Accessibility at the Lighthouse Theatre

Lighthouse Theatre wants everyone to experience the joy, thrill and wonder of the performing arts.

On each event page, we outline the accessibility options during that particular event that are available with icons, a description of which is outlined below.

If you have any queries or feedback in how we can make your experience as accessible as we can, please let us know.

*(Note: Email ticket booking is only available for those accessing an accessible seating option listed below, not for regular ticket sales)*

**Wheelchair & Low/No Stair Accessible Seating**

There are a number of wheelchair and flat access seating locations in our venues.

We also have a lift to level 1, and a ramp to access the main entry of our building.

To book accessible seating, call the Box Office on 03 5559 4999 or email lighthouse@warrnambool.vic.gov.au. There is no phone booking fee for accessible seating booked on via the phone.

**Accessible Toilets**

We have a fully accessible toilet located on Level 1, which can be accessed via our lift.

We also have Ambulant Toilet Cubicles located in the Level 1 toilets.

**Hearing Augmentation & Hearing Loop**

Assistive Listening & Hearing Loop

Both our venues are equipped with an assistive listening system, which is available during all performances and events.

To access the system:

- T-Switch hearing aid users will need to collect a pack & loop from the Box Office prior to performances

- Modern Bluetooth hearing aid users can download an app to access the audio stream (Download from here: <https://www.lighthousetheatre.com.au/hearing>)

More detailed information, including a video on how to use the system, is available to view here: [https://www.lighthousetheatre.com.au/hearing](https://www.lighthousetheatre.com.au/hearin#g).

Our bar and box office also have counter reception loops installed.

**Assistance** **Animals**

Assistance animals trained to assist people with disabilities are welcome at Lighthouse Theatre. To ensure appropriate seating is allocated please advise your requirements when booking, and we encourage you to book via the Box Office or phone. There is no phone booking fee when booking for assistance animals on the phone.

**National Relay Service**

Patrons who are deaf can call (at no cost) the National Relay Service to call the Lighthouse Theatre on their behalf.

TTY users phone 13 36 77

Speak and listen (speech-to-speech relay) users phone 1300 555 727

Internet relay users connect to the National Relay Service

Please ask the operator to contact 03 5559 4999, option 1 to speak to Box Office.

****Auslan Interpreted Performances**

Auslan is Australian Sign Language. Auslan Interpreted performances have one or more interpreters located to one side of the stage live interpreting what is occurring and being said on stage. Auslan interpreters do not impact the enjoyment of the performance for those who do not require the service.

Auslan Interpreted performances have allocated seating in the venue with the best visibility. These can be booked call the Box Office on 03 5559 4999 or email lighthouse@warrnambool.vic.gov.au, or via the National Relay Service. There is no phone booking fee for Auslan seating booked on via the phone.

*Lighthouse Theatre has engaged Auslan Stage Left to provide interpreting services for the 2023 Theatre Season performances of The Sunshine Club, Melbourne International Comedy Festival Roadshow, and JUST! Live on Stage.*

**Open Captioned Performances**

Open Captions are text displayed on a screen during the performance, enabling audiences to read what is being said. Caption text is prepared from the script of the performance by highly trained staff. Where open captioning is provided, it is visible from almost all seats in our venues.

*During the 2022 Theatre Season, Opera Australia’s ‘The Barber of Seville’ will be open captioned (surtitled) live.*

**Relaxed Performances**

Relaxed performances are open to everyone, but with modifications to sound and lighting to be more suited for children on the autism spectrum, individuals with other disabilities that create sensory sensitivities and anyone who would benefit from a more relaxed environment.

**Companion Card**

Lighthouse Theatre accepts Companion Card for all performances. You can book by phone, email or in person, however the Companion Card must be shown when collecting tickets.

****Babies & Young Families**

**Breastfeeding Welcome Here**

Lighthouse Theatre welcomes parents and guardians with babies during performances and events, as well as our normal opening hours to make use of our foyer for feeding, changing or resting of babies.

**Parents Room**

There is an accessible toilet with baby change facilities available on Level 1.

** **Prams | Crying Babies**

Prams are not permitted in the Theatre or Studio during performances, however we will provide safe parking for them outside. On most performances, babies under two do not need a ticket if they will sit on a parent or guardian’s knee. We do not have a crying room, however if your baby is upset or disruptive and you are unable to remain in the theatre, you are welcome to watch the performance in the foyer on the TV screens whilst settling them.