



Customer Service Charter

1. Customer Service Promise

The Pavilion welcomes everyone with respect, joy, and care. We are dedicated to creating exceptional live performance experiences that reflect The Pavilion's values of inclusivity, creativity, community, excellence, and sustainability.

Whether it is in person, over the phone or online, The Pavilion's staff will:

- Put the safety of the customer, hirer, artist and staff first
- Listen to your concerns and respond accordingly
- Keep your details private and secure at all times
- Treat all customers, hirers, artists and staff with the greatest respect
- Conduct ourselves with the highest level of professionalism

Refer to The Pavilion's **Conditions of Entry** for more information about the requirements for all patrons attending events held at The Pavilion and Sutherland Arts Theatre.

2. Accessibility

The Pavilion seeks to continuously improve the equity of its venues. If you have any suggestions regarding access, please speak to member of staff or email info@thepavilionarts.au

Please inform the box office of any accessibility requirements prior to attending an event to help us ensure that appropriate seating is available.

Email boxoffice@thepavilionarts.au with your request at any time

Visit in-person on Thursdays and Fridays between 10 AM and 4 PM.

Call on 02 9063 2006 on Thursdays and Fridays between 10 AM and 4 PM.

Please be aware that lighting levels may vary in the venue and performance space.

3. Wheelchair Seating

There are seven nominated wheelchair spaces in The Pavilion auditorium for this event. Please note that these are empty spaces only and the physical seat has been removed to accommodate a wheelchair. Each wheelchair space is located beside a companion physical seat. There are six wheelchair spaces located towards the front of the auditorium and one towards the rear.

Stair-free and Limited Stair Seating

The majority of seating in The Pavilion Auditorium is only accessible with the use of stairs. Some limited stair-free and limited stair seating is available and can be reserved by contacting the Box Office.

4. Assistance Animals

Assistance animals are welcome at The Pavilion. By advising The Pavilion that you have an assistance animal at the time of booking, we can help ensure the more appropriate seating is assigned to you. Assistance Animals must display a vest or leash for ease of identification.

5. Hearing Loop

The Pavilion's Auditorium has a Telecoil hearing loop installed. If you require use of the hearing loop, please use the T-Switch function on your hearing aid device.

6. Viewing Room

A dedicated viewing room is available at the rear of The Pavilion auditorium for any patrons who may require it. This room cannot be booked but it is available to those who might be sensitive to light and sound, or for those who wish to not disturb other patrons.

7. Stairs & Lift Access

All upper levels of the foyer leading to The Pavilion auditorium are accessible via lift. However, once inside the Auditorium. You may be required to climb multiple sets of stairs depending on your seating position. The [attached seating map](#) indicates the number of steps to access each area within the auditorium.

8. Walking Frames

If you require a walking frame, we recommend booking stair-free seating.

To facilitate evacuation of the venues in the event of an emergency, mobility aids walking frames cannot be stored in the auditorium. Our ushers will assist with the storage of the walking frame while you are seated for the event. Please remain seated at the end of the event and a Pavilion staff member will retrieve your walking frame for you.

9. Accessible Bathrooms

The Pavilion has wheelchair and ambulant accessible bathrooms located on the Ground Floor and on Level One.

10. Designated Accessible Parking Spaces

- Council Chambers Parking Lot on Eton Street – 2 spaces
- Stapleton Avenue Public Parking – 3 spaces

11. Feedback

The Pavilion values your feedback. You can submit any feedback to info@thepavilionarts.au

If you experience a problem or issue within our venues or our services, please let venue staff know promptly and we will use reasonable endeavours to address the issue.

If you wish to make a complaint about our services, we ask that you do so in a timely manner and in any event within five working days after the relevant event or issue.