

## **Accessibility**

City Recital Hall is committed to making our events accessible to all audiences. Our auditorium has designated wheelchair positions, hearing loops, and we welcome patrons with Companion Cards or Assistance Animals.

If you have any questions about our services or to book accessible seating please contact our Box Office on 02 8256 2222 or email [boxoffice@cityrecitalhall.com](mailto:boxoffice@cityrecitalhall.com).

To provide feedback on our accessibility services and practice, please contact us via email at [info@cityrecitalhall.com](mailto:info@cityrecitalhall.com).

Getting Here

## **Public Transport**

City Recital Hall is within five hundred metres from Wynyard and Martin Place train stations and Wynyard light rail station. There are also bus stops along Martin Place.

Visit the [Transport NSW website](#) to plan your journey.

## **Drop Off Points**

A drop-off and pick up point is located at the Pitt Street entrance. City Recital Hall is serviced by a taxi rank outside the venue on Pitt Street.

## **Parking**

There are two public accessible parking spaces on Pitt Street near the corner of Angel Place. These spaces cannot be booked.

[Wilson Parking](#) operates a car park next to City Recital Hall at 123 Pitt St, Sydney.

Parking spaces can be booked online ahead of time. Accessible parking spaces are located by the lifts, that you can use to access the Hall from one hour prior to the performance times.

## **Street Access**

City Recital Hall has two street-level entrances from Pitt Street and George Street (via Ash Street). The Pitt Street entrance has no steps and leads straight into the Box Office and Foyer. The George Street entrance involves steps but also has an accessible lift.

Mobility

## **Sitting and Standing**

Please be aware that City Recital Hall allows for standing or dancing during events in all sections.

Please allow for this when choosing your seats or contact box office for further assistance with seat selection.

## **Stairs**

City Recital Hall has four levels open to the general public, all of which are accessible via lifts. Patrons with limited mobility please take note of the step count between levels.

- Foyer to Level 1 - 29 steps.
- Level 1 to Level 2 - 29 steps.
- Level 2 to Level 3 - 28 steps.

## **Accessible Toilets**

Accessible toilets are available on all levels at the following locations:

- Foyer - located next to the Men's Toilet.
- Level 1 - located by Auditorium Door 2.
- Level 2 - located by the lifts.
- Level 3 - located by the lifts.

## **Assistance Animals**

Accredited Assistance animals are welcome at City Recital Hall. We prefer if you inform our Box Office of your requirements when booking so that appropriate seating can be made available.

Please provide proof of accreditation when you arrive at the venue.

## **Companion Card**

The Companion Card can be used to book a complimentary ticket for an essential support companion/carer at all City Recital Hall events.

If you have a Companion Card please let our Box Office staff know when booking tickets so that we can facilitate this.

Accessible Seating

## **Courtesy Wheelchairs**

City Recital Hall has two courtesy wheelchairs available, please speak to our staff if we can assist.

## **Wheelchair Positions**

Dedicated wheelchair positions are on all levels of the auditorium. To book accessible seating, please visit, call or email our Box Office ahead of your event.

Wheelchair access to Level 1 of the auditorium is through Auditorium Door 1.

## **Seat Dimensions**

Our auditorium seats measure between 45cm - 48cm in width and all have armrests.

Hearing

## **Hearing Loop**

Patrons using hearing aids can access the hearing loop in the auditorium. To utilise the loop, please switch your device to the T position.

Please note that the Hearing Loop does not provide service to seats 51-54 in every row. Please contact our Box Office if this affects your experience.

## **National Relay Service**

If you are deaf and/or find it hard to hear or speak with people over the phone, you can contact us via the National Relay Service.

As of 20 April 2021, registration is required to use this service. For more information, visit the [National Relay Service's website](#).

Vision

## **Viewing Distances**

The distance from the middle of the stage to the centre of the rows listed below is as follows:

- Level 1, Row AA: 5.6 metres.
- Level 1, Row G: 16 metres.
- Level 1, Row P: 24.7 metres.
- Level 2, Row Q: 26.9 metres.
- Level 2, Row U: 29.4 metres.
- Level 3, Row V: 32.9 metres.
- Level 3, Row Z: 35.3 metres.