

# ACCESS SERVICES

Glasshouse Port Macquarie offers a range of services to ensure that its venues and events are accessible to the community.

## > TRANSPORT AND PARKING

Accessible parking is located within close proximity to the Glasshouse, and there is also a drop-off point adjacent to the Glasshouse forecourt. A bus zone is located directly outside the building. For more information on transport services, please refer to the map overleaf.

## > FACILITIES

The Glasshouse has accessible toilets on both basement level and level 2 with access via the lift. There is also an accessible baby change room at basement level. MLAK (Master Locksmith Access Key) can be used to access these facilities. If you do not have an MLAK key please see customer service to gain access.

## > WHEELCHAIR ACCESS

The Glasshouse is easily accessible for people in a wheelchair. We have ramps on both Clarence and Hay Street building entry points and lift access on street level and between ground and mezzanine levels. We also have eight wheelchair spaces located in the theatre stalls and dress circle. Spaces are subject to availability. The Glasshouse also offers the use of two standard in-house wheelchairs if required.

## > MOBILITY SCOOTER CHARGE POINT

The Glasshouse offers a free charge point to recharge your mobility scooter during building opening hours. The charge point is located on ground level at the southern end of the building near the Encore Café. Look for the charge point sticker.

## > PEOPLE WITH A VISION IMPAIRMENT

The Glasshouse has braille signage available inside the building to assist with your visit.

## > PEOPLE WITH A HEARING IMPAIRMENT

Our staff are able to provide advice on the best seats for hearing loop access during theatre performances. We also have a hearing loop available at the customer service desk. Please ask one of our friendly staff at the time of booking your tickets.



## > COMPANION CARD

A carer is entitled to a free ticket when accompanying a Companion Card holder to the Glasshouse. Companion Card holders are entitled to a concession ticket where a concession price is available. Please have your Companion Card with you at the time of booking your tickets. For more information on Companion Cards please visit [www.companioncard.com.au](http://www.companioncard.com.au) or **1800 650 611**.

## > AUSLAN TRAINED STAFF

Some of our friendly Customer Service Staff are trained in Auslan sign language.

## > NATIONAL RELAY SERVICE

Our staff are able to communicate with you through the National Relay Service. More information on the National Relay Service can be found at [www.relayservice.gov.au](http://www.relayservice.gov.au) or

**TTY/Voice: 133 677** | **Speak+listen: 1300 555 727** | **SMS Relay: 0423 677 767**



## NEED HELP WITH YOUR BOOKING?

If you would like to access any of the listed services or just have a question, please speak to our friendly customer service staff who are happy to help you.

For general enquiries or to make an appointment to meet with a staff member, please contact us:

Phone: **(02) 6581 8888** Fax: **6581 8107**

[www.glasshouse.org.au](http://www.glasshouse.org.au)

Email: [boxoffice@glasshouse.org.au](mailto:boxoffice@glasshouse.org.au)

Address: **Cnr Clarence & Hay Sts, Port Macquarie NSW 2444**  
**PO Box 84 Port Macquarie NSW 2444**

The Glasshouse team strives to make the building accessible to all our community and welcomes feedback on ways we can improve our services.