via a wide marble staircase with six thick handrails and 14 stairs, and then through several sets of glass doors which remain open during pre-show and interval.



A Front of House staff member will scan your ticket at the top of these stairs before entry to the theatre.

There is another wide set of six stairs, with four handrails to access the inner-stalls foyer and auditorium.

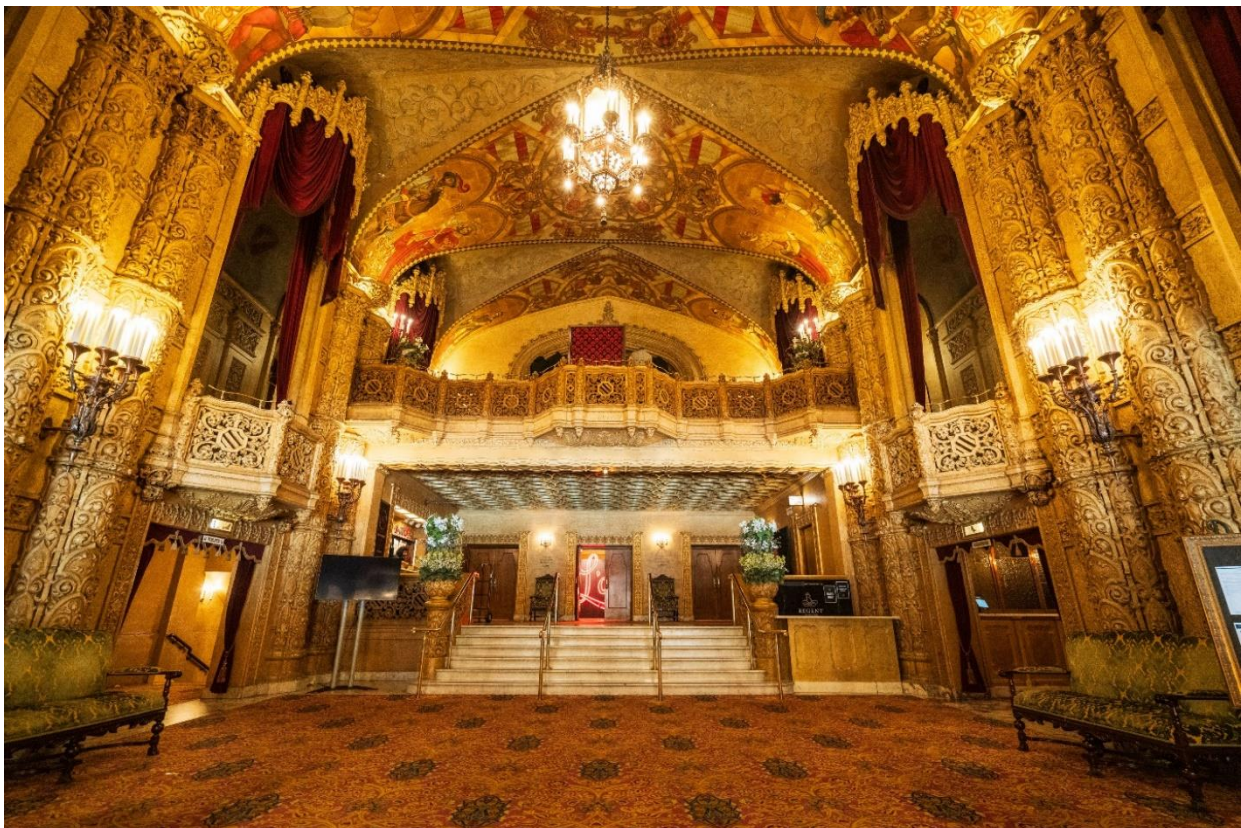
The Box Office is located to the right at the top of the marble staircase before entry into the theatre. It is clearly signed and has counters that are 1.2m high.

Step-free and wheelchair access to the Stalls foyer and auditorium is available – please see a Front of House staff member at the front of the theatre for lift access.

There is no lift access to the Dress Circle at the Regent Theatre.

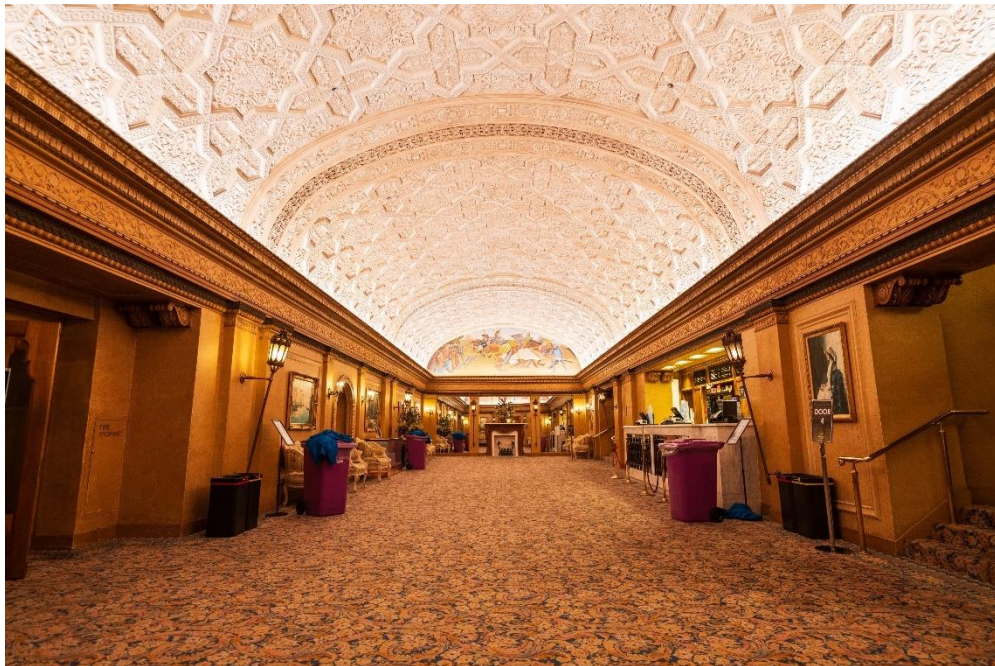
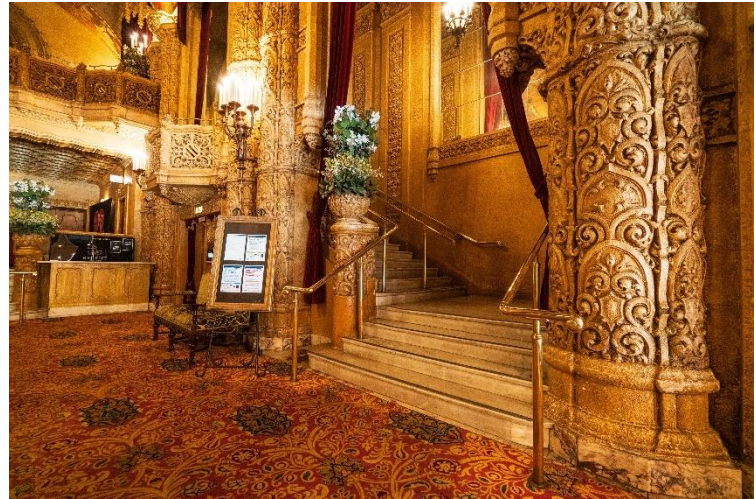
Foyers

Stalls: The Stalls foyers are large and comfortable. They are carpeted throughout. There is limited seating available. Bars, a merchandise stall, and toilets are located on this level.





Dress Circle: The Dress Circle foyer is large and carpeted throughout. Please note there is no lift access to the Dress Circle. Access is via two large marble staircases with handrails, with 32 stairs. Please note that the marble staircases date back to the theatres construction and have some wear on the edges; they can be slippery, and patrons should take extra care with footing in these areas.



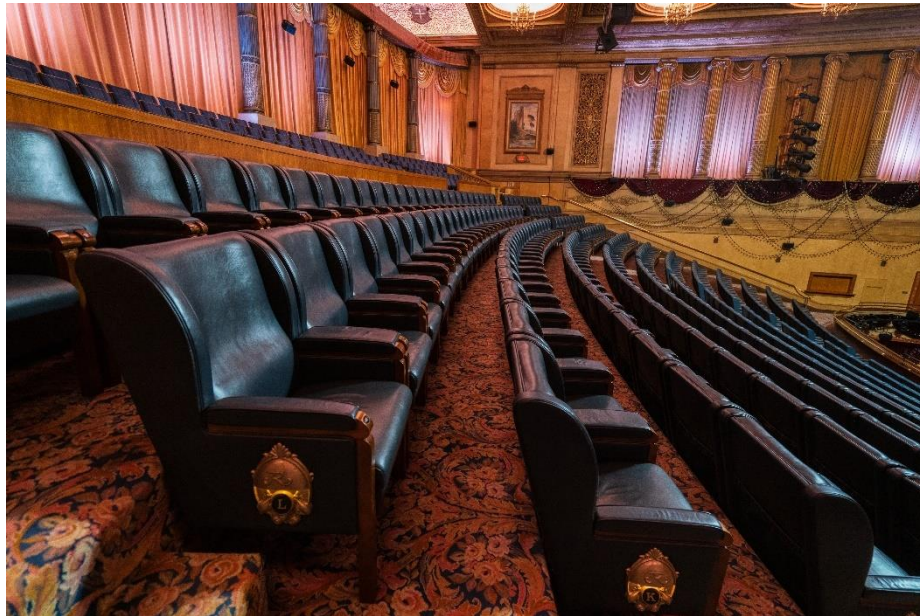
There is seating available within the bar area of the foyer. A bar and toilets are located on this level.



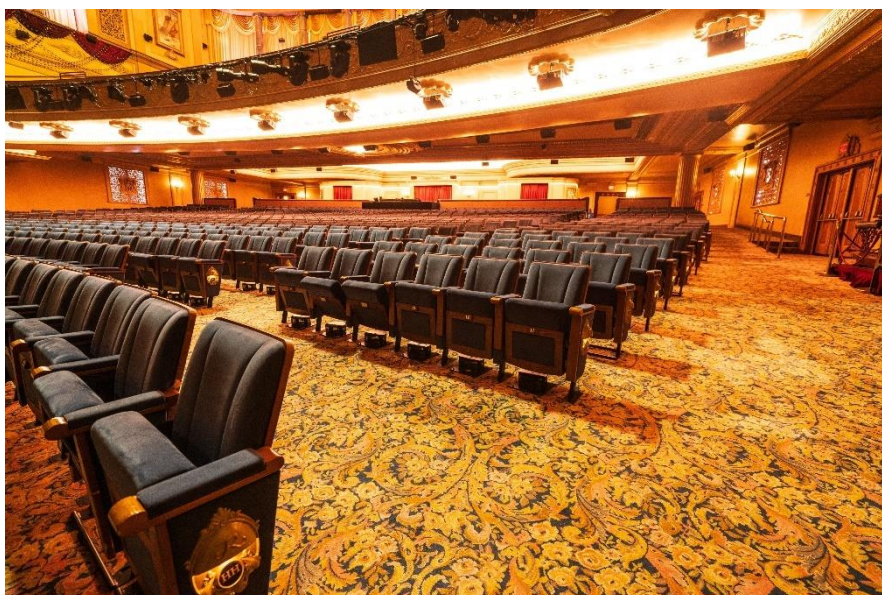
Auditorium

The Regent Theatre is a fully seated venue across two levels. There are two styles of seats within the Regent. All Stalls seats and Dress Circle seats from Row N - R fold down and forward, leaving more room between rows when seats are unoccupied.

Dress Circle seats in Rows A - M are fixed lounge-style leather seats that do not fold down.



Stalls: The Stalls auditorium area is raked. There is greater than usual space between rows, giving patrons a large amount of legroom. There are two central aisles and two outside aisles until Row A, providing plenty of aisle seats. Rows AA-HH have outside aisles only. There are no handrails within the Stalls aisles. Stalls seating is staggered to provide the best possible sightlines.

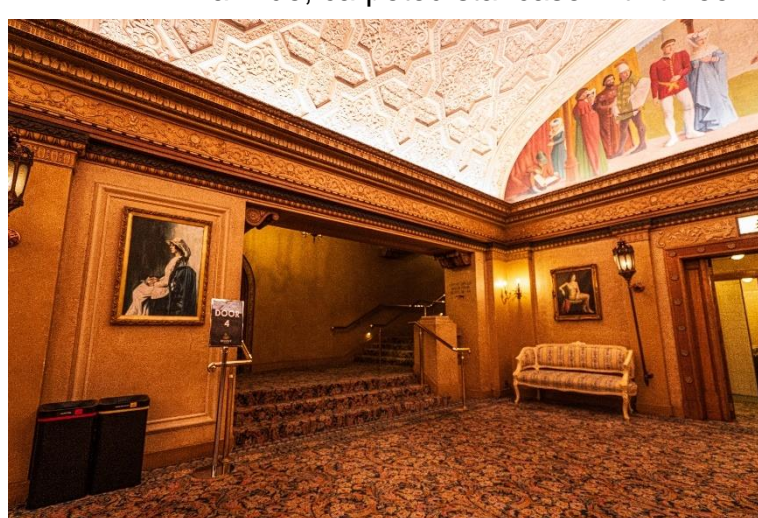


From the back five or six rows (Row V – Row Q), the view of the stage above actor's head height is affected by the Dress Circle overhang.

There is a single small step into Row V to give patrons level footing.

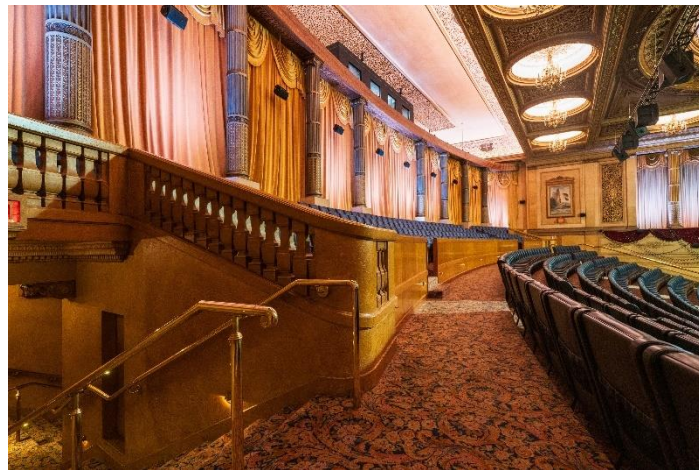
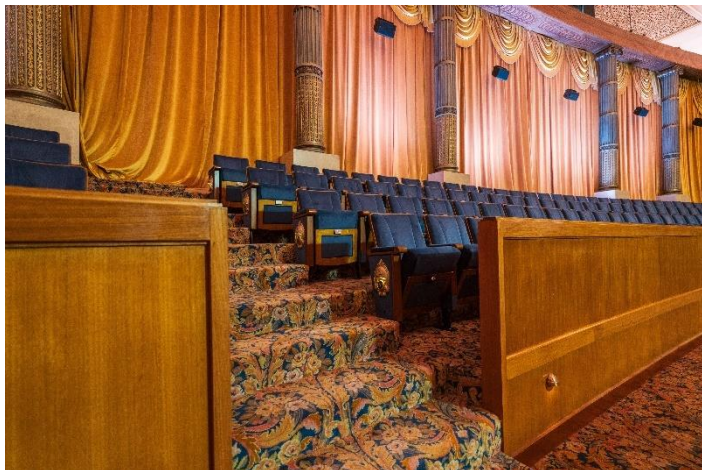


Dress Circle: From the Dress Circle foyer, there are 23 stairs into the auditorium, on a wide, carpeted staircase with three handrails.



Rows A-M are accessed via two central and two outside aisles. There are 23 stairs to the front of the Dress Circle (Row A). Rows N-R are accessed via two central aisles. There are seven stairs to the back of the Dress Circle (Row R), with no handrails.

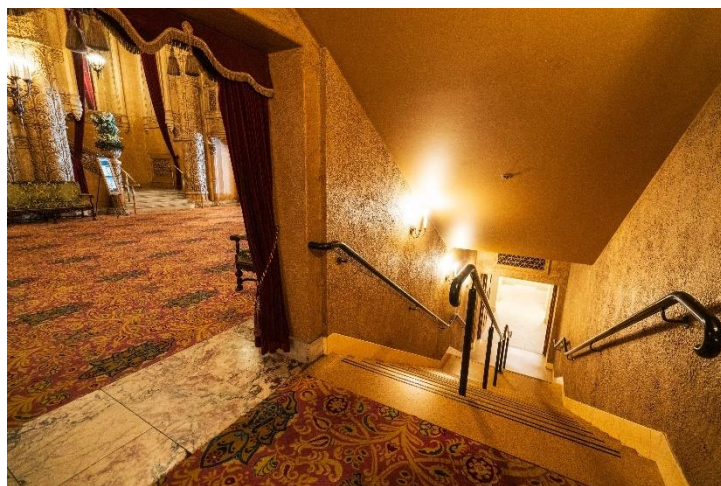
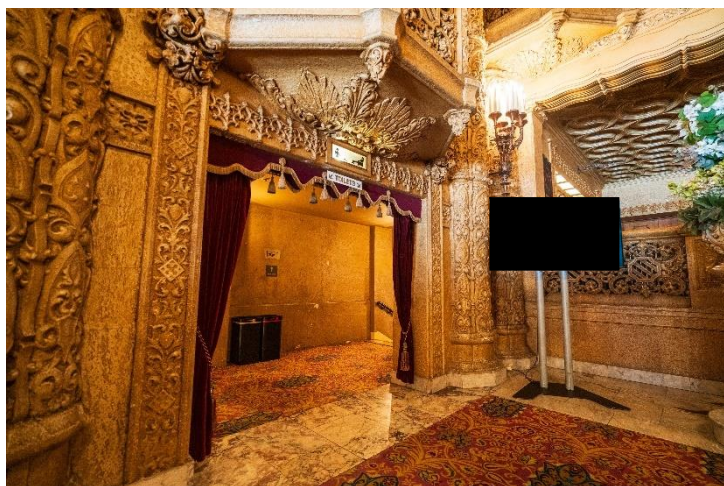
Seating in the Dress Circle is stepped. Only the outside aisles from Rows A-M have a handrail.



There is no lift access to the Dress Circle at the Regent Theatre.

Toilets

Stalls: Female and Male toilet facilities are located to the left of the foyer upon entry, underneath the marble staircase. At the landing, the Female toilets are to the left, and the Male toilets are to the right. There are 16 stairs, with three handrails, down to the Female toilets. There are 21 stairs, with two handrails, down to the Male toilets.





Dress Circle: Female toilets in the Dress Circle are located to the right upon passing through a set of doors to the bar area. There are no stairs to these toilets, and some seating available in the anteroom.



Male toilets in the Dress Circle are located on the landing before the bar area, up a set of marble stairs to the right-hand side. There are 17 stairs up, with a handrail, to the toilets.



Accessible & Gender Neutral: There is a unisex accessible bathroom located within the Stalls foyer, opposite the merchandise counter. There is a visible sign, however patrons can see a Front of House staff member for directions if required.

The toilet has an automatic button-operated opener and is a left-hand side accessible toilet.

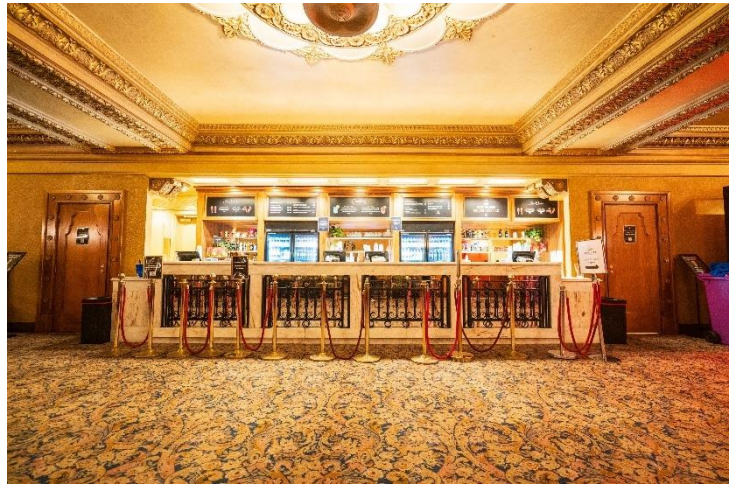


Infant change facilities: The Regent Theatre does not have infant change facilities.

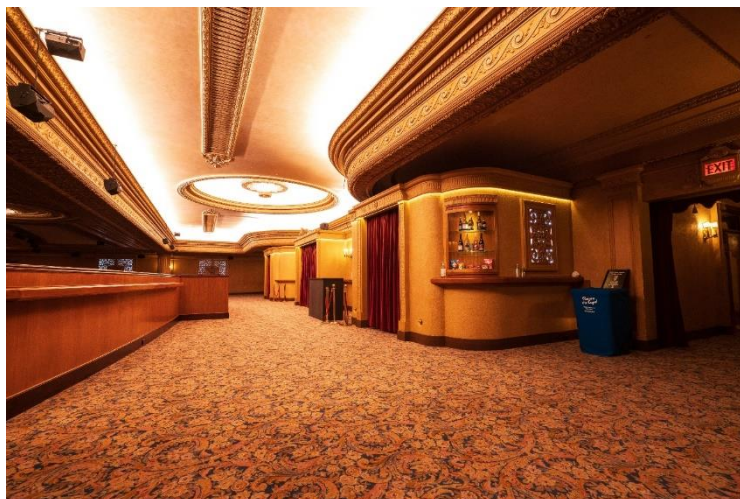
Adult change facilities: The Regent Theatre does not have an accessible adult change facility within the venue. Please visit <https://changingplaces.org.au/find-a-toilet/find-changing-places-toilet/> for information on the nearest public adult change facility

Bars

Stalls: There are two bars located within the Stalls foyer. The counters are 1.2m high.



There are also bars located within the Stalls auditorium, inside Door 1 and Door 2 at the back of the auditorium.



The main bar in the Stalls foyer has a long counter with multiple points of service. Bollards and ropes help to define the queue.

Dress Circle: There is a bar located within the Dress Circle foyer. The counter is 1.3m high. This bar has long counters with multiple points of service. Bollards and ropes help to define the queue.



There are also bars located within the Dress Circle auditorium on either side of Row A.



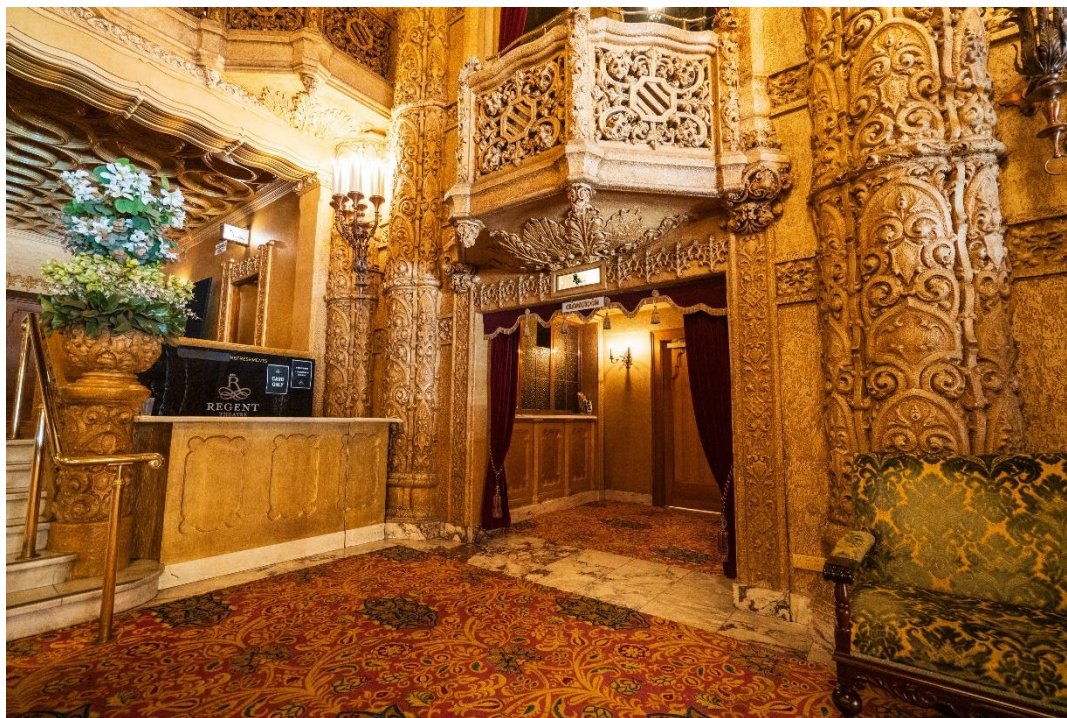
Merchandise

There is one merchandise sale location at the Regent Theatre. It is a booth within the Stalls Foyer. The counter is 1.2m high.



Cloakroom

There are limited cloaking facilities available at the Regent Theatre. Please speak to a Front of House staff member for assistance. The cloakroom is located to the right of the Stalls foyer, under the staircase.



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 the Box Office on 1300 11 10 11 (option 2) or by contacting us via [this link](#).

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 Regent Theatre. We encourage



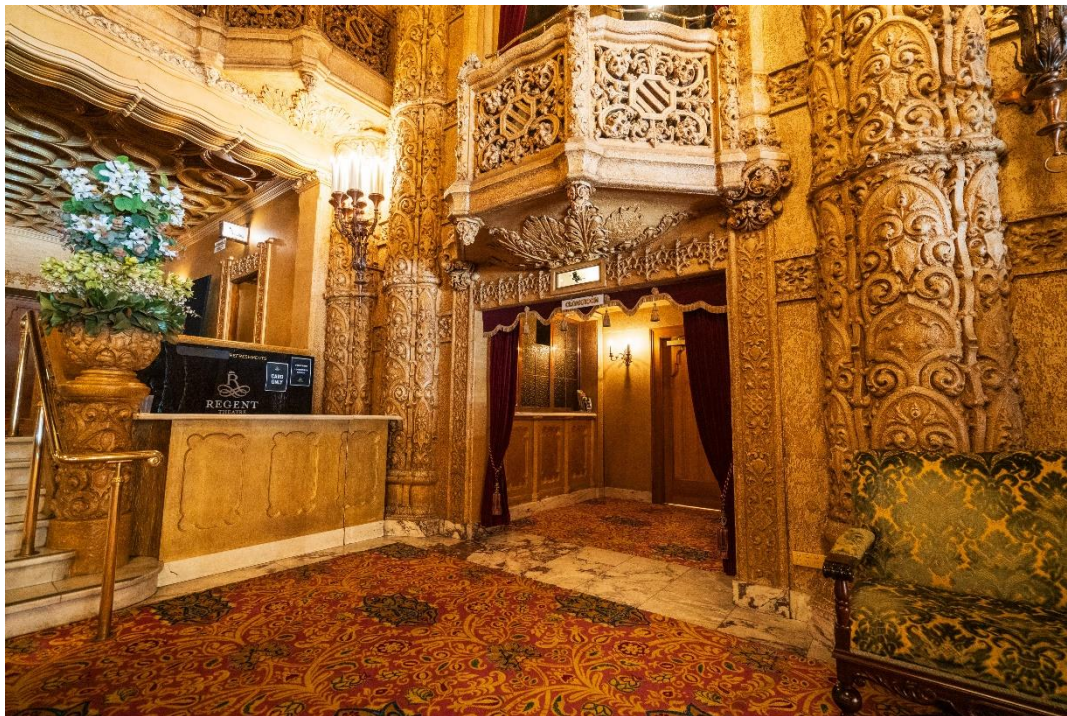
you to contact the Box Office on 1300 11 10 11 prior to the show so we can arrange assistance with entry if required.

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 Regent Theatre provides personal induction neck loops free of charge from the cloakroom, inside the Stalls foyer. Patrons with hearing aids can utilise neck loops by switching the “T” Switch, or Telecoil position. We can also provide headsets for those without compatible hearing aids or who may prefer headsets.



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

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.

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 Circle.** Step-free access to the Stalls can be

arranged, please see a Front of House staff member at the front of the venue for assistance.

Frames and crutches are stored at the rear of the Stalls and returned at interval and conclusion of performances. 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 eight wheelchair positions at the Regent Theatre, 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.

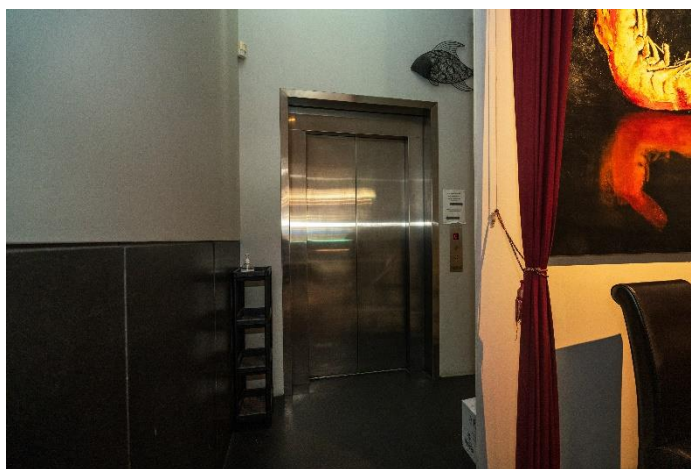
The wheelchair positions in the Regent are on a slope, and we do not currently have wheelchair levellers available.

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), or at the Regent Theatre Box Office (open 90 minutes prior to performances). Please note the Regent Theatre Box Office is accessible via stairs only. Wheelchair positions can also now be booked online for most events – please check your selection carefully, as associated companion seats and easy access (non-removable) seating is also indicated with a wheelchair symbol.

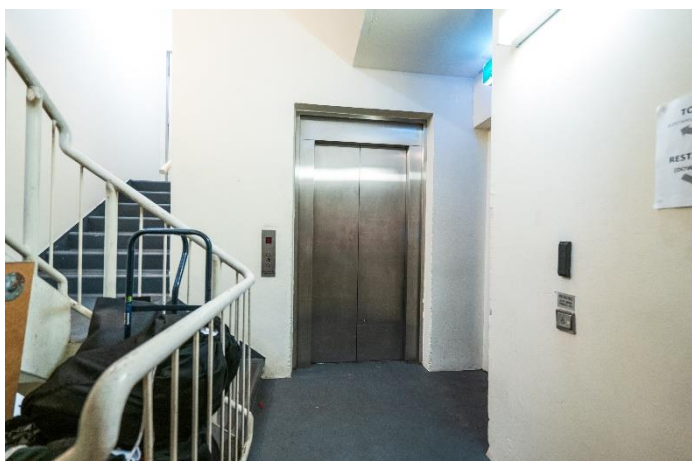
Lift access to the Stalls is available for patron's using wheelchairs. The doors of the lift are 89cm wide and may not be suitable for larger motorised wheelchairs or scooters. Please contact Marriner Group Customer Service if you need further information.



Entry to the Box Restaurant, and position where an usher will greet patrons.



Elevator at rear of box restaurant



Elevator at stalls level of the theatre



Access door to elevator in the inner stalls foyer

Quiet Spaces

The Regent 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 [this form](#) 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.

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

The Regent Theatre does not have a stage view monitor available in the foyer.

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