

ACCESS

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 boxoffice@qtheatre.co.nz

Q has two public entrances. The main entrance on Queen Street is wheelchair accessible and leads straight into Q's Barfoot & Thompson Lounge. 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 which provides access to each level of the building.

RANGATIRA

Our largest performance space, Rangatira, has three levels. Floor can be accessed directly from the Barfoot & Thompson Lounge, 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.

LOFT

Loft is on Level 2 and can be accessed either internally by stairs or elevator or by taking the stairs direct from Queen Street.

VAULT

Vault is accessed by the staircase between our main entrance and Auckland Town Hall. If you use a wheelchair and are attending a performance in Vault please speak to one of our team who can assist with an alternative entrance.

ACCESSIBLE TOILETS

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

Gender neutral toilets and baby changing facilities are available on the Level 2 toilets.

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.

SERVICE ANIMALS

Service animals are 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.

COMPANION SEATING

As a venue for hirer Q Theatre strongly encourages hirers to provide complimentary seating for wheelchair companions. We're happy to say in 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.

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 some seats to be reserved for your access needs.

For wheelchair accessible seating and companion tickets please contact our Box Office on +64 9 309 9771. There are no handling fees for wheelchair bookings made over the phone. You can also find information about accessing Q Theatre [here](#).