

Going for a performance at the Concert Hall

Before attending a performance

Ticket concessions

- Persons with disabilities (PWDs) can purchase a ticket to *Esplanade Presents* performances which offer concessions at a concession price.
- This concession applies to one of your accompanying companions too.
- You can find out more about this ticket concession [here](#).

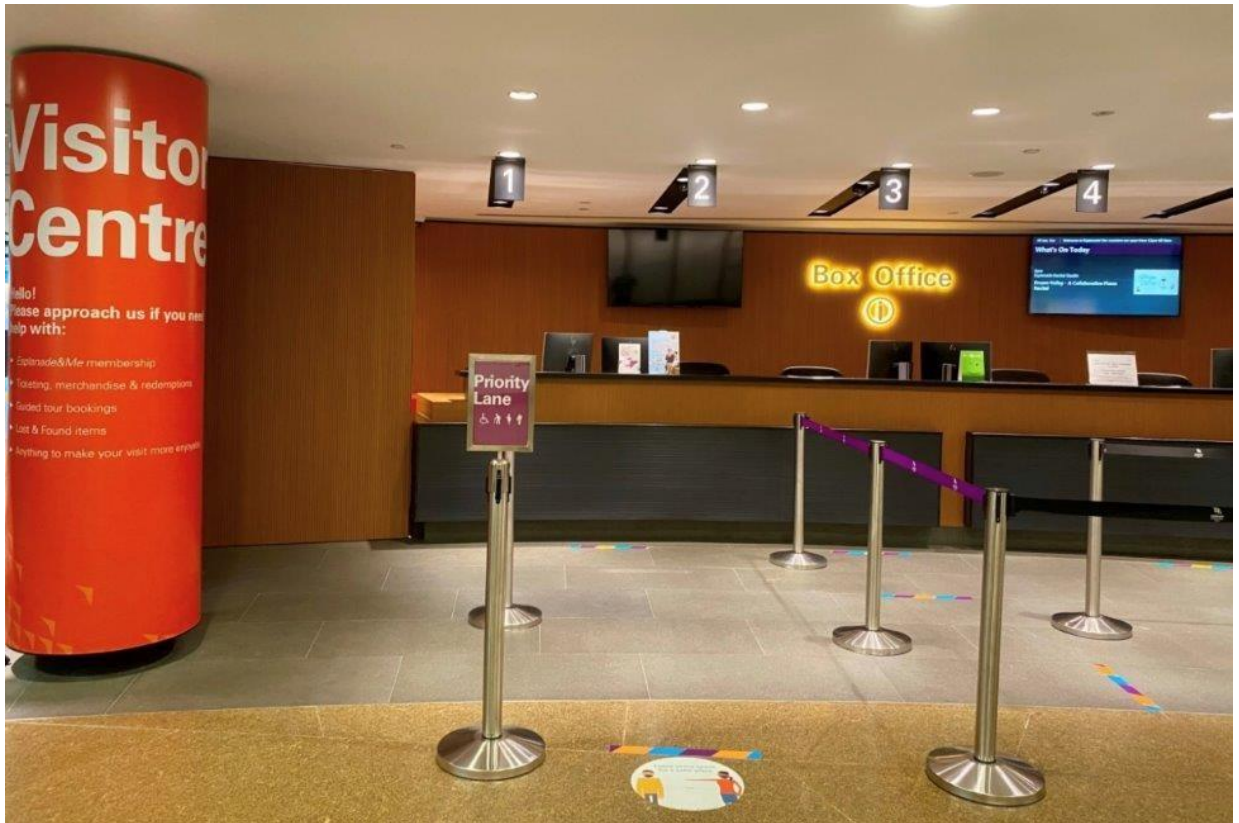
Wheelchair services

- Wheelchair loan service is provided. You may make a loan request at the Esplanade Box Office which is located at the Mezzanine Level.
- Alternatively, you may call our Customer Service hotline 6828 8377 before your visit to make arrangements for this service.

Special seating for guide dogs

- Your guide dog is welcomed at Esplanade. Please call our Customer Service hotline at 6828 8377 to buy your ticket so that we can prepare a suitable seat for you and your guide dog.

Priority lane at our Box Office



- Our Box Office is located at the Mezzanine level.
- You can purchase tickets to performances here. You can also purchase tickets to other performances.
- Seniors and persons with disabilities can queue at our priority lane at the Box Office.

At the Concert Hall

Entrance



- This is the entrance of the Concert Hall.
- Doors open **30 minutes before showtime.**

Accessible Toilets



- There are accessible toilets in the vicinity for your use. Look for this sign on the toilet door. You may approach any Esplanade staff or volunteer at the Concert Hall for assistance.

Stay comfortable



- As the Concert Hall can get cold, you may bring along a jacket or a cardigan to keep yourself warm.

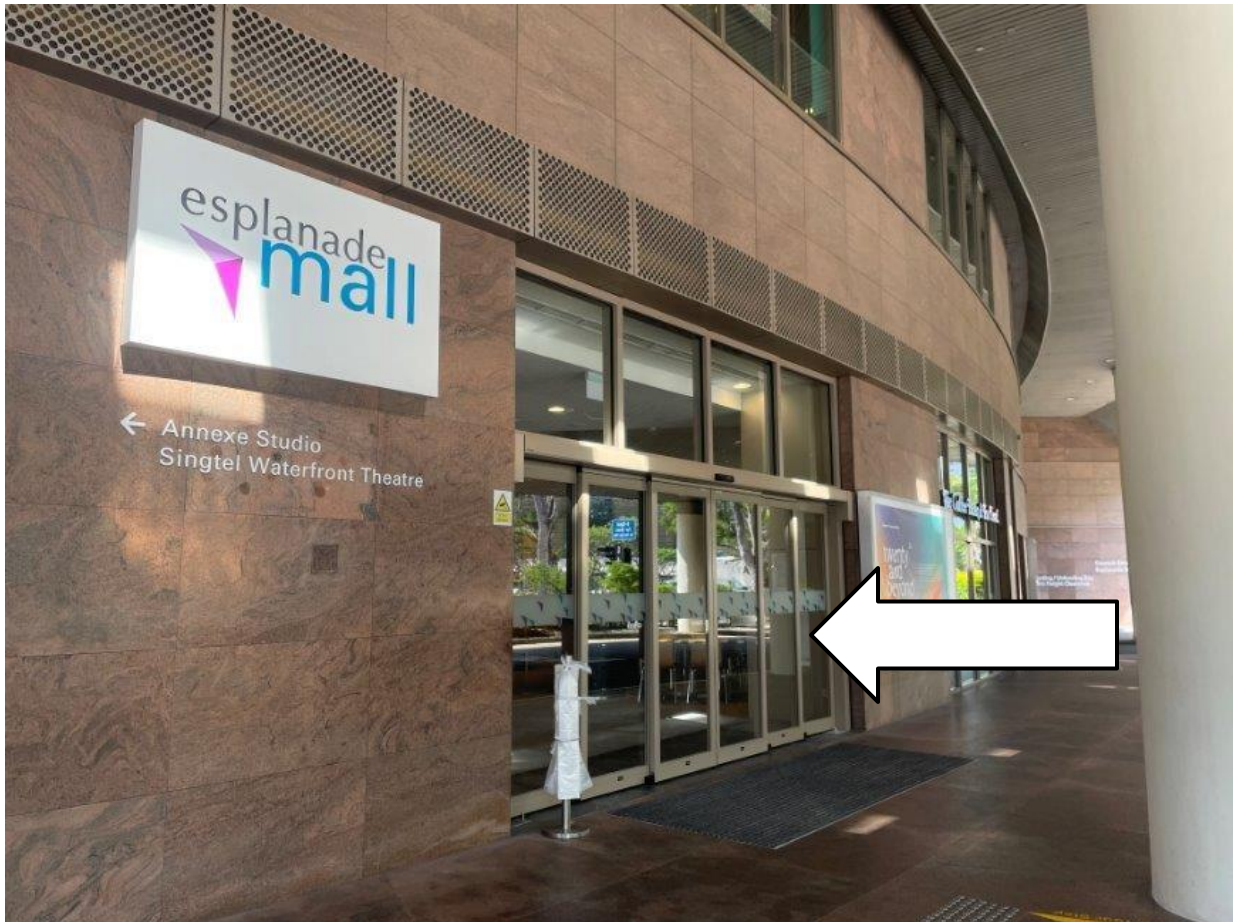
Getting to the Concert Hall

Getting to the Concert Hall

- There are two ways to get to the **Concert Hall**.
- You can get to the Concert Hall from either the **Esplanade Mall Entrance** or **Basement 1 Tunnel**. Click [here](#) for more information on getting to Esplanade and parking.

Getting to the Concert Hall from Esplanade Mall

Getting to the Concert Hall

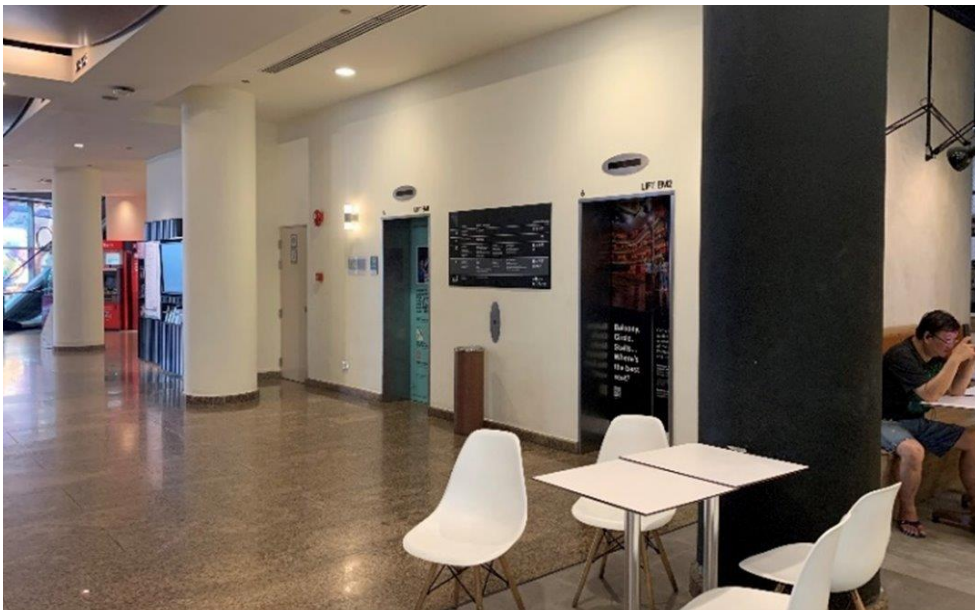


- If you arrive from the Esplanade Mall Entrance, this is how you can get to the Concert Hall.
- Head towards the entrance and into Esplanade Mall.

Getting to the Concert Hall



- Proceed straight until you see the Level 1 lifts on your right.



- These are the Level 1 lifts. Take the lift to Level 2.

Getting to the Concert Hall



- Turn right once you exit the lift.

Getting to the Concert Hall



- Turn right again.
- Proceed past the escalators on your left.

Getting to the Concert Hall



- Proceed straight past the shop.

Getting to the Concert Hall



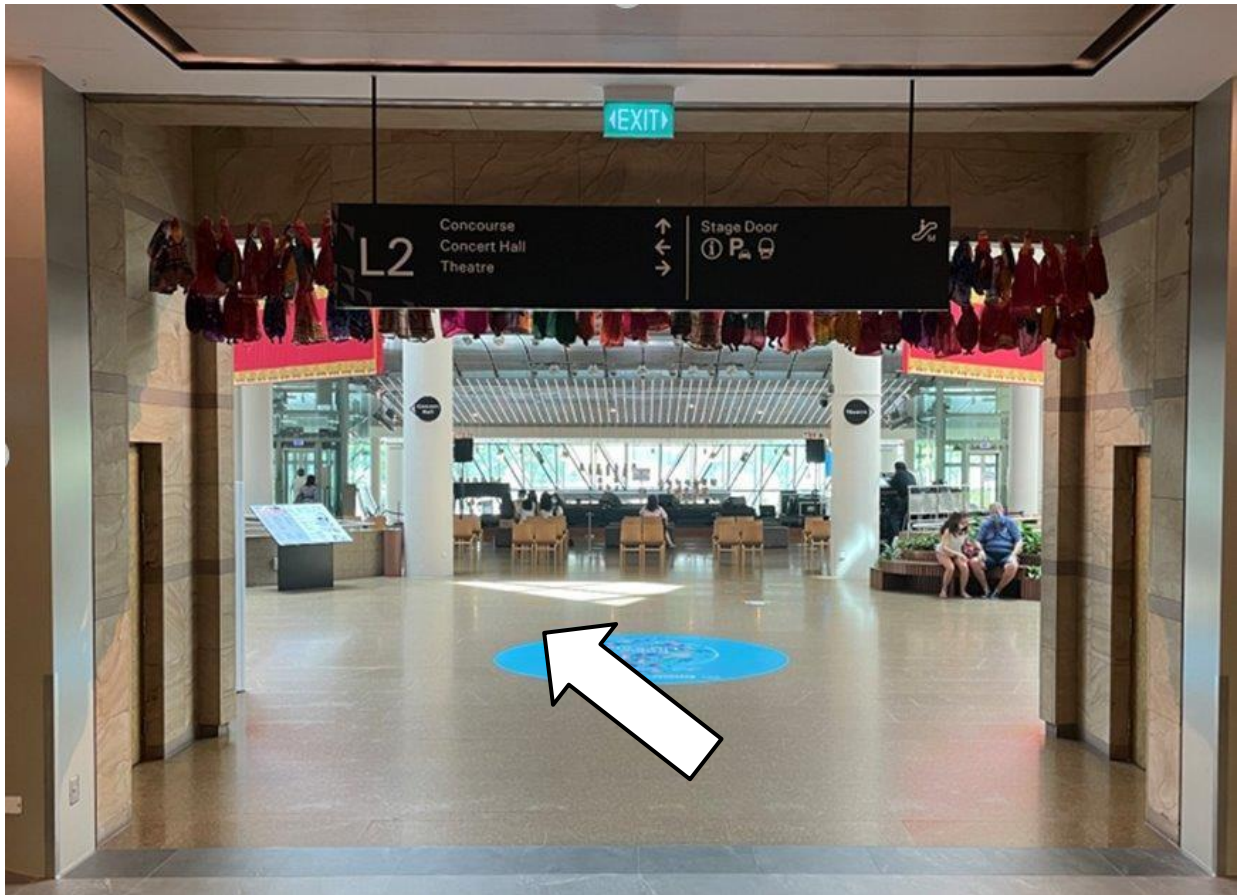
- Turn right.

Getting to the Concert Hall



- Proceed straight.

Getting to the Concert Hall



- Once you come to the end of the path, head towards the left side.
- Proceed towards the lift.

Getting to the Concert Hall

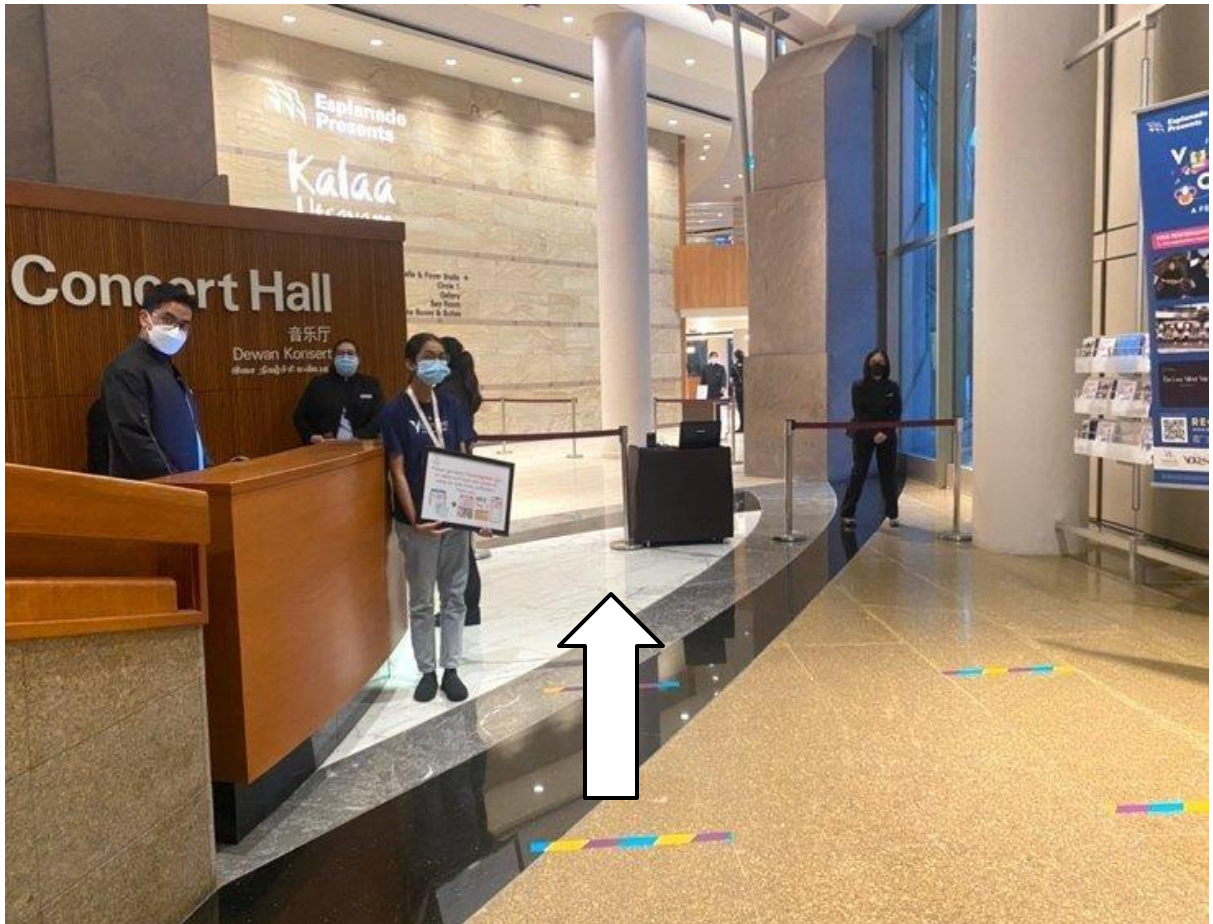


- You are on Level 2. Take the lift down to Level 1.



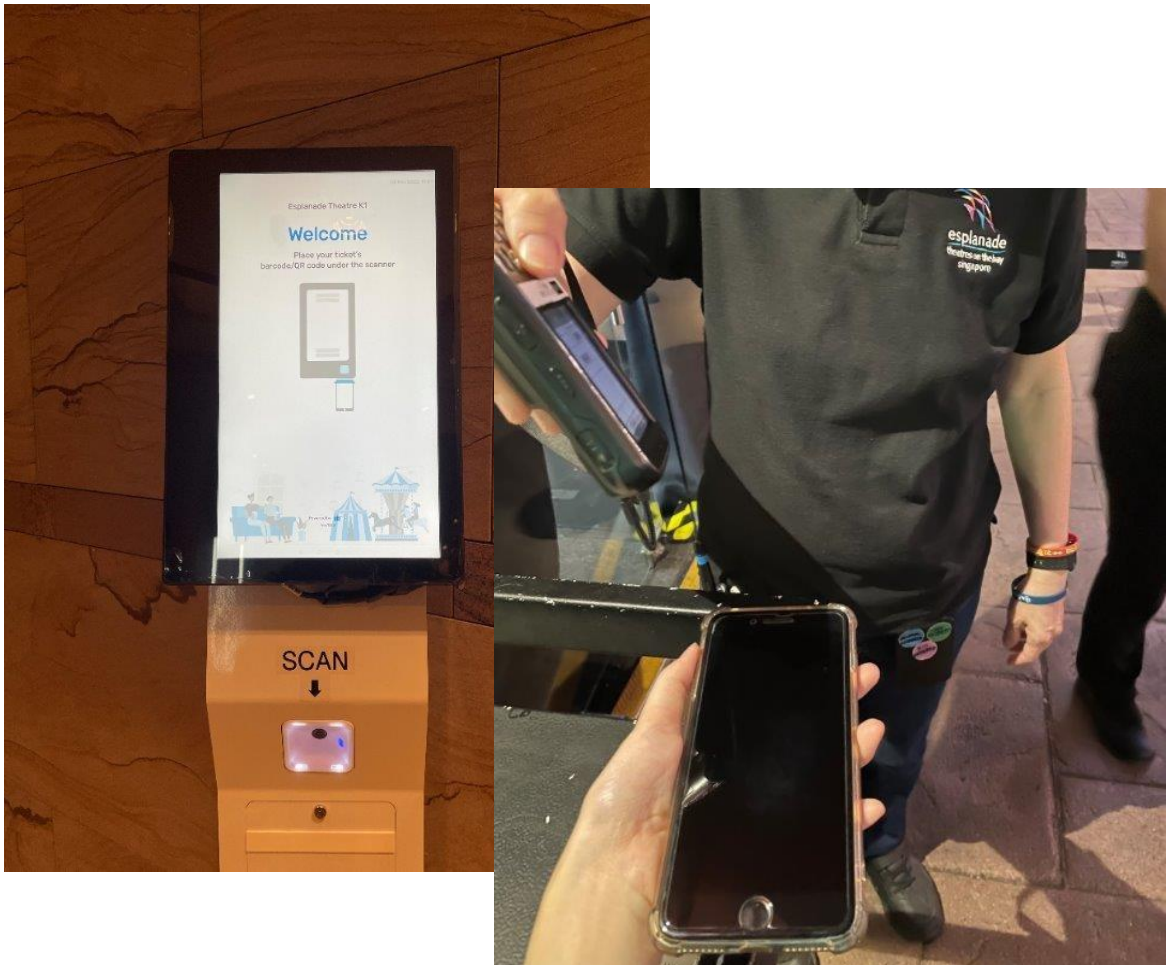
- Turn left once you exit the lift. The Concert Hall is on your left.

Getting to the Concert Hall



- Head straight towards the Concert Hall Foyer.
- This is where you will queue to enter the Concert Hall.

Scanning your ticket



- Present your digital ticket to scan the barcode at the machine for entry.
- An usher may also scan your digital ticket with a handheld scanner.

Bag check by Security



- Our security staff will be conducting baggage checks before you enter the Concert Hall.



- If you need help, you can approach an Esplanade volunteer.
- You can also approach any Esplanade Customer Experience staff or ushers for assistance.

How to get to the Concert Hall from Basement 1 Tunnel

Getting to the Concert Hall



- Head through the sliding doors at the end of the Esplanade Tunnel at Basement 1.

Getting to the Concert Hall



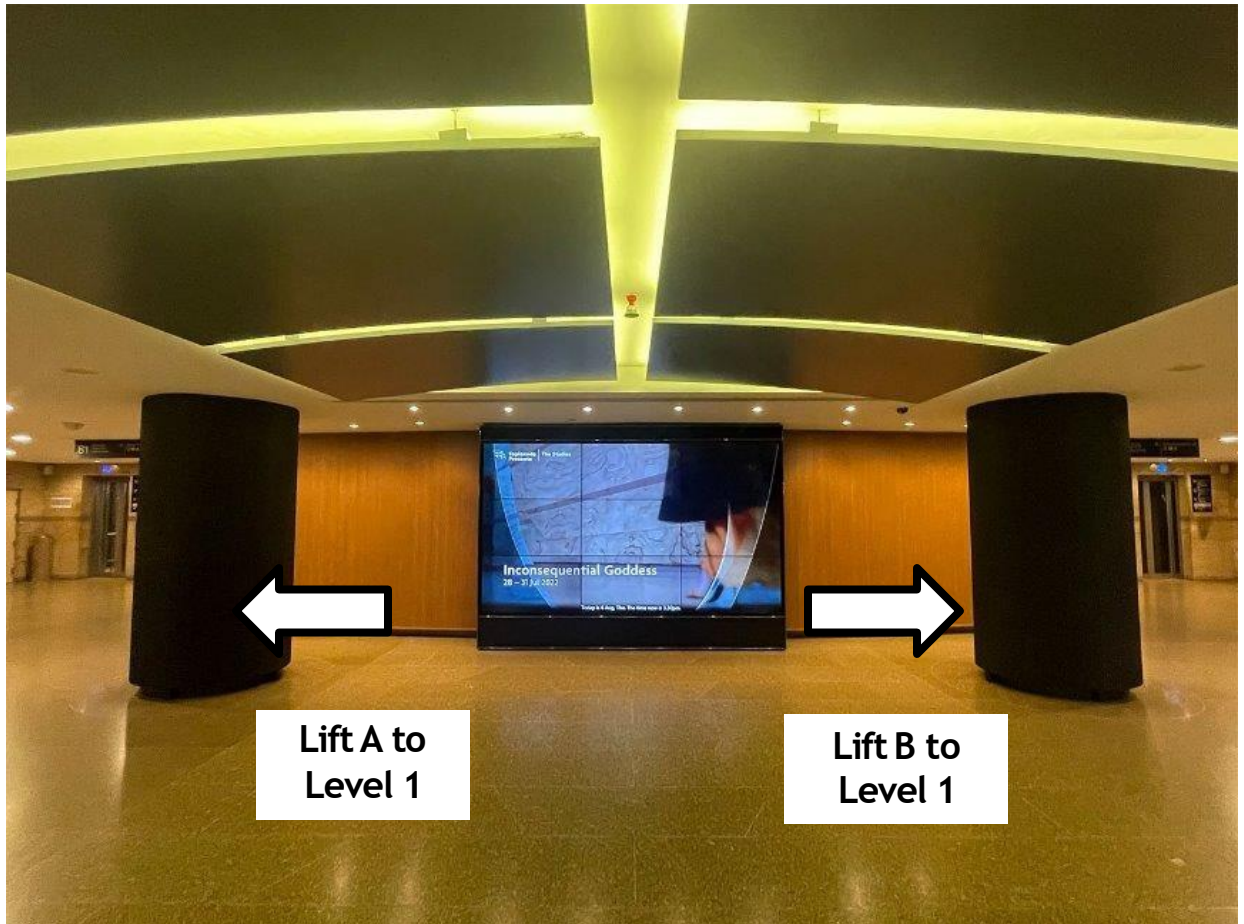
- Turn left.

Getting to the Concert Hall



- Head through the sliding doors.

Getting to the Concert Hall



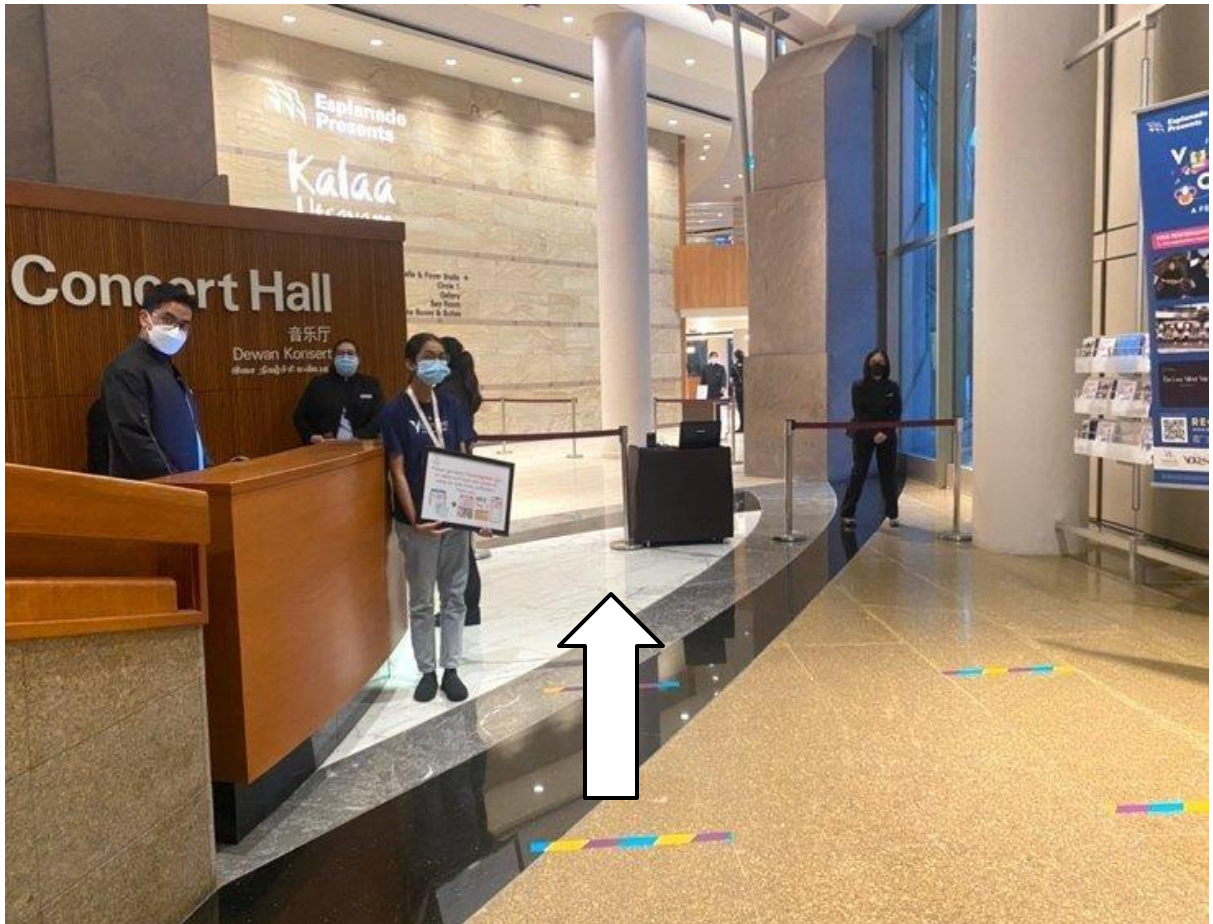
- You are at Basement 1. Head towards Lift A or Lift B to go straight to Level 1.

Getting to the Concert Hall



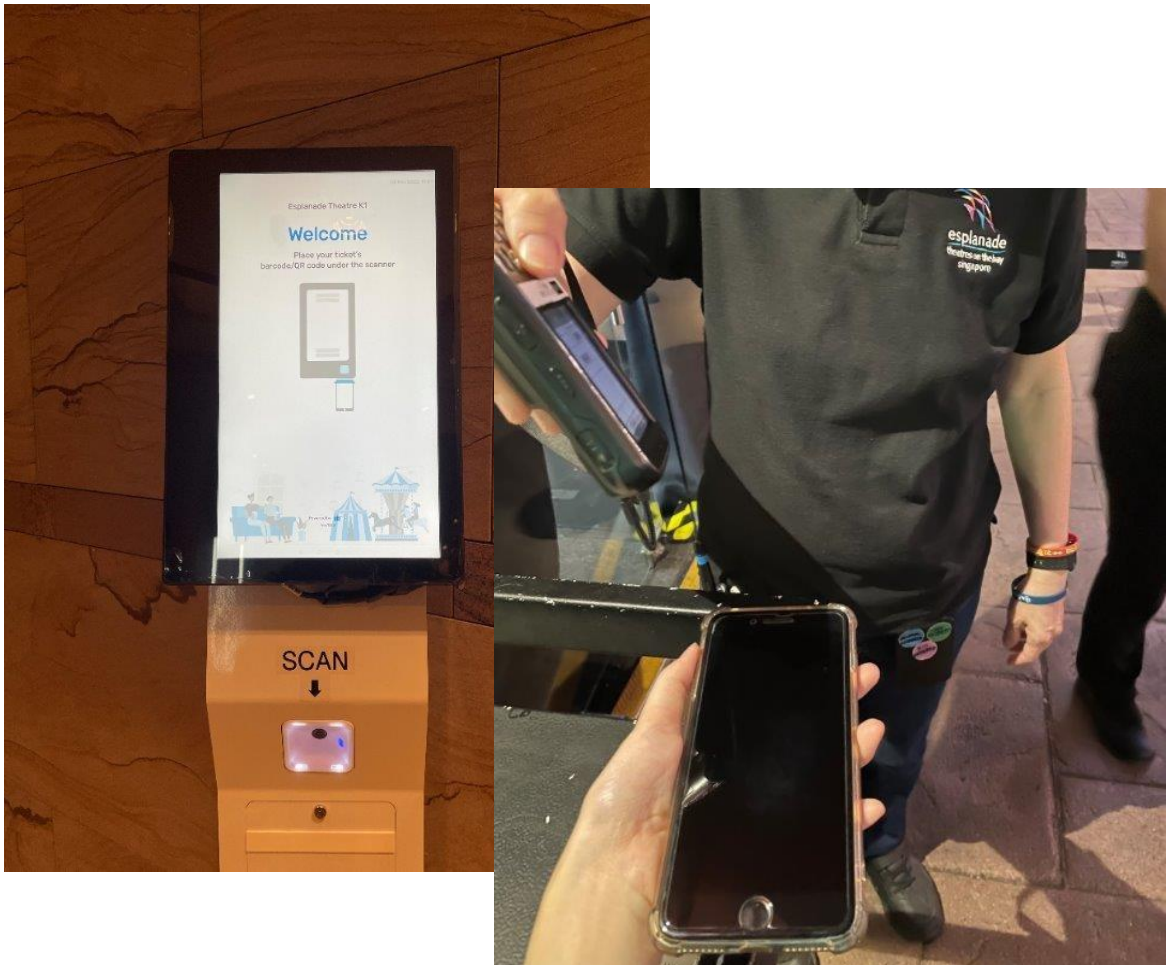
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See you soon at Esplanade.

You can find out more about accessibility at
Esplanade on our [website](#).



Find us on    | esplanade.com

Esplanade is a charity and not-for-profit organisation. Help us bring the joy and inspiration of the arts to different communities, including the underserved.