

## Forum Melbourne Accessibility Information

Forum Melbourne 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

Email: [access@marrinergroup.com.au](mailto:access@marrinergroup.com.au)

Website: [www.forummelbourne.com.au](http://www.forummelbourne.com.au)

### Booking Tickets

Tickets for Forum Melbourne are sold by Ticketek. You can purchase them online, at [www.forummelbourne.com.au](http://www.forummelbourne.com.au) or call us on the number above.

To arrange a companion card ticket or accessible viewing please call or email us before the show. These tickets may be limited, so please make sure you get in early.

### How To Get Here

Forum Melbourne is located at 154 Flinders Street Melbourne (Corner of Flinders & Russell Streets).

**Parking:** There is limited street parking but Forum patrons can access special rates at select Wilson Car Parks. This offer must be booked on their website before arrival. Click here for more parking information - [marrinergroup.com.au/offers/discount-parking](http://marrinergroup.com.au/offers/discount-parking).

**Drop Off / Pick Up:** The best spot for drop off and pick up is either on Russell Street next to Culture Kings (30m from the Forum entry) or on the Russell Street extension next to the Ian Potter Centre (80m across Flinders Street, there are traffic lights in front of Forum main entrance).

**Tram:** The closest tram stop is Russell Street – Stop 6 which is on the Route 70, 75 or City Circle lines. This stop is a level access stop.

**Train:** Flinders Street Station is approximately 250m from The Forum. All metro lines leave from this station. Please click here for more information and timetables - [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

### Arriving At The Venue

Entry to the Forum is via Flinders Street and you will need a ticket to enter the venue. If you are collecting your tickets, you will need to visit the box office to the right of the main entrance.

There is a wheelchair accessible entrance into the Box Office via a small ramp into the foyer. Please speak to a staff member if you need assistance.

All of our tickets are electronic mobile tickets and are scanned at the door. If you are having trouble accessing them on a smart phone, please visit our box office staff who will be able to assist you.



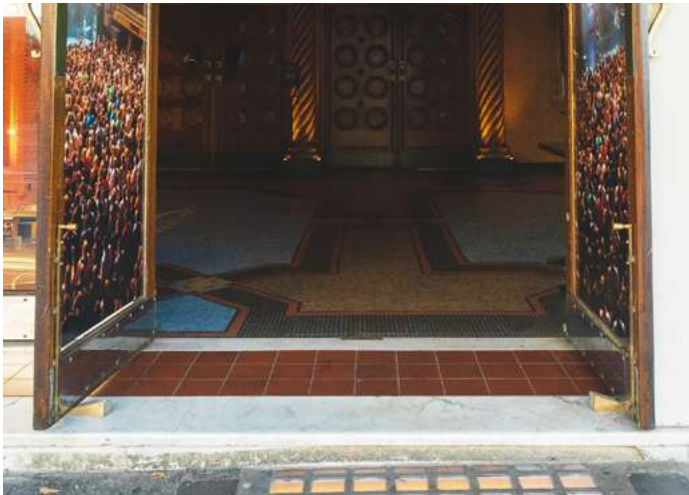
**Main entry door on Flinders street**

There are two open doors at the centre of the entrance and there is a step up to enter the Foyer.



**Box office entry on Flinders street**

This entry is wheelchair accessible and there are two open doors. The box office is on the right after entering.



**Wheelchair ramp at box office entry**

The entrance is two doors wide and there is a slight incline for wheelchair access.



**Box office and stairs to Mezzanine level**

The box office is on the right side of the foyer between the entry and the staircase. The entrance to the male toilets is to the left of these stairs.



**Merchandise and stairs to the Mezzanine**

The merchandise booth is on the left of the foyer beside the staircase. The entrance to the lift and accessible toilet is to the right of these stairs.



**Entrance to Forum 1 Auditorium**

Entry to Forum 1 is via 3 sets of doors. Wheelchair access and ramp is via the right door.

## Companion Tickets

Forum Melbourne accepts Companion Cards and we are able to organise companion tickets before the show date. These tickets may be limited so please make sure you call or email the box office as early as possible to make sure you don't miss out.

Tickets are available for collection on the day of the show from the Box Office with presentation of the companion card. Our Box Office opens 30 minutes before doors open for most shows. The door time for each show will be listed on the event page on the Forum website and ticketing page.

## Support Animals and Guide Dogs

Support and assistance animals are welcome at The Forum. Please contact the Box Office on 1300 11 10 11 prior to the show so we can arrange for entry and a reserved space if you'd like it.

Please be aware that the venue is a noisy and busy environment, so you may want to consider the use of an alternative aid when attending a show.

## Lighting

There is low lighting in the venue as needed for shows. All walkways 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 and we will do our best to give you as much information as we can.

## Pass Outs

Pass outs are available throughout the night via your ticket. You will be scanned in and out each time to want to exit and re-enter. Re-entry will be via the main entry doors and you may need to line up for re-entry..

For all ages events we are not able to allow pass outs for under 18 patrons, but we have quiet spaces available. Please see one of the staff if you need any help or get in touch prior to the show if you have any concerns.

## Quiet Spaces

Forum has quiet space options on the mezzanine level upstairs away from the main auditorium & foyer. There is no music or bright lighting in these spaces. Our quiet spaces do not have a view of the stage. If you would like access to any of these rooms at any stage during the show, please see one of the staff in the foyer who can escort you to this space.



### Mezzanine Quiet Space

The mezzanine area has a large foyer with some seating away from the main auditorium.



### Reception Room Quiet Space

There is a private quiet space to the left of the mezzanine bar. Ask staff for access if needed.

## Forum 1 (Main Room)

The Forum has three levels within the Main Room:

- Closest to the stage is a flat dance floor area
- Booth & Landing seating in the middle.
- A standing rear rise section at the back of the room.

The Booth area is reserved seating and must be booked prior to the show. All other areas in the venue are general admission and standing room only, except for special requests or for Seated shows (which will be advertised as such on the event page).

## Seating Options

Shows at Forum Melbourne are usually general admission standing. However, we do sometimes host seated shows and this will be clearly listed on the website and ticketing page.

## General Admission Shows

If you have trouble standing and require a seat for a standing show, we can arrange this for you. Please contact the box office as early as possible with your request to ensure availability.

We have a few different seating options suitable for different mobility levels and it's always recommended that you confirm your needs with the box office prior to show day.

- **The Landing** is located on the left side of the room and accessed via six steps with a handrail on the left side of the auditorium. If this will be an issue, please let us know in advance and we will accommodate you in another area of the venue.
- **Rear Rise** is made up of 3 sectioned tiered areas located behind the booth section. The tier closest to the booths is fully accessible and we can hold spaces for wheelchairs in this area.
- **Booth Seating** is available as a venue upgrade and can be purchased with your ticket. These seats are limited, so please get in early to reserve. These seats are not wheelchair accessible.

These seating areas have a limited capacity so it's best to get in contact as early as possible to ensure availability. Dependent on how many seating requests we receive we may only be able to provide a seat for you. Friends, partners, companions and gig buddies may be required to stand.

## Seated Shows

We sometime host fully seated shows at Forum Melbourne. For most seated shows you will be able to select your seats online when purchasing your tickets. Please contact our box office if you have concerns or would like assistance to choose seats to suit your specific needs.

**Please note:** we do not have seats with armrests available at the venue

## Wheelchair Viewing Areas

Depending on the show mode we have multiple viewing areas available for wheelchair users in the main room. Access to both areas is via a ramp from the foyer.

- Behind the booths
- Near the main bar

To book a wheelchair viewing spot please call or email the Box Office. If you've been to a show with us before and have a preferred area, please let us know when booking. These areas have a limited capacity so it's best to get in contact as early as possible.

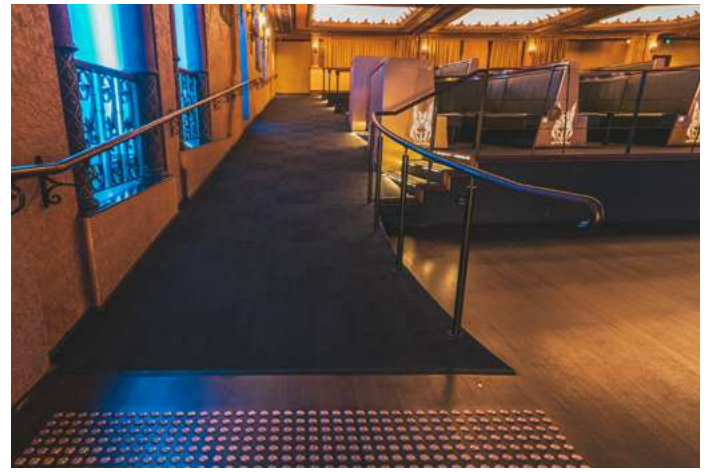
Wheelchair seats for seated shows are located at the back right of the dance floor, please contact our box office to book a wheelchair seat. Please see the security or the box office staff when you arrive and they will be able to show you to your space.

While we will always try our best, we cannot always guarantee sightlines and may not be able to provide a seat for your friend or companion.



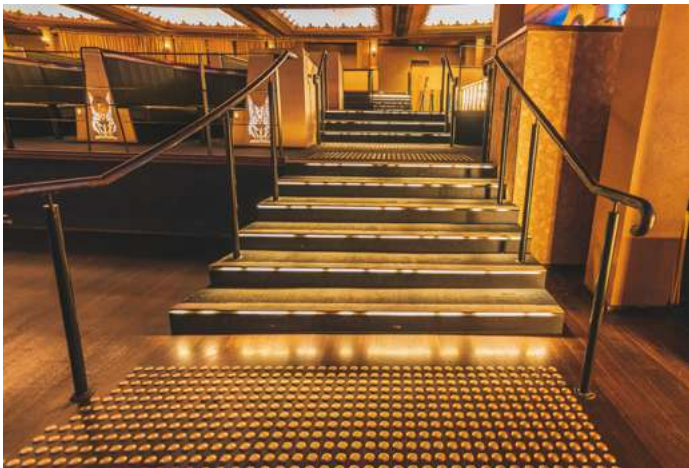
### **Dance Floor**

The Dance Floor is the area closest to the stage and has a bar on either side. Wheelchair viewing for seated shows is on the right side.



### **Dance Floor Ramp Access**

There is a ramp down to the dance floor on the right hand side after entering the auditorium. Wheelchair access to rear rise is via this ramp.



### **Dance Floor Stair Access**

There are 15 stairs to the dance floor in 3 sections on the left side of the auditorium. Access to The Landing is via these stairs.



### **Rear Rise**

The front tier of the Rear Rise is directly behind the booth seating and offers viewing areas for wheelchair users and accessible seating.



### **Booth Seating (front view)**

Booths are raised from the dance floor and have a full view of the stage.



### **Booth Seating (side view)**

There are two levels of Booth Seating and each booth is numbered. Ushers will be able to direct you to your booth when you arrive.

## Bars

There are three bars in the main room:

- Front right of the dance floor
- Back left of the dance floor
- Brutus bar on the left of the rear rise

All three bars are not always open for every show and there will be signage on the bar if it is not open. The bars are all 114cm high and do not have lower sections for wheelchair service. If you would like extra assistance ordering, please ask our staff.

There is also a bar on the mezzanine level for both Forum 1 and Forum 2 shows. This bar is quieter than those in the main room and may be better for anyone with difficulties communicating.

Drinks can be ordered at the bars throughout the show, including sugar free and non alcohol options. Free water is also available at the bar.

The kitchen is only open for some shows and this will be listed on the event page the week before the show. There are chips and snacks available at the bar for all shows.

We don't serve straws with any drinks at The Forum, but have paper straws behind the bar. Please ask the staff for a straw if needed.



### Brutus Bar (rear rise)

Brutus Bar is on the left side of the rear rise as you enter the room. There are 6 stairs down on the left or it can be accessed via the wheelchair viewing area and the ramp on the right.



### Dance Floor Bar (front right)

The bar on the right side of the dance floor can be accessed via the ramp on the right. This bar is close to the stage, so can be quite loud.



### Dance Floor Bar (back left)

The bar at the back right of the dance floor can be accessed via the stairs on the left side.



### Mezzanine Bar

The Mezzanine Bar is open for both Forum 1 and Forum 2 shows. This bar is quieter than those in the main room, though is up 2 flights of stairs.

## Toilets

Please use the bathroom that is most suitable for you and there is a gender neutral bathroom in the foyer if you would prefer to use that. If you have any questions about bathrooms at Forum Melbourne please speak to a staff member.

### Main Room Toilets

Female bathrooms are located at the back of the main room and are down a flight of stairs. Male bathrooms are located off the entrance foyer on the right side, facing the stage. Both main sets of toilets have a number of cubicles and basins, as well as an entrance foyer.

### Mezzanine Toilets

There are additional toilets upstairs off the mezzanine foyer. These bathrooms will be available for use during both Forum 1 and Forum 2 shows.

- Female Toilets – left side (facing the bar)
- Male Toilets – right side (facing the bar)

### Gender Neutral & Accessible Toilet

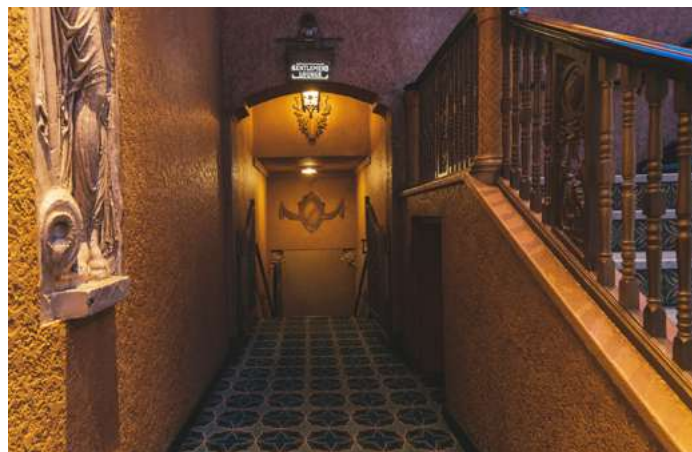
A gender neutral and fully accessible toilet is located on the left of the main entrance foyer (facing the stage). Just follow the signs to the Manager's Office.

It can also be accessed from the main room through the wooden door at the back of the room. This is located to the left of the entrance to female toilets.



#### Main Female Toilets Entry

The female toilets are in the back left of the main room and down 2 flights of stairs.



#### Main Male Toilets Entry

The male toilets are in the right side of the foyer and down 2 flights of stairs. These toilets have both cubicles and a large urinal.



#### Mezzanine Female Toilets

The mezzanine female toilets are up 2 flights of stairs on the left of the mezzanine bar.



#### Mezzanine Male Toilets

The mezzanine male toilets are up 2 flights of stairs on the right of the mezzanine bar. These toilets have both cubicles and a urinal.



### **Hallway to Accessible Toilet**

The Accessible Toilet is located to the left of the foyer (facing the stage). There is also an access door at the back of the main room.



### **Accessible Toilet & Lift**

The Accessible Toilet is to the left of the lift. This toilet is fully wheelchair accessible and includes a low basin and hand dryer.

## **Forum 2 (Upstairs)**

Forum 2 is a separate theatre space upstairs from the main room. Forum 2 is a fully seated venue and often used for Comedy shows, speaking events and film.

### **Access to Forum 2**

After entering the Forum foyer from Flinders Street, the entrance to Forum 2 is on the right of the foyer via 23 stairs in 3 sections with hand rails to the mezzanine and then another set of 20 stairs to Forum 2.

There is also lift access available for anyone with difficulty using the stairs. The lift is near the accessible toilet to the left of the main entrance foyer. Please see one of our staff members should you need to use the lift.

### **Seating**

Forum 2 is a fully seated venue upstairs from Forum 1. Shows at Forum 2 usually have allocated seating, however we do sometimes host shows that are seated general admission and this will be listed on the website and ticketing page. Forum 2 seats are ... wide and have shared arm rests.

The stairs in Forum 2 are quite steep and without a handrail. However, there are 3 rows (Rows C, D & E) that are level access near the front of the stage for most shows that can be reserved if the stairs are not suitable. If you would like to book in this area please call or email our box office. If you have difficulty using stairs, please contact our box office to arrange for accessible seating .

### **Wheelchair Viewing Area**

Forum 2 has a number of wheelchair spaces available at the front of the room. If you would like to reserve a wheelchair space, please contact the Box Office before purchasing tickets.

These are limited so we'd suggest getting in contact as early as possible.





### Stairs to Mezzanine

There are 23 stairs from the foyer to the mezzanine bar. These stairs are in 3 sections and have a hand rail on both sides.



### Stairs to Forum 2

There are 20 stairs from the Mezzanine up to Forum 2. Turn left at the top of the stairs to enter the auditorium.



### Forum 2 Seating (view from entry)

Forum 2 has fixed seating for 500 people. The stairs are quite steep and don't have a handrail. The front 3 rows (C,D & E) are on ground level.



### Wheelchair Viewing Area (right side)

Wheelchair viewing is in the front right of the room. Spaces need to be reserved in advance and a chair can be provided for a companion or friend.



### Ground Floor Lift Entry

The accessible lift can fit 1-2 people at a time and requires a staff member to operate. Please ask a staff member if you have difficulty with stairs.



### Forum 2 Lift Entry

There is a second lift up to Forum 2 located to the left of the Mezzanine bar. Please ask a staff member for assistance.

## Bar

The bar for Forum 2 is located in the mezzanine foyer, outside the auditorium. You may purchase drinks before the show or during intermission (if there is one) and take them into the auditorium.

Free water is available at the bar if needed.

All of our bars have paper straws available on request, please just ask one of the staff.

## Toilets

Please use the bathroom that is most suitable for you and there is a gender neutral bathroom in the foyer if you would prefer to use that. If you have any questions about bathrooms at Forum Melbourne please speak to a staff member.

The Mezzanine toilets are available for use during Forum 2 shows. These are located in the foyer mezzanine outside the Forum 2 auditorium

- Female Toilets – left side (facing the bar)
- Male Toilets – right side (facing the bar)

**Accessible Toilet:** A gender neutral, fully accessible toilet is located downstairs to the left of the main entrance foyer on the ground level and is accessible via the lift. From Forum 2 it is accessible via lift. Please see a staff member if you need to use the lift or need assistance locating the bathroom.



### Mezzanine Bar

The Mezzanine Bar is located outside Forum 2. You can buy drinks here and take them into the theatre with you.



### Foyer Mezzanine

The mezzanine is open before and at intermission for all Forum 2 shows. There is a bar and toilets and limited seating in this space.



### Mezzanine Female Toilets

The mezzanine female toilets are located to the left of the mezzanine bar.



### Mezzanine Male Toilets

The mezzanine male toilets are located on the right of the mezzanine bar. These toilets have both cubicles and a urinal.

## Cloakroom

Cloaking is available for all general admission standing shows at no cost. The cloakroom is located beside the Mezzanine Bar and Bar staff can assist you with cloaking your items. You will be given a ticket to return in exchange for your items at the end of the night.

## Merchandise

Band merchandise is available for most shows at the merchandise booth to the left of the main entrance. Most merchandise companies will offer both cash and Eftpos transactions.



### Cloak Room

The cloakroom is located at the Mezzanine Bar.  
Please see bar staff to cloak your items.



### Merchandise Booth

The merchandise booth is on the left side of the foyer between the doors and the staircase. This will be open all night for most shows.

## General Information and Service

Most of our service is over the bar but all of our staff are always happy to assist. If you have any questions or specific needs please let us know.

**Need something else?** Please 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](mailto:access@marrinergroup.com.au)