



Regent Theatre Accessibility Information

Current at 11/11/2025

The Regent 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 request [here](#).

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

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 – 5pm or by submitting your 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 Box Office located at 191 Collins Street, Melbourne (accessible via stairs only) from Monday to Friday 10am – 5pm, and 90 minutes prior to performances, or from the Princess Theatre Box Office located at 163 Spring Street, Melbourne, open 10am – 5pm Monday to Friday.

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 Regent Theatre and can be booked directly on 1300 11 10 11 (option 2), or online.

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.

How To Get Here

The Regent Theatre is located at 191 Collins Street, Melbourne.

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.

Wheelchair Drop off: For step free access to the Regent Theatre, we recommend stopping at 205 Collins Street, directly in front of Dior.

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.

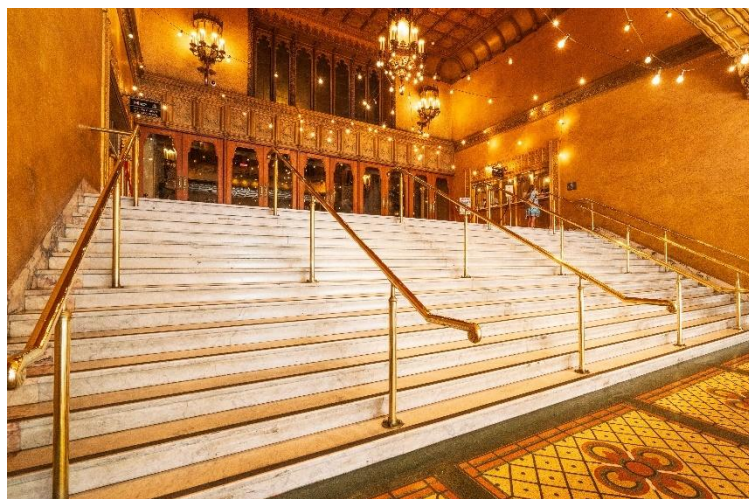
Train: Flinders Street station is approximately 350m from the Regent Theatre. All Metro lines leave from this station. Please click here for more information and timetables - www.ptv.vic.gov.au

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.



Regent Theatre entry



Steps to Regent Theatre Box Office and Stalls foyer

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.

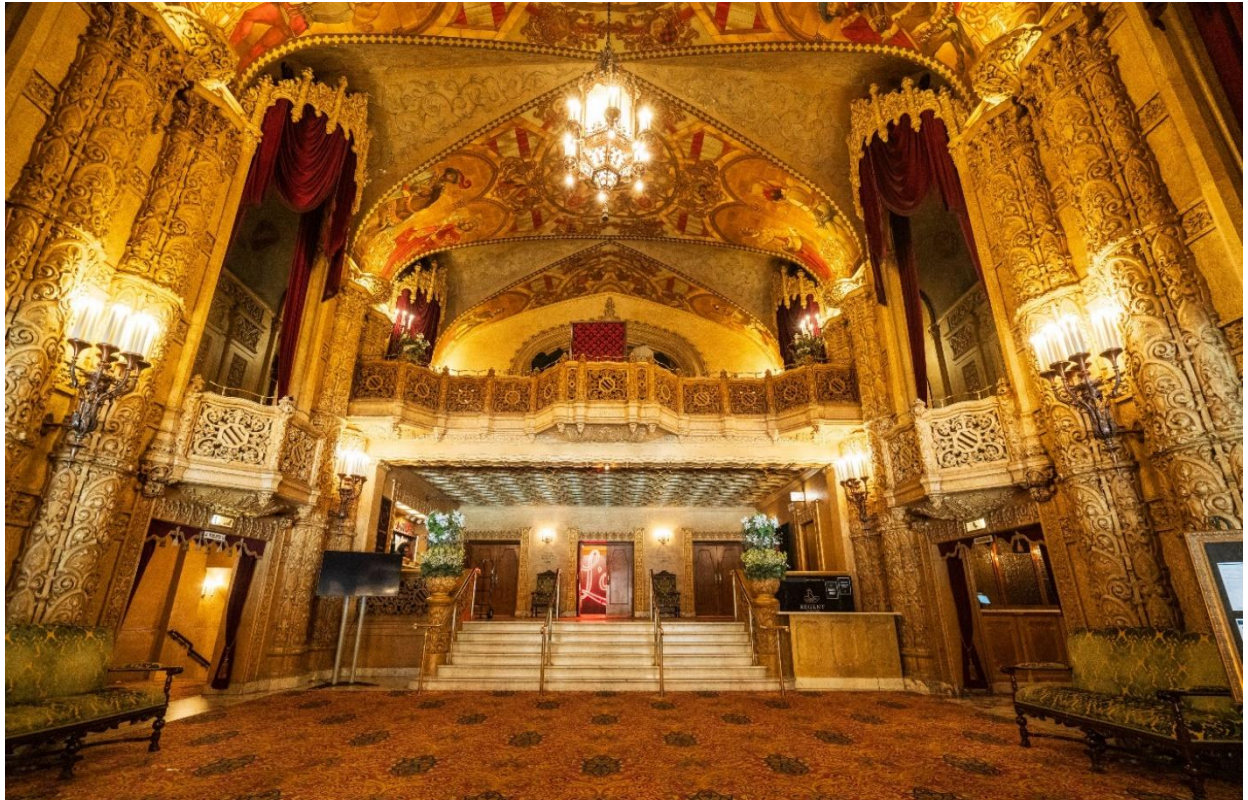
Step-free and wheelchair access to the Stalls foyer and auditorium is available – please see a Front of House staff member at the front of the theatre for lift access.

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.



Stalls foyer

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 theatre's construction and have some wear on the edges; they can be slippery, and patrons should take extra care with footing in these areas.



Stairs to Dress Circle



Stairs to Dress Circle

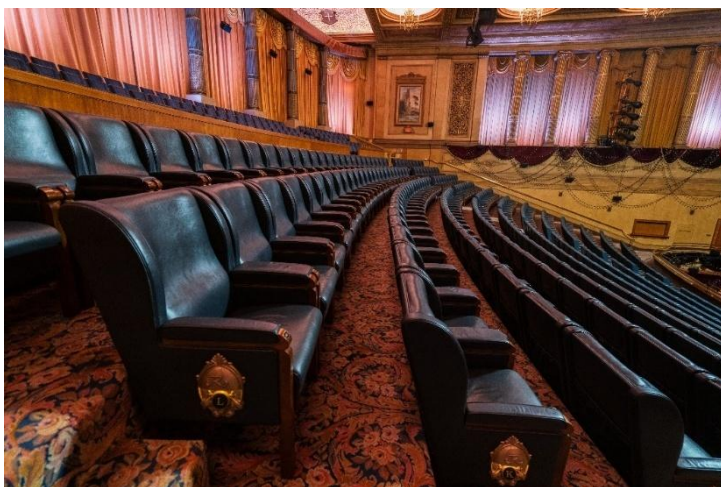


Dress Circle foyer

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.



Dress Circle lounge-style leather seats



Dress Circle folding seats

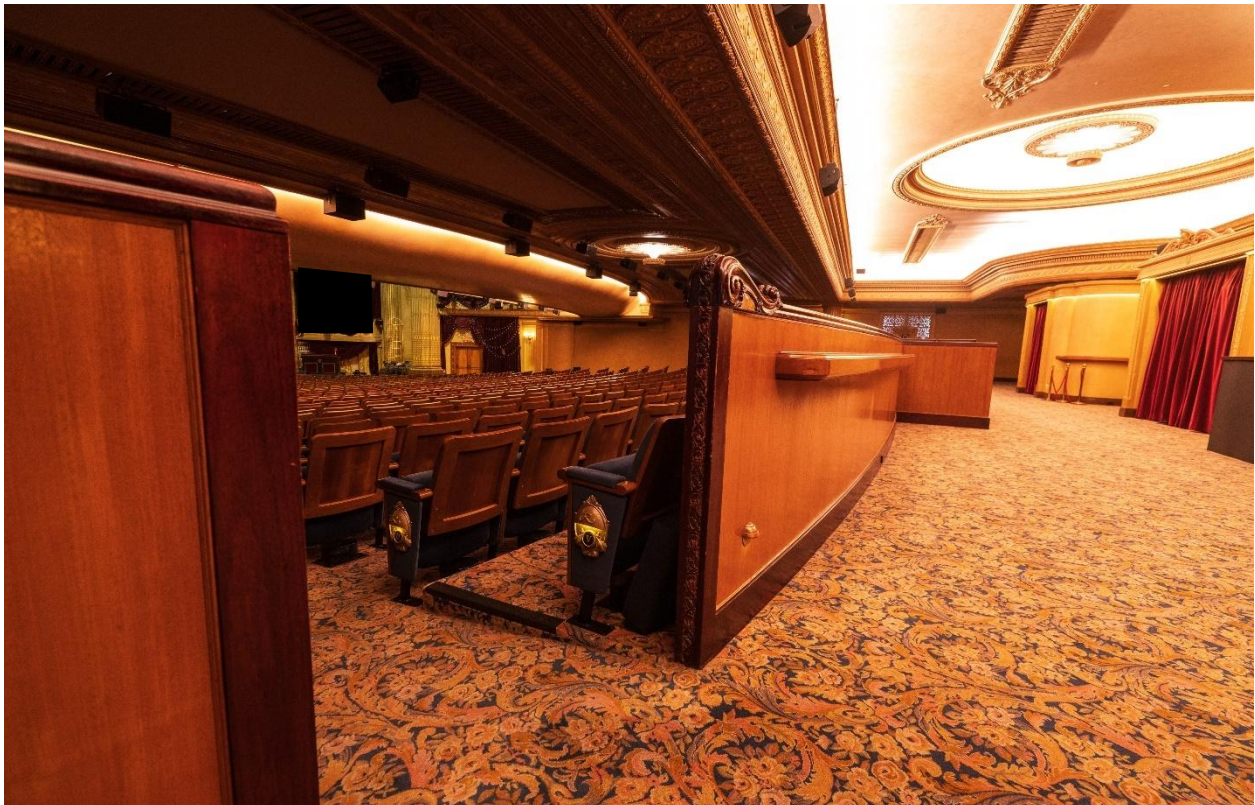


Stalls: The Stalls auditorium area is raked. There is greater than usual space between rows, giving patrons a large amount of legroom. There are two central aisles and two outside aisles until Row A, providing plenty of aisle seats. Rows AA-HH have outside aisles only. There are no handrails within the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



Stalls auditorium

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.



Stalls overhang and step up to Row V

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



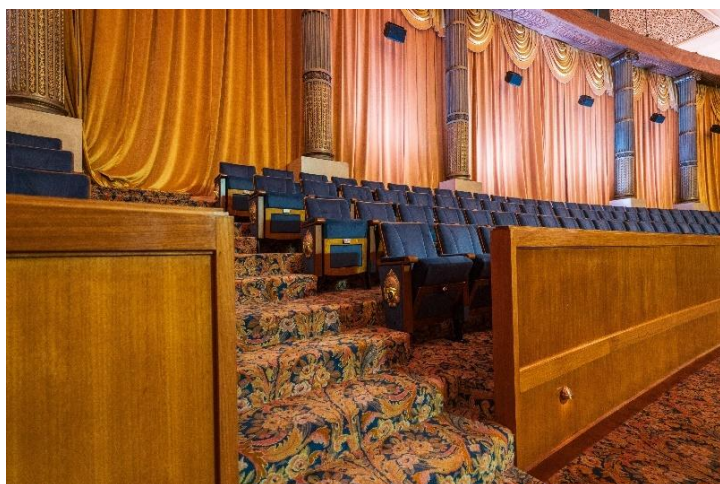
Stairs from Dress Circle foyer to Dress Circle auditorium



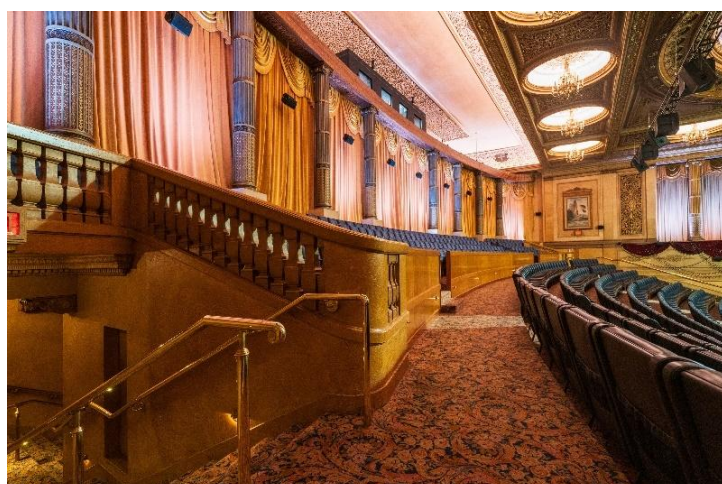
Stairs from Dress Circle foyer to Dress Circle auditorium

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.



Stairs from Dress Circle row N - R



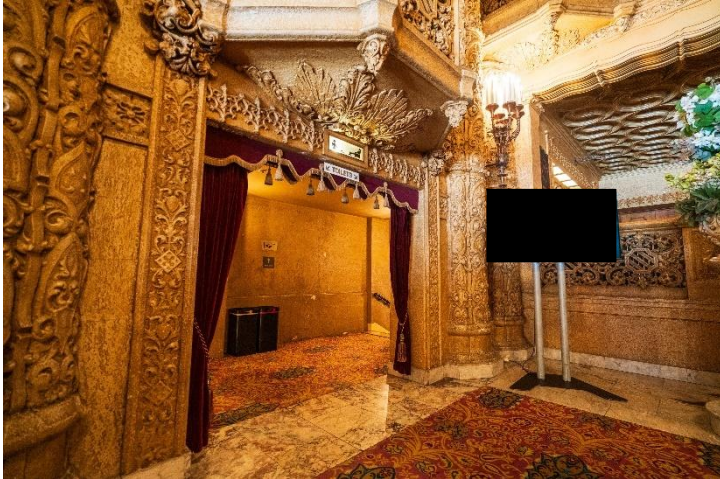
Dress Circle handrail

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



Bathrooms

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.



Entry to Stalls Male & Female toilets



Stairs to Female toilets



Stairs to 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.



Entry to Dress Circle Female toilets

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.



Entry to Dress Circle Male 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.



Entry to Accessible & Gender Neutral toilet



Door to Accessible & Gender Neutral 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.



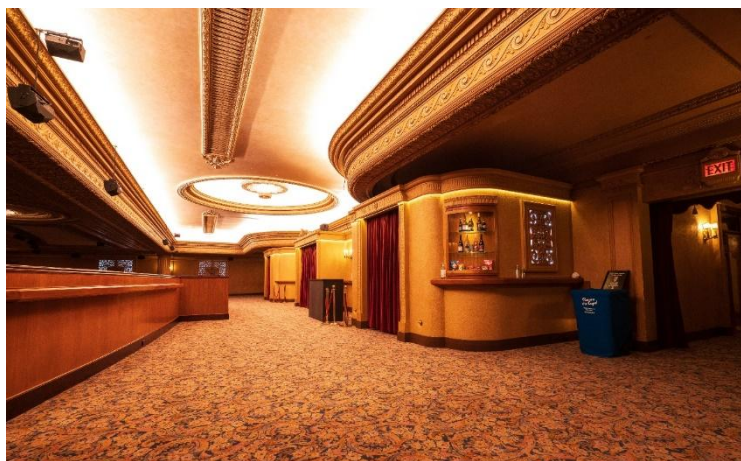
Stalls bar (Left)



Stalls bar



Stalls bar



Stalls auditorium bar

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.



Dress Circle bar

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



Dress Circle auditorium bar



Dress Circle auditorium bar

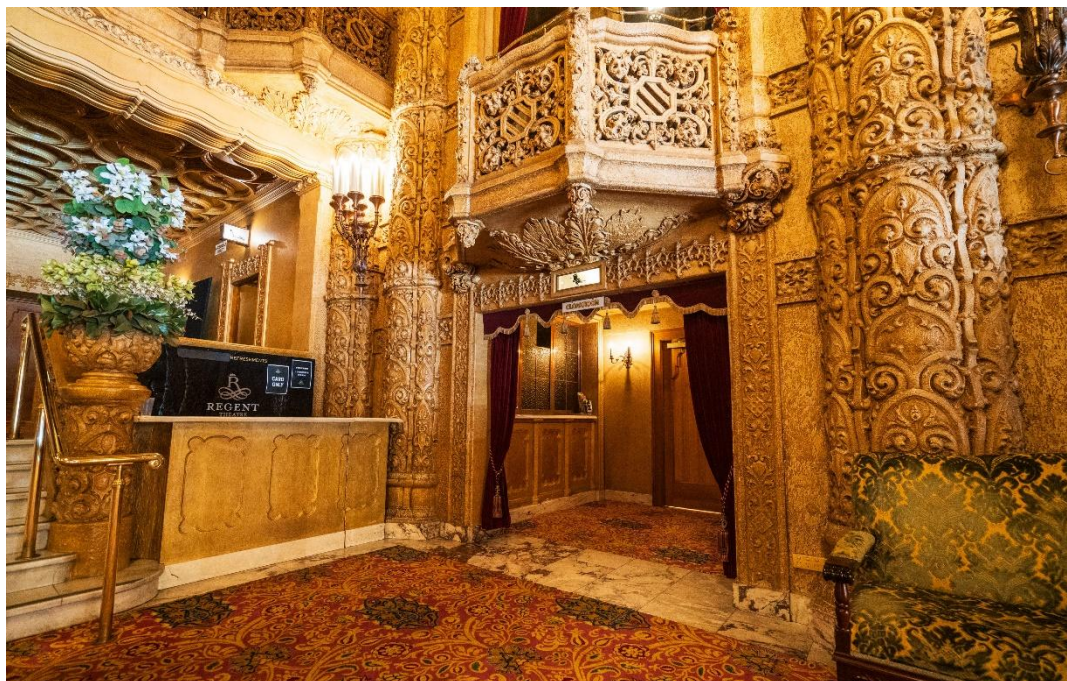
Merchandise

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.



Cloakroom (Left)

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 [here](#).

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

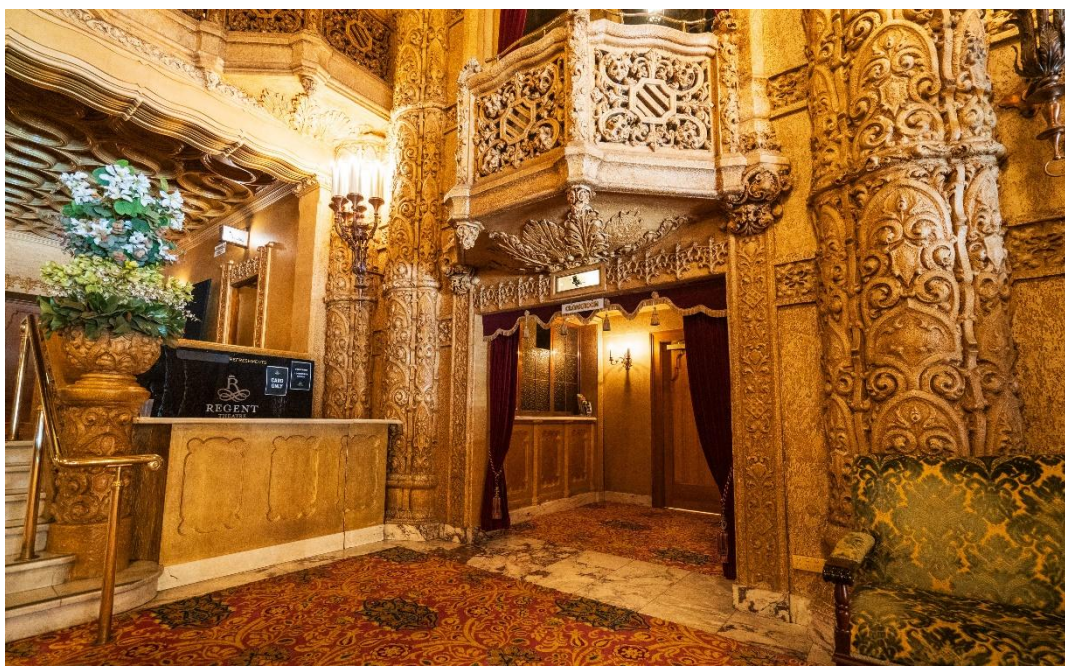
If your dog creates a disturbance, such as being excitable or jumpy, being vocal or not following the handler's direction, you and your dog may be relocated by our ushers to another seat to be minimally disruptive to other patrons, or to the performance. In some cases, you may both be asked to leave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

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.



Assisted Listening Devices can be acquired from the Cloakroom (Left)

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 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

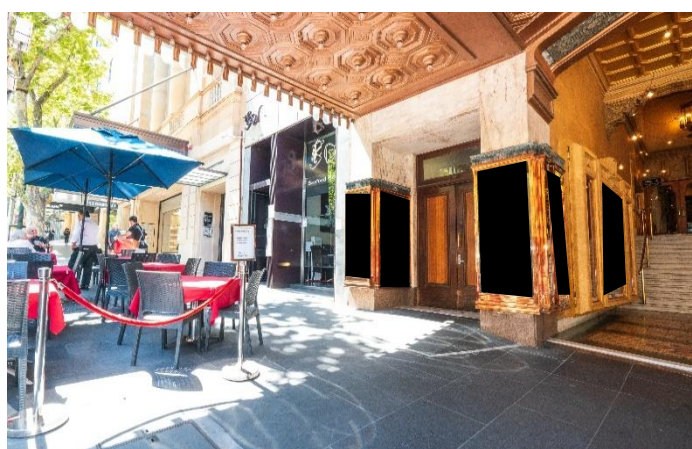
There are eight wheelchair positions at the Regent Theatre, each with associated companion seats. The allocated seats for the wheelchair position are removable if a patron prefers to remain in a wheelchair; or can remain in situ if they prefer to transfer to a theatre seat. **Please indicate preference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

The wheelchair positions in the Regent are on a slope, and we do wheelchair levellers available if needed.

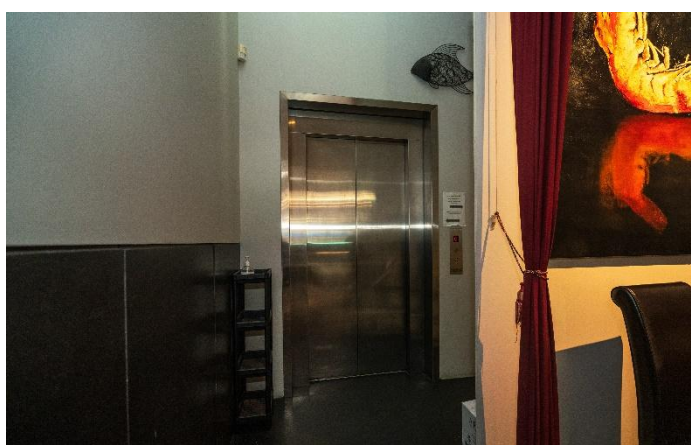
Patrons should direct booking enquiries for wheelchair positions to Box Office on 1300 11 10 11 (option 2), or submit a request [here](#). Wheelchair positions can also be

booked in person at the Princess Theatre Box Office (Monday to 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 submit a request [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.

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