



Accessibility & Inclusion Information

Getting to the Venue

Accessible Parking

Please find a guide to available accessible parking [here](#). Please ensure you have the relevant permits for parking in disabled parking areas.

Public Transport

The University of Canberra has a number of bus stops on the perimeter of our campus (the nearest bus-stop is approximately 450 metres from our venue) - see transport map [here](#). You can plan your trip through the Transport Canberra website [here](#).

Drop Off/Pick Up

The best drop off/pick up point for the UC Hub and UC Refectory is Kirinari St from either Ginninderra Drive or College Street entries. We do note that for larger events such as Stonefest, these points may change and will be communicated via ticketholder email, our website and social media.

Wheelchair Accessible Entrance

UC Hub: Located on the ground floor level, the UC Hub is completely accessible from the main entrance and nearest accessible parking.

UC Refectory: Located on the next level up, the UC Refectory is accessible through an elevator around the back of the venue, it is 90m from the main entrance to the elevator.

If you are attending the UC Refectory, speak to security at the main entrance, and a member of staff will escort you to the entrance.

Guide Dogs and Service Dogs

Guide dogs and service dogs are welcome in uclive^x venues. Please speak to someone at the bar if you would like water for your guide dog. We do note that there are louder noise levels and stage lighting that may require an alternative aid.

Attending the Show

Purchasing Tickets

Tickets for our shows are available online through Moshtix. A list of all our shows can be found on the [UCLive^x webpage](#) and [Linktree](#). Please contact us if you need assistance, or visit [Moshtix Support](#) for further information/to submit a support request.

Companion Cards

Companion Cards will be accepted for 1 carer per paid ticket holder. The carer will be eligible for the same entry ticket type as the paid ticket holder. Tickets will not be issued for the Companion prior to the event, and Companions must arrive at the event with the paid ticket holder and present a valid Companion Card along with valid ID to the box office to gain entry to the event.

Seating for people with difficulty standing

Both of our venues are standing only, however, if you have difficulty standing for long periods of time we can arrange a stool or seat to the side or back of the venue for you. You can email us prior to notify us of this or reach out to one of our event staff on the night.

Accessible & Inclusive bathrooms

UC Hub: our wheelchair accessible toilet and gender neutral toilet is located behind Cafe Mizzuna via the back door.

UC Refectory: accessible toilets and gender neutral toilets are located near the female toilets to the left of The Noshery. For further details, see our Accessible Facilities map [here](#), and please do not hesitate to ask our friendly staff or security for directions.

Shows with strobe lighting

Every effort is made to ensure there is signage and communications for any shows including strobe lighting, however we recommend contacting the venue if you have any concerns around strobe or flashing lighting for a show you are attending.

Pathway lighting

Please note that there is low lighting in and around uclive^x venues as a requirement for shows. If you have low vision and need assistance, please let the event staff know.

Pass-outs

We do not allow pass-outs at our events unless medically required - we do however have outdoor areas at both our venues that can be accessed at any time.

Sensory Space

Please see our event or security staff if you require assistance or need a quiet place for a break during the show.

Further support

[Campus map](#)

[Virtual Tour](#)

For more information contact: uclive@canberra.edu.au