

Vancouver Playhouse – Access Guide



Access Overview

The Vancouver Playhouse is a 668-seat proscenium theatre with step-free access to the main lobby and orchestra level, an accessible washroom on the orchestra level, and five spaces for mobility devices at the back of the orchestra level seating.

Address

Street address: **600 Hamilton Street, Vancouver, BC, V6B 2P1**

Wayfinding notes: **Located in the downtown Queen Elizabeth Theatre complex. The accessible entrance is on the Hamilton Street plaza, left of the box office.**

Getting Here

Public Transit

- SkyTrain (Expo Line): Stadium–Chinatown Station on Dunsmuir Street (approx. 1 block east).
- SkyTrain (Canada Line): Vancouver City Centre Station (approx. 5 blocks west).
- Nearby streets have curb cuts and level routes, though intersections can be busy.

Parking

- Primary parking: Queen Elizabeth Theatre parkade (EasyPark), beneath the theatre. Entrance off Cambie Street between West Georgia & Dunsmuir.
- Additional parking: Vancouver Public Library parkade; other nearby downtown lots.
- Accessible parking: Available in the QE Theatre parkade for vehicles with valid accessible decals. Elevator connects parkade levels to the plaza.
- Parking available in The Post building, across from the Playhouse on Hamilton Street

Bicycles

- Bike lock-ups available in the plaza outside the theatre complex.

Accessibility of the Building

Entrances

- Accessible entrance located left of the box office on the Hamilton Street plaza.
- Entrance door approx. 44" wide, swings outward. Often propped open during events; ushers available to assist.
- Exterior plaza surfaces are concrete and generally level.

Path of Travel

- Level, step-free pathways from the accessible entrance to lobby, orchestra seating, and accessible washroom.
- Plaza walkways have curb cuts and level approaches.

Lobby / Rest Areas

- Lobby located at orchestra level; open space for circulation.
- Seating is available in lobby and rest areas.
- A bar is typically available pre-show and at intermission.

Policies

- Service & guide dogs welcome.

Accessibility Inside the Theatre

Seating Format

- Two levels: orchestra (accessible) and balcony (accessible by elevator or stairs).

Seat Details

- Fixed theatre seating; seat sizes vary.
- Lobby seating available before performances.

Mobility Device Seating

- Five wheelchair spaces are located on the house right in the last row of the orchestra (row 15, seats 40-44).
- Spaces accommodate mobility devices; companion seating available alongside.
- No wheelchair seating in the balcony or front of the orchestra.
- Wheelchair section is small and may sell out; booking early is recommended.

Additional Information

- Patrons who are Blind/low-vision may request front-row or close seating for PuSh events.
- Guide dogs may rest at handler's feet or under seats.

Washrooms

General Access

- Multi-stall washrooms located on lobby (accessible) and balcony levels (elevator access), and basement level (stairs only).

Accessible Washroom

- Single-user accessible washroom on orchestra level.
- Gendered with male/female symbols but stands alone (not a stall inside a larger washroom).
- Includes accessible fixtures; turning space available. Staff can provide a preview if needed.

Baby Changing Facilities

- Not always available; ask staff for options.

Assisted Listening Devices

Availability

- RF Advanced System hearing-assist units available at main lobby coat check.

Viewing Considerations

- Request clear sightlines or front seating for optimal lip-reading or interpreter view.
- For PuSh events, contact access@pushfestival.ca or 604-605-8284 ext 204 at least 24 hours in advance.

More Information

- Venue information: <https://vancouvercivictheatres.com/venues/vancouver-playhouse>
 - Access overview: <https://vancouvercivictheatres.com/accessibility/>
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Contact PuSh

Please contact Andrea, Accessible PuSh Coordinator, if you have questions or need assistance reserving accessible seating.

Email: access@pushfestival.ca

Phone: 604-605-8284 x204