COMEDY
THEATRE

Comedy Theatre Accessibility Information

Current at 10/11/2025

The Comedy Theatre is a venue for everyone and we work hard to make our shows and events safe and accessible for all. We've put together the below information about the venue but if there is anything missing or if you have any questions, please don't hesitate to contact us.

Accessibility & Ticketing contacts
Phone: 1300 11 10 11
Submit your request here.
For details regarding upcoming accessible performance you can visit our **Accessible Performances** page.
Website: www.marrinergroup.com.au/comedy-theatre-accessibility

Booking Tickets
Accessible tickets, including wheelchair and companion card bookings for shows at the Comedy Theatre can be purchased by calling us on 1300 11 10 11 (option 2), Monday to Friday 9am - 5pm or by sending us a request **here.**

Our phone lines are also open for assistance with weekend performances from 2 hours prior to the first show on Saturday and Sundays.

Tickets are available to book in person from the Princess Theatre Box Office located at 163 Spring Street, Melbourne (with wheelchair access), open 10am - 5pm Monday to Friday and 90 mins prior to performances.

Specialised Accessible Performances are now available for many of our productions, for more information please read **here**.

Companion Card Tickets
Companion Cards are accepted for all performances at the Comedy Theatre and can be booked directly with the Box Office on 1300 11 10 11 (option 2) Monday to Friday 9am – 5pm. Companion Card tickets can also be booked online however these must be collected from the Box Office when you arrive at the show by presenting a valid Companion Card.

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Getting Here: The Comedy Theatre is located on the corner of Exhibition & Lonsdale Streets, Melbourne.

Wheelchair Drop Off: For step free access to the Comedy Theatre, we recommend stopping at 222 Exhibition Street, in front of Woolworths.

Taxi: The nearest taxi rank is outside the Melbourne Marriott Hotel, corner Exhibition and Lonsdale Streets.

Tram: The closest tram stop is Russell St Stop 7 – it is accessed by the 86 & 96 trams and is a level access stop.

Train: Parliament Train station is approximately 260m from the Comedy Theatre. This is a City Loop station. There is an accessible entrance and exit located on Spring Street. Please click here for more information and timetables – www.ptv.vic.gov.au

Drop Off/Pick Up: The best spot for drop off and pick up is on Exhibition Street, outside the Woolworths next to the theatre. These street spots are designated loading zone or five-minute parking dependant on time of day.

Arriving at the Venue
Entry to the Comedy Theatre is via Exhibition Street. There are several glass doors that remain open pre-show and during interval. There is a small step to access these doors, which as you move away from Lonsdale Street is reduced to a small lip. Ramp access can be provided by Front of House or Security upon request. A member of staff will be able to assist you upon arrival at the theatre.



Step free access to the venue

A Front of House staff member will scan your ticket at the inner glass doors of the theatre.



Inner glass doors – where tickets are scanned



Stall foyer

The Box Office is located to the left of the front doors on Exhibition Street and can also be accessed once inside the foyers via the left-hand Stalls bar. It is visibly signed and has a counter 1m high.



Access to Box Office



Box Office

Foyers

Stalls: The Stalls foyer is carpeted all the way through to the auditorium. There is limited seating available at Stalls level.

Toilets and bars are available on this level. Merchandise is typically available on this level; however, availability may vary with each production.



Stalls foyer

Dress Circle: The Dress Circle foyer is large and carpeted. **Please note there is no lift access to the Dress Circle**. Access is via two large staircases with handrails, with 19 stairs each. There is limited seating available in the Dress Circle foyer.

A bar and toilets are available at this level.



Stairs to Dress Circle foyer



Dress Circle foyer

Auditorium

The Comedy Theatre is a fully seated venue over two levels. All seats fold down and forward, leaving more room between rows when seats are unoccupied



Stalls auditorium

Stalls: There are no steps from the foyer into the Stalls auditorium. Seating is mildly raked. There are two central aisles and two outside aisles until Row F, providing plenty of aisle seats. Rows A – E have outside aisles only. There are no handrails within the Stalls aisles. Stalls seating is staggered to provide the best possible sightlines.

Although the aisles themselves are slightly raked, the back seating Rows P – R have two small steps into them, and Rows O – N have one small step into them, providing a level footing surface for patrons.



Stalls aisle and step(s) up to Rows O - N

From the back four rows (Row O – Row R), view of the stage may be affected by the Dress Circle overhang. The Dress Circle overhang is less pronounced in the Comedy Theatre than in other venues.

Dress Circle: On the right and left of the Dress Circle foyer, a set of stairs with 14 stairs and handrails lead into the auditorium.



Stairs from Dress Circle foyer to auditorium



Stairs from Dress Circle foyer to auditorium

These steps come out onto a landing that becomes Row E. Rows A – D are accessible via an outside aisle, with up to 12 stairs down to Row A, a handrail and a segmented handrail. Rows E – M are accessible via two stepped central aisles with segmented handrails. There are 24 stairs to the back row (Row M).



Dress Circle auditorium

Seating within the Dress Circle is quite steeply tiered, and Rows E – M may not be suitable for patrons with vertigo.

There is no lift access to the Dress Circle at the Comedy.

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Bathrooms

Stalls: The Female toilets are located on the right-hand side upon entry to the foyer, down a hallway next to the smaller bar.



Entry to stalls Female toilets (right of bar)

The Male toilets are located to the left, past the larger bar and through a doorway. The toilets on this level don't require any stairs to access.



Entry to Male toilets (left of bar)



Doors to enter Male toilets



Male toilets

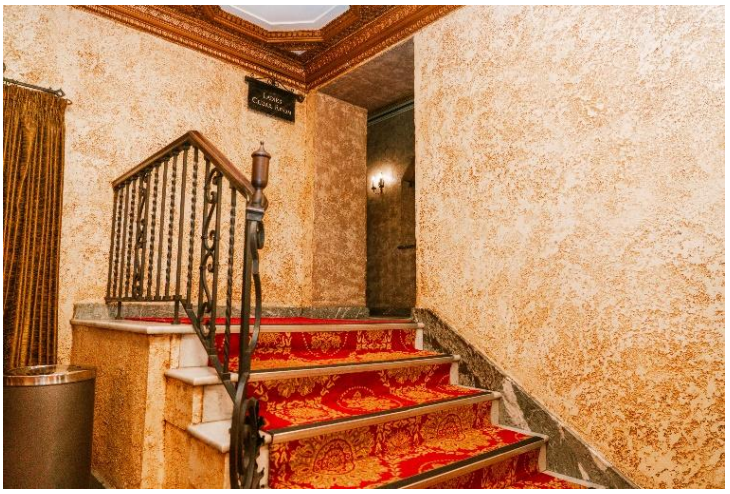


Male toilets

Dress Circle: The Female toilets are located toward the right-hand side of the Dress Circle foyer, indicated by a sign which says, ‘Ladies Cloak Room’. There are five stairs with a handrail to access the toilets. There are a large number of Female toilet stalls available in the Dress Circle.



Stairs to Dress Circle Female toilets (right)



Entry to Dress Circle Female toilets

The Male toilets are located on the left-hand side of the Dress Circle foyer, through a doorway with a sign above that says, “Gentlemen’s Smoking Room”. There are urinals and stalls available.



Door to Dress Circle Male toilets

Accessible & Gender Neutral: There is a unisex accessible toilet located in the Stalls inner foyer. It is located through the Stalls foyer on the far-right hand side, opposite the Door 4 entry to the auditorium. There is a clearly visible sign above the door. It is a Left-Hand Side accessible toilet.



Accessible & Gender Neutral toilet (Stalls)

Infant change facilities: The Comedy Theatre does not have infant change facilities.

Adult change facilities: The Comedy Theatre does not have an accessible adult change facility within the venue. Please visit https://changingplaces.org.au/find-a-toilet/find-changing-places-toilet/ for information on the nearest public adult change facility.

Bars

Stalls: There are two bars on the Stalls level – one to the left of the entry doors, and a smaller bar located to the right. Both bars have quite high counters.



Stalls bar



Stalls bar

There is also a bar located inside the Stalls auditorium, on the far left-hand side, inside Door 1.



Stalls auditorium bar

Dress Circle: There is a bar available on the Dress Circle level. The counter is around 1.1m high.



Dress Circle bar

Merchandise

The location of merchandise stalls may vary between shows. The standard location is within the inner Stalls foyer, immediately beyond the internal glass doors.

Cloakroom

There are limited cloaking facilities available at the Comedy Theatre. To cloak items, please visit the Box Office, or speak to a Front of House staff member for assistance. Patrons are advised against bringing bulky items or prams to the theatre. The cloakroom is located to the left of the Box Office.



Box Office & Cloakroom

Lighting

There is low lighting in the venue as needed for shows. All walkways and aisles are clearly marked, however if you have low vision and need assistance, please let us know, our staff will be happy to help.

We will always try and make sure there is signage for any shows with strobe lighting, however this may not always be possible. If you have any concerns about strobe or flash lighting for any show you are attending, please contact us or speak to a Front of House staff member within the venue, and we will do our best to give you as much information as we can.

Facilities for people who are blind or have low vision

Seats close to the stage can be requested when booking tickets. Please book through Box Office on 1300 11 10 11 (option 2) or by submitting a request here.

Some shows have audio described performances – please check the show information page for a booking link, or see all accessible performances here.
For further information, direct enquiries to Vision Australia.

Support Animals & Guide Dogs

Guide dogs and Assistance dogs are welcome at our venues. Companion or Support dogs are also welcome.

For ease of access for you and your dog please ensure aisle seats are booked for your visit.

If your dog creates a disturbance, such as being excitable or jumpy, being vocal or not following the handler's direction, you and your dog may be relocated by our ushers to another seat to be minimally disruptive to other patrons, or to the performance. In some cases, you may both be asked to leave the auditorium.

Water bowls can be provided for dogs upon request. Please see one of our ushers.

We encourage you to contact the Box Office on 1300 11 10 11 prior to the show so we can arrange assistance with entry if required.

If you have any further question, you can contact our customer service team on 1300 11 10 11 or by emailing customerservice@marrinergroup.com.au

Facilities for hard of hearing or d/Deaf patrons

Assistive Listening Devices: The Comedy Theatre provides personal induction neck loops free of charge from the cloakroom, located at the Box Office.

1. **Hearing pack used in tandem with T-switch/T-coil hearing aids or cochlear implants**: Patrons that have hearing aids or a cochlear implant that have a T-switch or T-coil capacity can turn on this feature while and the performance will be broadcasted directly into the device. Patrons using these packs are provided a neck loop to plug into the hearing pack via a 3.5mm headphone jack.
2. ***Hearing pack used in tandem with headset:*** Patrons can use a hearing pack with headset; both of which can be collected from the cloakroom (alternatively, patrons can bring their own headset provided it has an appropriate 3.5mm audio jack).
3. ***Smartphone used in tandem with Bluetooth hearing aids or cochlear implants:*** Patrons using a hearing aid or cochlear implant that pairs with their smartphone can scan a QR code at the cloakroom - or below prior to arrival - to download an app that will connect to the venue WIFI and their hearing aid or cochlear implant without the need for a neck loop. If downloading the app prior to attending the venue, speak to a staff member on arrival to access the venue WIFI.

We aim to do our best and ensure patrons using Assistive Listening Devices can fully experience the show. If there are any issues with a device, please see a Front of House staff member for assistance.

QR code link to download the ListenWIFI app:

Auslan Interpreted and Captioned Performances: Some productions will schedule captioned and/or Auslan interpreted performances. To book seats with the best view of the interpreter or captioning monitor, a unique ticketing link will often be available via Auslan Stage Left's webpage or can be booked by submitting a request here.

Facilities for People with Mobility Impairments
Patrons with mobility impairments are strongly advised to book Stalls seating. **There is no lift access to the Dress Circle.** Frames and crutches are stored in the foyer or in the cloakroom, and returned at interval and conclusion of performances. They cannot be left in an aisle due to safety reasons. Patrons are advised of the storage area, and all items are marked with the patron's row and seat number.

Facilities for Wheelchair Users
There are three wheelchair positions at the Comedy Theatre, each with associated companion seats. These seats allocated for the wheelchair position are removable if a patron prefers to remain in a wheelchair or can remain in situ if they prefer to transfer to a theatre seat. Please indicate preference when booking.

Patrons should direct booking enquiries for wheelchair positions to Box Office on 1300 11 10 11 (option 2) or submit a request here. Wheelchair positions can also be booked in person at the Princess Theatre Box Office (Monday to Friday, 10am - 5pm), or Comedy Theatre Box Office (open 90 minutes prior to performances).

Wheelchair positions can also now be booked online for most events – please check your selection carefully, as associated companion seats and easy access (non-removable) seating is also indicated with a wheelchair symbol.

Wheelchair entry to the theatre is via ramp that is placed toward the right of the frontage, away from Lonsdale Street. Once inside the foyer, there are no stairs through to the auditorium.



Example of wheelchair position on a slope



Step free access to the building

Please note some wheelchair positions are on a slope, and we do not have wheelchair levellers at this time.

Quiet Spaces

The Comedy Theatre does not have a dedicated quiet space. During the show, the foyers are quiet, well-lit and have seating available. Patrons with sensory sensitivities may find the theatrical experience overwhelming. There are aisle seats available for booking in case a quick exit is required. Please call Box Office on 1300 11 10 11 (option 2) or contact us at this link for assistance booking.

Please note that once exiting the auditorium, patrons may have to wait until a suitable break in the performance to be re-admitted to their seats.

The Comedy Theatre currently has soft, in-ear earplugs available for patrons upon request. Ask a Front of House staff member for assistance.

The Comedy Theatre does not have a stage view monitor available in the foyer.

Need something else? Please visit marrinergroup.com.au, call our friendly Customer Service team on 1300 11 10 11, or speak to any of the venue staff who are always happy to assist.

Feedback & Suggestions

Have you got any suggestions for what we can do better or a general enquiry? Please send them through to **access@marrinergroup.com.au** or here