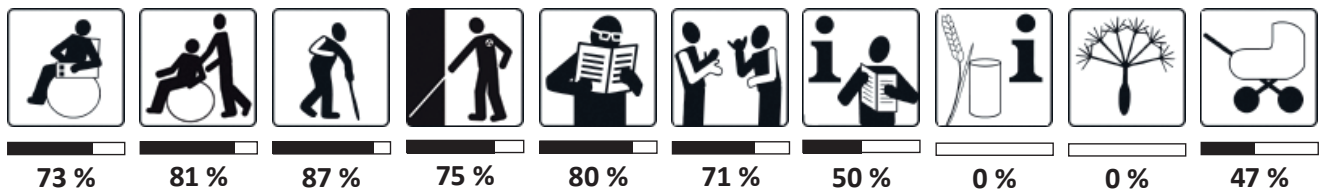




GRAZ OPERA HOUSE

Kaiser-Josef-Platz 10
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www.oper-graz.at



Experience the fascinating world of opera in Graz! The accessible entry to the building interior is through the entrance on the right-hand side. If parts of the building are not accessible for structural reasons, the staff will be pleased to assist: Contact the staff team if you have any questions or concerns. The audience attendants, ticket office team and cloakroom staff are very attentive and helpful.

Wheelchair users will find sufficient space in the rear area of the auditorium; if required, accompanying persons are welcome to sit in an adjacent seat, but are asked to state this when purchasing tickets.

ACCESSIBILITY

Accessibility by public transport

- Please use the route planner of the Styria Public Transport Network (Verbundlinie Steiermark): <https://verkehrsankunft.verbundlinie.at/>
- Free journeys: Outward journey from 3 hours before the start of the event, return journey up to 7 hours after the start of the event on all lines in the Styria Public Transport Network.
<http://freiefahrt.buehnen-graz.com>

Parking

Short-stay parking zone (until 20.00 hrs) around the Opera House (Kaiser-Josef-Platz, Opernring, Mandellstraße);

Underground car park at the Opera House (Opernring – Hamerlinggasse), 00.00–24.00 hrs:

- Direct access to the lift in the Opera House
- 4 disabled parking spaces on level 1
- Marked with ground markings and signposting
- On level surface, at least 3.5 m wide and 6.5 m long
- Barriers open automatically and can be operated from the car
- Discount ticket available before the performance or during the intermission at the counter to the left of the main entrance to the Opera House

OUTSIDE PATHWAYS AND ACCESS

- Pathways at least 150 cm wide and free from obstacles
- Surface suitable for wheelchairs (asphalt), **incline 7 %**
- Access sufficiently illuminated, not covered (except for underground car park)
- Direct access to the lift on the ground floor via the entrance on the right
- Access by car possible, advance notification required, car cannot be parked directly outside, though

ACCESSIBLE SIDE ENTRANCE (ON RIGHT)

1st door (outside)

- Standard hinged door, 64 cm wide (but double door, i.e. 128 cm possible)
- Door stop max. 3 cm high
- Approx. **100 x 100 cm of space** in front of and behind the door
- Door handles (no turning door knob) **higher than 105 cm**



Accessible side entrance

2nd door (inside)

- Swing door, 64 cm wide (double doors, though)
- Door stop max. 2 cm high
- Approx. **100 x 100 cm of space** in front of and behind the door
- Door handles (no turning door knob) at a height of 85–105 cm

LIFT

Accessible via side entrance on the right

- At least 150 x 150 cm space in front of entry and exit
- Clear door width 90 cm, doors open automatically (light barriers at max. height of 100 cm)
- Lift car 130 cm wide and 160 cm deep
- **Controls higher than 110 cm**
- Pushbuttons: Braille inside, tactile outside; at standard height
- Lettering and displays easy to read (large enough and high contrast)
- **No audible announcement or signal**



Lift

Main entrance and entrance hall

- Of the 3 entrance doors, the centre door is step-free, with a short flat ramp
- Grating at the entrance suitable for wheelchairs
- Entrance and entrance hall are glare-free
- Seating (with stable armrests) available upon request



Main entrance

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Steps in the foyer to the main staircase

- Max. height 16 cm, all steps same height
- Step surface at least 31 cm, wide enough for 2 persons
- Steps are highlighted in colour
- Entry and exit steps at entire front edge marked in contrasting colours
- Handrail on the left-hand side (upstairs) at a height of between 85 and 105 cm
- Handrail extends approx. 30 cm beyond last step, safe to hold



Steps and stair lift

Stair lift over these steps

- On the right-hand side, step-free access
- With Eurokey, lock is accessible
- 150 x 150 cm space in front of and behind the stair lift
- Controls at a height of 85–105 cm
- As there are a lot of staff working at the Opera House, it is possible to get help



Foyer

EVENING BOX OFFICE

- Is located in the foyer on the right (coming from the main entrance)
- **No lowered desk, no wheelchair access under the desk**
- Cash desk area protected by glass, but **no induction loop system**
- **Passage at cash desk only 50 cm wide**
- **Price lists and information higher than 100 cm**
- **Controls of ATM and credit card payments terminal higher than 100 cm**



Evening box office

INDOOR PATHWAYS

- Level, at least 120 cm wide, max. 100 m long and/or with seats
- Suitable for wheelchairs (even if carpet present) and free from obstacles
- Lighting is sufficient

AUDITORIUM/PERFORMANCE

- 4 wheelchair spaces in the rear area, 150 x 110 cm in size, good and free view from these places to the stage, horizontal viewing angle
- Adjacent places intended for accompanying persons
- Aisle to wheelchair spaces 150 cm wide, with **7.6 % longitudinal slope**, non-slip
- Movement area at start and end at least 150 x 150 cm
- Cross slope 2 %, wheel deflector on one side, **no handrail**
- Auditorium not free from **carpets and curtains**
- For the hard of hearing, a hearing assistance system from Sennheiser is available. Please ask the staff team for a headset (headphones) before the performance.
- Supertitles (in large, high-contrast font)
- Introductions to the performed works each event (during which questions can also be asked)
- Performances suitable for children are also held



Wheelchair spaces

ACCESSIBLE WCS

An accessible WC is available in both the ladies toilets and the men’s toilets, therefore 8 in total.

A ladies WC has been evaluated here as an example:

1st door (outside)

- Hinged doors, 90 cm wide
- Access area of at least 150 x 150 cm on both sides of the door
- Door handles (no turning door knob) **at a height of 108 cm** (standard max. 105 cm)
- On the side of the door handle, at least 50 cm to the nearest rectangular wall
- **Door difficult to open** (force required corresponds to 4 kg), as self-closing mechanism



© Graz Opera House

Accessible ladies toilet

2nd door (inside)

- Hinged door, 85 cm wide
- Access area inside at least 150 cm, **outside 128 cm**
- Door handles (no turning door knob) at a height of 109 cm (standard max. 105 cm)
- On the side of the door handle, **only 30 cm distance** to the nearest rectangular wall
- Door easy to open opens to the outside, can be unlocked from the outside in an emergency

WC

- Movement area in front of the WC **140 x 140 cm**
- Horizontal handrails on both sides, folds upwards on the access side
- **No vertical handrail**
- Upper edge of handrail **71 cm** (standard 75–85 cm)
- WC height 46–48 cm
- WC accessible from the right 70 cm of space (standard 90 cm)
- Paper reachable from the WC when sitting, flusher at standard height
- 150 x 150 cm of space in front of the washbasin
- Under-washbasin wheelchair access, upper edge 80 cm high, siphon not made from plastic
- Mirror usable for wheelchair users
- Paper dispenser **too high**
- Emergency bell available (**at a height of 111 cm, not reachable from WC when sitting**), emergency call goes to porter



Accessible men's toilet (without description)

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ADDITIONAL INFO

- The majority of the staff has received training in dealing with people with disabilities
- Alarm system visible and audible
- Evaluation concept for suitable emergency exit and rescue routes for people with disabilities available
- Fire safety officers and doctor present at every performance
- Guide dogs welcome (prior registration required to ensure that a suitable seat can be assigned)
- A tactile model of the Opera House is available in front of the Opera House (in front of the fountain, street side). Blind people can therefore get a feel for the architecture of the building.

- Cloakrooms accessible on each floor by lift
- No under-counter wheelchair access at cloakroom, but staff will be happy to help
- Wheelchair seats at standing room price, tickets for registered accompanying person are half price



Validity: November 2016, errors and omissions excepted

Source: http://www.bereit-fuer-barrierefreiheit.eu/de/Betriebe/?xt=CEDOSCheckResults&xtMethod=showDataset&cat_id=1288&tobj_id=2768&show_details=1&show_catalogue=1#catalogue