

## INTRODUCTION

Welcome to Q Theatre. Below you will find details to make your visit to Q as easy as possible. If you have any questions about accessibility that aren't covered below please give us a call on (09) 309 9771 or email [access@qtheatre.co.nz](mailto:access@qtheatre.co.nz)

Q has two public entrances. The main entrance on Queen Street is wheelchair accessible and leads straight into Q's Lounge where you can enter an elevator that gives you access to the whole building. The second entrance is via the Lower Greys Avenue car park, up a flight of external stairs. Once inside, there is another set of internal stairs and an elevator that provides access to each level of the building.

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## RANGATIRA

Our largest performance space, Rangatira, has three levels, Floor, Balcony and Gods. Floor can be accessed directly from Queen Street, Balcony can be reached by taking the stairs or elevator to Level 1 and Gods can be reached by taking the stairs or elevator to Level 3.

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## LOFT

Loft is located on level 2 and can be accessed by using the internal stairs, elevator or by taking the external entry point located to the left of the main entrance on Queen Street.

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## VAULT

Access to Vault is via stairs located to the right of the main entrance on Queen Street. If you have accessibility requirements and are unable to use the main entrance, please speak to Box Office prior to your arrival or on the day of your performance to organise an alternative option for entry.

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## ACCESSIBLE TOILETS & BABY CHANGING STATIONS

Q Theatre has these facilities on Lower Ground level and Level 2. Wheelchair-accessible toilets can be reached by taking the elevator to either level.

Door sizes for the accessible toilets:

Gendered accessible toilets on the lower ground floor (lift accessible): 800mm wide door in both genders

Gender-neutral accessible toilets on the second floor (lift accessible): The door into the gender-neutral bathroom area and disabled toilet are 760 mm wide.

All accessible toilets include a baby changing station.

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## AUDIO

Rangatira and Loft are both fitted with an audio loop, which amplifies the sound of the performance for hearing aids. The sound quality can vary through Rangatira however, so we advise those who require this loop to ring our Box Office on (09) 309 9771 for advice on the best seats for any particular show.

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## SERVICE ANIMALS

Service animals are more than welcome at Q Theatre. If you have any questions about venue layout and the best places to sit please ring our Box Office on (09) 309 9771.

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## COMPANION SEATING

As a venue for hire, Q Theatre strongly encourages hirers to provide complimentary seating for wheelchair companions. We're happy to say that the majority of productions do offer this option.

As all bookings for wheelchairs require processing over the phone, we opt to waive our standard handling fee for wheelchair users. Please be aware that credit card surcharge may still apply.

To check if a production offers complimentary wheelchair companion tickets or to book a wheelchair space for a show at Q Theatre please contact our Box Office on (09) 309 9771.

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## GENERAL ADMISSION SEATING REQUEST

Q Theatre's productions often allow you to reserve specific seats either by booking online or with our Box Office. However, there are many productions which have no reserved seating and are general admission. If you are coming to a general admission production and have specific seating requirements, please contact our Box Office on (09) 309 9771 and we will arrange for seats to be reserved for your access needs.

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## STAIRS

**Greys Avenue Entrance:** 20 Steps from Greys Ave to Lower Ground/Lift (14 steps to the first landing and 6 steps from there to Lower Ground). Lift accessible via Queen Street entrance.

**Stairs to Vault:** 18 Steps from Queen Street down to Vault (narrow staircase with no landing). Alternative access is available with Q staff assistance.

**Stairs to Loft:** 22 stairs from Queen Street up to Loft Foyer (narrow staircase with no landing). Lift accessible via Queen Street Entrance.

Please call our Box Office team at (09) 309 9771 if you would like to speak to someone about stairs inside the venue.

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## DROP OFF INFO

**Stair-Free Access:** There is one mobility park directly opposite Q Theatre on Queen Street. There is another mobility park opposite the corner of Queen and Wakefield Street. If these parks are taken, or you need to park for an extended period of time, there's a drop-off area at the rear of Q Theatre, at the Lower Greys Ave Car Park (staired entrance).



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# ACCESS AT Q



**Stairs Access:** There is plenty of space to be dropped off via the Lower Greys Ave Car Park (staired entrance). Please be careful not to block access for other cars using the carpark.



These drop-off locations are not designated car parks, but places where you can temporarily pull over to let passengers in or out. Be careful not to block traffic for extended periods of time.

Distance to mobility parking: When parking in Civic Car Park, look for “Town Hall Stairs” Exit, which has lift access. The distance from the lift to our stair-free Queen St entrance is approx. 190 meters (250 steps) and from the lift to our staired Greys Ave entrance is approx. 150 meters (194 steps).

More information from Civic Car Parking can be found on Auckland Transport’s web page.



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