



**Great Hall  
Accessibility**



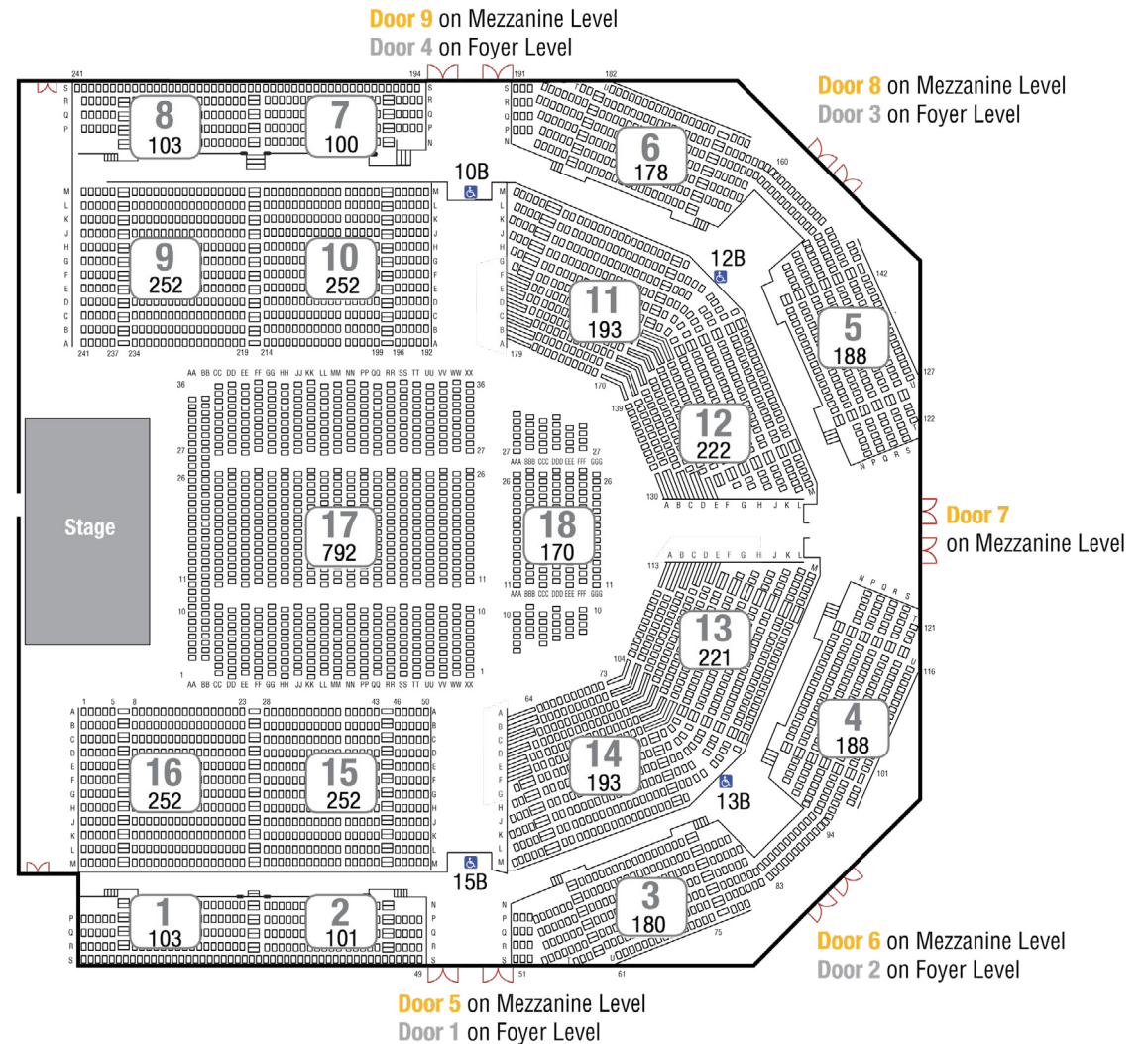
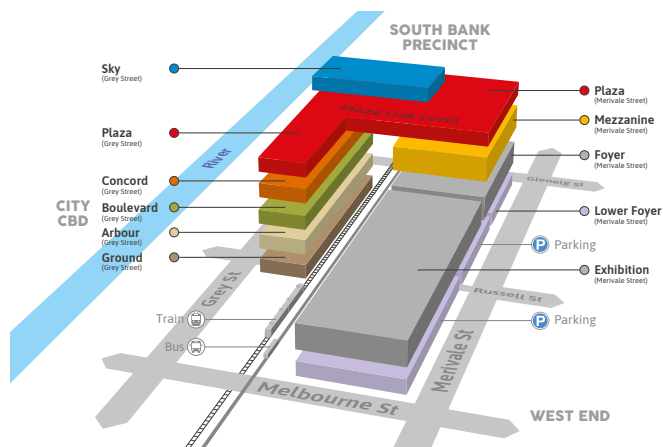
# A guide to great hall accessible seating

The Great Hall's seating can be accessed from both the **Foyer** and **Mezzanine** levels, according to which door is closest to each section. This guide includes recommendations to assist you in selecting the best seat to meet your requirements.

As there are no railings in the tiered sections and they are accessible only via stairs, please ask our friendly ushering staff on the day of the event how best they can assist you getting to your seats.

All tickets to live events at our venue can be purchased online, including accessible and companion card tickets. For any accessible or companion bookings for VIP packages, please contact the box office.

More information regarding venue accessibility can be found [on our website](#). If you have any questions or need any assistance, please [contact us](#).



**NOTE:** Sections 17 and 18, as well as Row A in all other sections, are flat floor seating.

# Flat floor seating with no stairs

## NON-ELEVATED SEATING

- **Sections 9-16:** Row A
- **Section 17:** All seats
- **Section 18:** All seats

## ELEVATED SEATING

- **Accessible Seating Bays on the Mezzanine level:** 10B, 12B, 13B and 15B.

**NOTE:** These seats are flagged as **sight restricted** due to the metal safety bar that in some instances can cause sightline difficulties.

# Wheelchair bookings

## AVAILABLE IN ALL PRICE RESERVES, SUBJECT TO CAPACITY

- **Flat floor seating:** Sections 10 (Row A), 15 (Row A), 17 and 18
- **Accessible Seating Bays on the Mezzanine level:** 10B, 12B, 13B and 15B.

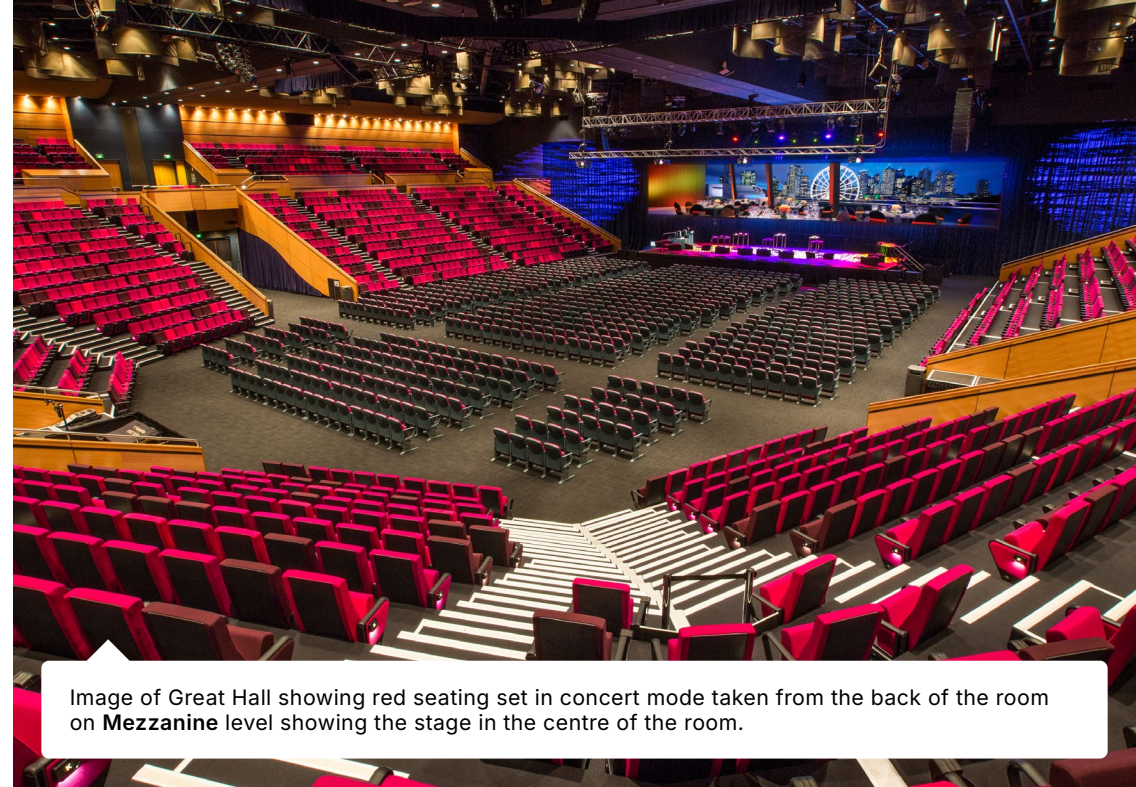


Image of Great Hall showing red seating set in concert mode taken from the back of the room on Mezzanine level showing the stage in the centre of the room.

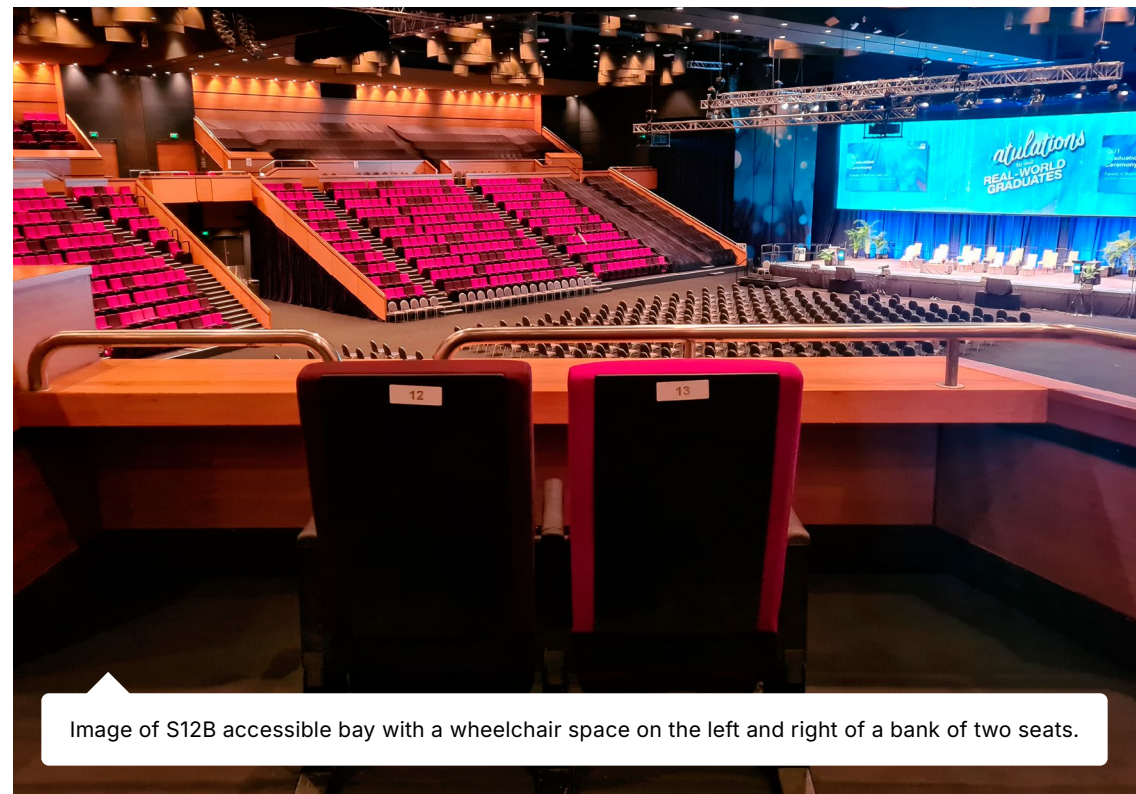


Image of S12B accessible bay with a wheelchair space on the left and right of a bank of two seats.



# Tiered seating with minimal stairs

- **Sections 1-8:** Row N: 4 steps up with a railing
- **Sections 9-16:** Row M: The back row of our lower tiered seating is 4 steps down without a railing.

# Extra leg room

## WITH NO-ONE SITTING DIRECTLY IN FRONT OF YOU

- **Sections 9-16:** Row A
- **Section 17:** Row AA: 2 metres in front to stage edge
- **Section 18:** Row AAA: Approximately 2.5 metres to the back row of Section 17 and close to Doors 1 and 4 for Entry/Exit.

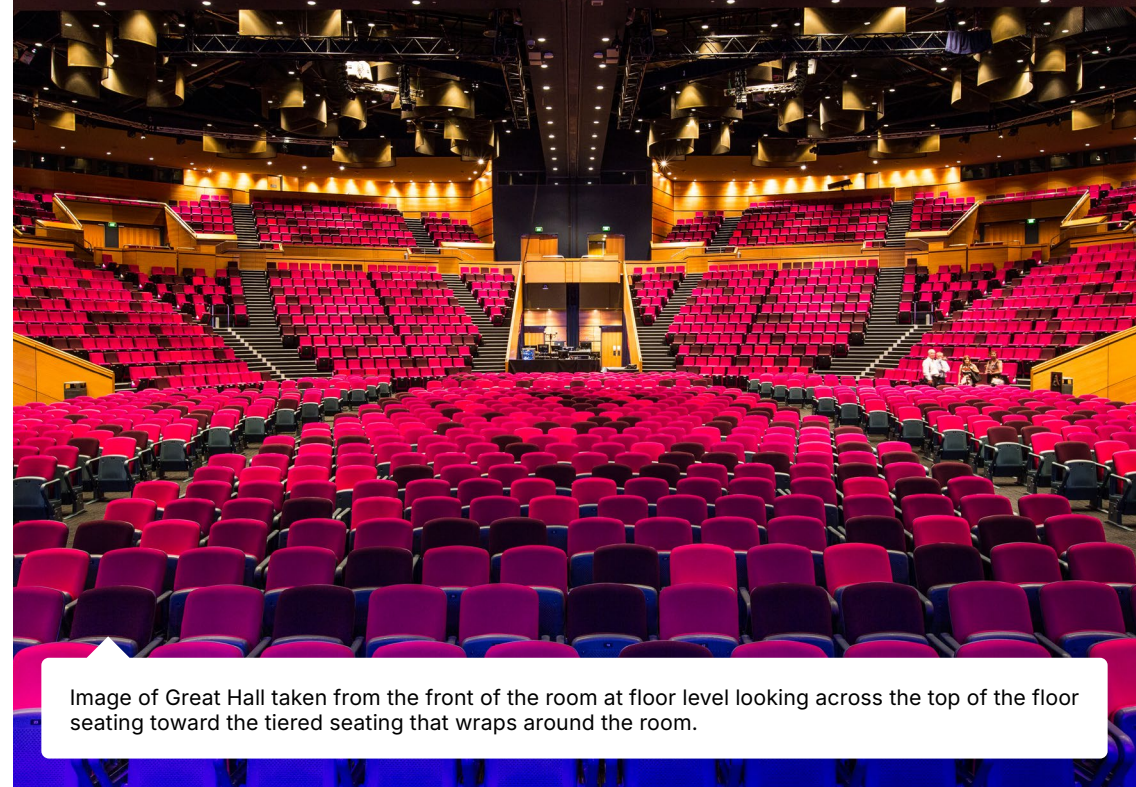


Image of Great Hall taken from the front of the room at floor level looking across the top of the floor seating toward the tiered seating that wraps around the room.

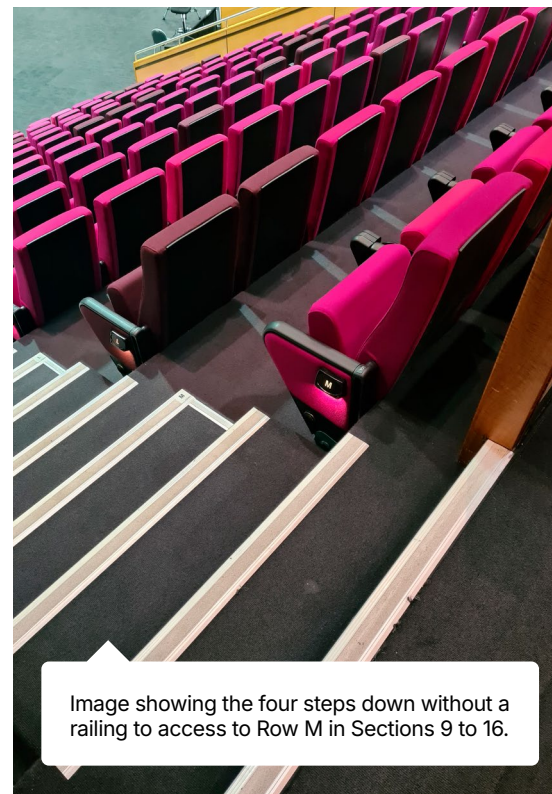


Image showing the four steps down without a railing to access to Row M in Sections 9 to 16.

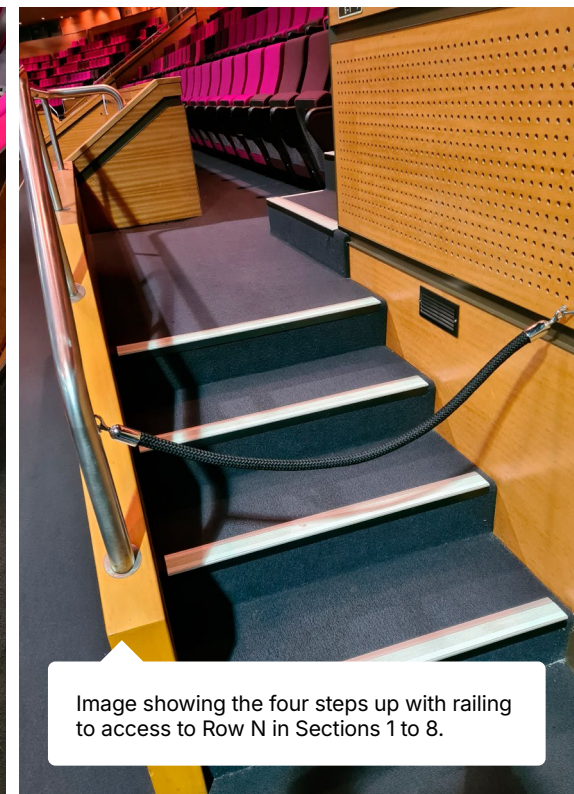


Image showing the four steps up with railing to access to Row N in Sections 1 to 8.



# Proximity to entries, exits, rest rooms and parent rooms

## SECTIONS 11-12: BACK ROWS L and M - ACCESS VIA DOOR 8

- Closest aisle seats to Door in **Section 11**: L167, M167
- Closest aisle seats to Door in **Section 12**: L143, M143, L166, M166, L142, M142.

## SECTIONS 13-14: BACK ROWS L and M - ACCESS VIA DOOR 6

- Closest aisle seats to Door in **Section 13**: L101, M101, L100, M100, L77, M 77
- Closest aisle seats to Door in **Section 14**: L76, M76.

**NOTE:** Aisle seats are flagged in the ticketing system with an aisle seat pop-up.

# Sensory zones

A Multi-Sensory Zone and a Low Sensory Zone / Quiet Space, located on **Mezzanine** Level near Door 9, will be accessible for all ticketed events in the Great Hall before, during and after the event.

Sections 7, 8, 9, 10 are the nearest to to the Sensory Zone.

The closest rows are:

- **Sections 7-8:** Rows N and P
- **Sections 9-10:** Rows L and M

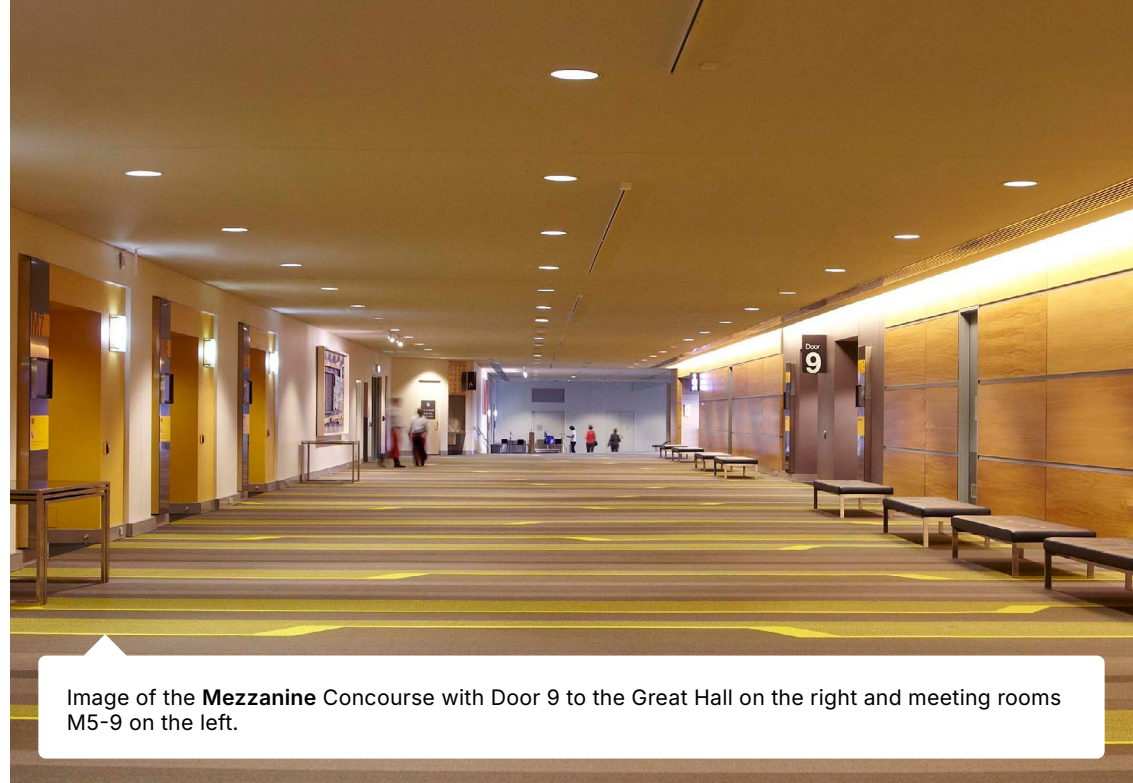


Image of the **Mezzanine** Concourse with Door 9 to the Great Hall on the right and meeting rooms M5-9 on the left.

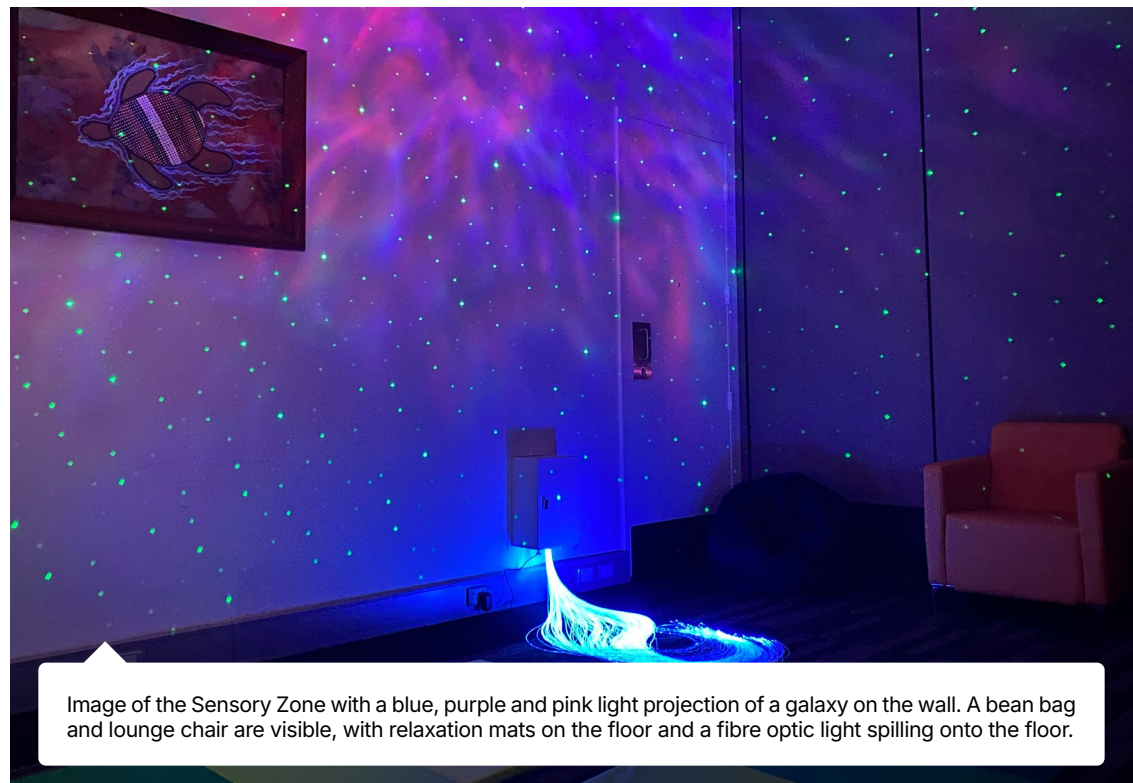


Image of the Sensory Zone with a blue, purple and pink light projection of a galaxy on the wall. A bean bag and lounge chair are visible, with relaxation mats on the floor and a fibre optic light spilling onto the floor.



## Auslan interpreted events

If an event is Auslan Interpreted, it will be advertised on the **Ticketek event page**. If you need information about non-interpreted events, please [contact us](#) prior to booking your tickets.



## Bariatric seating

Bariatric seating with armrests are available, W: 94 cm (37 in) x L: 76 cm (30 in). The armrests are 22 cm (8.5 in) from the base of the seat to the highest point of the armrest. These can be booked online, please [contact us](#) for more information.

## Restricted view seats

Restricted view seats are flagged in the ticketing system as they may have restricted views either due to the position of the stage or production requirements.

## Companion cards

Companion cards are accepted for all ticketed events.

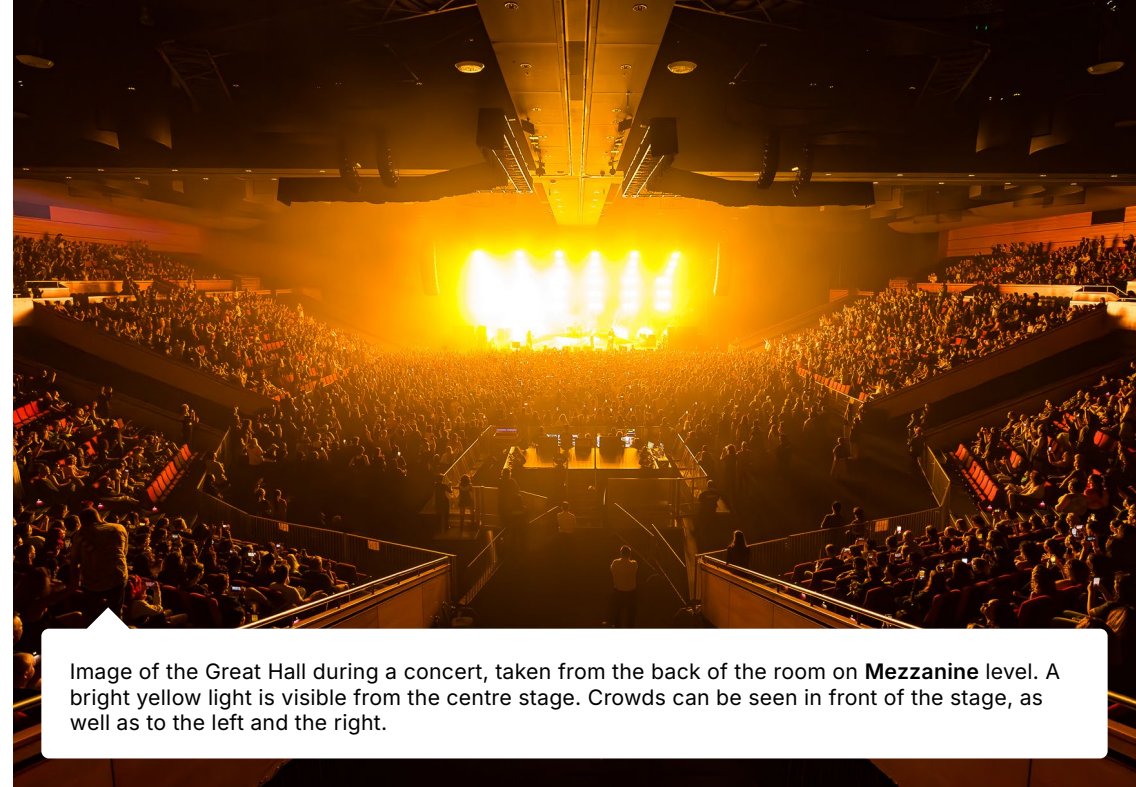


Image of the Great Hall during a concert, taken from the back of the room on **Mezzanine** level. A bright yellow light is visible from the centre stage. Crowds can be seen in front of the stage, as well as to the left and the right.



Image of Bariatric seat with armrests, taken from a front on view of the seat.



# Hearing assistance



BCEC's Great Hall is equipped with a **Listen Technologies** hearing assistance system. You are welcome to book anywhere in the venue. Please visit Box Office, located in the Main Foyer, on event day to collect the device.


We accept calls through the National Relay Service (NRS).

# Service animals

All service animals are welcome with appropriate ID. Please [contact us](#) to book if you have a specific seating request.

# Contact us

If you have any further questions before booking your tickets, we are happy to help!

 **Email:** [boxoffice@BCEC.com.au](mailto:boxoffice@BCEC.com.au)


 **Phone:** (07) 3308 3492



Image of the **Main Foyer** with guests in groups prior to concert starting, some using the escalator in the foreground, some lining up to purchase merchandise. The **Mezzanine** level is visible above the **Foyer** level on the right.