

York Theatre - Access Guide



Access Overview

The York Theatre is a fully accessible venue with a paved, well-lit entrance and a mix of accessible features including an elevator, designated wheelchair seating, and assisted listening devices. While all washrooms are located on the upper level, an elevator provides access. The Cultch encourages a scent-free environment.

Address

Street address: **639 Commercial Drive, Vancouver, BC**

Wayfinding notes: **Located on the east side of Commercial Drive with visible signage and a paved entrance leading to the box office.**

Getting here

Public Transit

- Bus #20 stops directly by the York (northbound opposite the theatre; southbound one block north).
- Buses #14, 16, 20, N20, N35, and R5 stop five blocks north on Hastings Street.
- Nearest SkyTrain: Commercial–Broadway Station (approx. 10-minute walk).

Parking

- There are no designated accessible parking stalls at the York Theatre.
- Free on-street parking is available nearby (see parking map on The Cultch website).
- A drop-off area is available in front of the main entrance.

Bicycles

- There are two bicycle racks located around the corner on E Georgia St. A third rack is located at the entrance of the theatre.

Accessibility of the building

Entrances

- Step-free entrance: Yes
- Power door operator: Yes (right-hand door)
- Each door width: 47 inches; doors swing outward.

Path of Travel

- Paved walkway from sidewalk to entrance.
- Walkways are well lit at night.

Lobby / Rest Areas

- Limited seating available in the main lobby.
- Interior lighting includes fluorescent, incandescent, and LED.
- Fluorescent lighting is turned off during performances.
- No water fountain, but a self-serve water dispenser is available at the bar (height 43 inches).
- Mobility scooters may be parked in the lobby — contact the Box Office in advance or upon arrival.

Policies

- The Cultch strives to maintain a scent-free environment; patrons are asked to refrain from using scented products.

- Service animals are permitted.

Accessibility Inside the Theatre

Seating Format

- Assigned seating by ticket.

Seat Details

- Dimensions of the seats vary but generally measure between 16" high x 18" wide.
- Limited big and tall seats available (23.5" x 31.25", supports up to 453 kg).
- Please contact the box office at 604-251-1363 or boxoffice@thecultch.com to reserve accessible or big/tall seating.

Mobility Device Seating

- Limited wheelchair and walker seating available on the main floor. (Please contact the box office at 604-251-1363 or boxoffice@thecultch.com to book appropriate seats.)
- There are spaces inside the lobby to park mobility scooters and walkers.
- Balcony is accessible by elevator; row DD has step-free access.
- No wheelchair seating in the balcony; other balcony seats require 3–11 steps.

Additional Information

- Patrons who are blind and would like assistance to their seats can contact the Box Office in advance or upon arrival.
- Support persons accompanying patrons who require assistance receive a complimentary ticket.

Washrooms

General Access

- All washroom facilities are located on the upper floor, accessible by elevator or a staircase with 23 steps.

Gendered Washrooms

- Each includes a wheelchair-accessible stall.
- Doorway: 43 inches wide, opens inward with swing-style handle.

- Transfer from toilet is to the right and front; grab bars located on right and back walls.
- Centre flush buttons; scent-free soap provided.

Single-Occupancy Accessible Washroom

- Located at the top of the stairs on the second floor.
- Accessed via elevator or stairs.
- If you are unable to access the upstairs washrooms, please contact front-of-house staff for alternate arrangements.

Baby Changing Facilities

- None currently available at this venue.

Assisted Listening Devices

Availability

- Available on a first-come, first-served basis.
- Assisted Listening Devices work best in the centre section of the Main Floor, rows C-G
- To reserve a device, inform the box office in advance or on arrival.

Viewing Considerations

- Rows D–J in the orchestra provide the best sightlines for interpretation and lip-reading as they are level with the stage.

More Information

- Venue access webpage: <https://thecultch.com/venues/the-york-theatre/>

Contact PuSh

Please do not hesitate to contact Andrea, the Accessible PuSh Coordinator if you have any further questions about this venue, or if you'd like assistance reserving accessible seating. Email her at access@pushfestival.ca or call 604-605-8284 x204.