

# **Welcome to the Centre Guide – large print**

## **Introduction**

Welcome to the Melbourne Recital Centre podcast for accessibility.

At Melbourne Recital Centre we are committed to universal access.

We want you to enjoy your visit and for it to be easy and comfortable.

I'm Laura Koomen. Join me as I take you through information about getting to and making your way around Melbourne Recital Centre.

The podcast recording lasts for approximately 5 minutes and is divided into separate chapters for ease of navigation.

## **Contents**

The contents of this podcast includes;

- Getting to Melbourne Recital Centre
- General accessibility information
- Buying a ticket
- Access to Elisabeth Murdoch Hall
- Access to Primrose Potter Salon
- Toilets and Level access; and
- What to do if you have questions or need assistance?

## **Getting to Melbourne Recital Centre**

If you are catching the tram, take route number 1 and get off at accessible tram stop number 17 on Sturt Street.

The Centre has an entrance near the tram stop on Sturt Street.

There is also a drop-off area on Sturt Street for visitors arriving by car.

## **General Accessibility Information**

On each level of the Centre, key service signs are presented in Braille.

We welcome all visitors with assistance animals certified by a registered authority, such as guide dogs.

Please be sure to let us know when buying your ticket if you have an assistance animal.

We also accept the Companion Card for visitors with a disability who require the support of a carer when attending an event.

Please present your valid Companion Card when purchasing your tickets.

## **Buying a Ticket**

Tickets can be purchased in person from the Box Office located in the Ground Floor Foyer. The Box Office is open two hours before a scheduled performance.

Tickets can also be purchased over the phone by calling 03 9699 3333 or by sending an email to [boxoffice@melbournerecital.com.au](mailto:boxoffice@melbournerecital.com.au)

Visitors may also like to book their tickets online by visiting our website at [www.melbournerecital.com.au](http://www.melbournerecital.com.au)

## **Access to Elisabeth Murdoch Hall**

Elisabeth Murdoch Hall is divided into two levels. The stalls, which is the lower level. And the circle which is one level above and looks like a balcony.

Access to the Stalls is from Level 1, using auditorium doors 1, 2 & 3.

If you are unable to use stairs, the best row in which to book a seat in the Stalls is row U.

Access to the Circle is from Level 2, using auditorium doors 5 & 6.

If you are unable to use stairs, the best row in which to book a seat in the circle is Row A.

Wheelchair accessible spaces are located in Stalls Row U and in the Upper East Wing of the Circle, all with Companion seating available.

## **Access to Primrose Potter Salon**

Primrose Potter Salon is a flat floor flexible seating space, located on the Ground Level with only one auditorium access door.

All events in this venue are general admission, meaning you can sit anywhere you like.

For most events, Primrose Potter Salon contains no stairs.

Aisle seats will have armrests, whilst other seating will not.

Wheelchair spaces are available in areas that do not restrict the view of other audience members.

Please be sure to advise the Box Office of any special access requirements when purchasing your tickets.

## **Toilets and Level Access**

You will find male and female accessible toilets on the ground level and on level 2.

On level 1 there is a unisex accessible toilet that can be used by everyone.

The Ground Floor, Level 1 and Level 2 can be accessed by stairs and a lift.

The Ground Floor and Level 1 are also connected by an escalator.

## **What to do if you have questions or need assistance?**

We want to make your Melbourne Recital Centre experience as comfortable as possible.

If you have any questions, remember that our ushers and Box Office team are always ready to assist.

If you would like to speak with the customer service team, please call 03 9699 3333.

We look forward to welcoming you to Melbourne Recital Centre.