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IMAGE DESCRIPTION: The Canadian Opera Company logo; on the left, in red, are the letters "COC" (with the first C being backwards). Beside this in black, on three lines, it reads "Canadian Opera Company."

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# Welcome to the Canadian Opera Company and the Four Seasons Centre for the Performing Arts

## VENUE GUIDE

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# GETTING HERE

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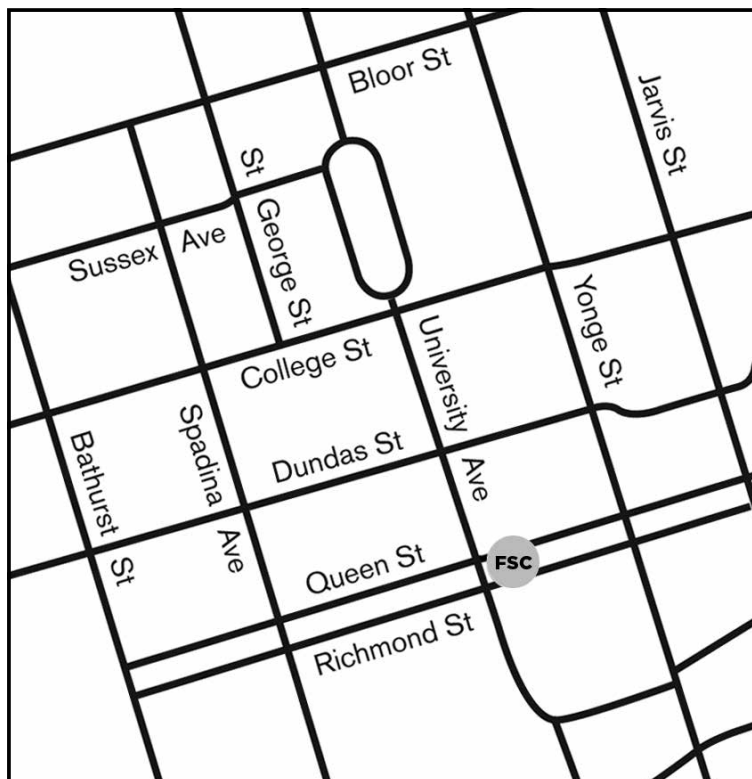
The Four Seasons Centre for the Performing Arts is located at 145 Queen St. W. in Toronto.

The Four Seasons Centre is at the corner of Queen St. W. and University Avenue, on the south-east corner.

For detailed information about the building please follow [this link](#).

You can get to the Four Seasons Centre by driving or taking a taxi/Uber; Wheel Trans; TTC; walking; or riding a bicycle.

On the next page is some information about getting to the Four Seasons Centre that may help you prepare for your visit.



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IMAGE DESCRIPTION: a simplified map shows the area around the Four Seasons Centre, including where the centre itself is located at Queen and University.

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**BICYCLE**

There are a limited number of bike rings available along Queen, Richmond, and York streets, and University Avenue. Richmond Street and University Avenue have dedicated bike lanes.

**CAR**

If you are driving please allow extra time due to construction in the city, especially on Queen Street West.

**PARKING**

The Four Seasons Centre has underground parking that can be accessed from York St. (one block east of University), south of Queen. Parking is \$25 and can be paid by credit or debit card or by Apple Pay. There are several other paid parking lots around the Four Seasons Centre. Please come prepared to pay for parking.

**WHEEL TRANS/TAXI/UBER OR ANY OTHER DROP-OFF SERVICE**

There is a designated pick-up and drop-off area on the east side of University Avenue, between Richmond Street and Queen Street West.

**TTC**

The Four Seasons Centre can be accessed directly from Osgoode subway station by taking the southeast exit (stairs or elevator) directly up to the Box Office. The Four Seasons Centre is also reachable by taking the Queen 501B bus.

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# ONCE YOU ARRIVE

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IMAGE DESCRIPTION: A night-time photograph of the exterior of the Four Seasons Centre as seen from the west side of University Avenue.

The Four Seasons Centre is a large building with a lot of windows and many floors. Each floor can be reached by using stairs or taking one of the three lobby elevators.

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# MAIN ENTRANCE

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IMAGE DESCRIPTION: A day-time photograph taken just outside the first set of doors of the Four Seasons Centre

The entrance to the Four Seasons Centre is on Queen Street West.

There is an incline/ramp up to the doors.

There is a metal divider where the flooring changes from the concrete ramp to the inside of the building, and it slopes a bit upward at that point.

There are two sets of doors to enter the lobby.

The outer doors are closed, but the inner doors are open and staffed.

Both sets of doors are 1.65m wide. The vestibule (space between the two sets of doors) is 3.77m.

# BOX OFFICE



IMAGE DESCRIPTION: This photograph shows the doors leading into the Box Office from Queen Street. You can also see a car and a streetcar travelling along Queen Street.

Tickets can be collected from the Box Office before entering the lobby.

The Box Office can be accessed from the underground parking lot or the subway via elevator or stairs. From street level, the doors to the Box Office are just east of the main entrance on Queen.

There are two steps up to the Box Office doors. There is also a ramp to the Box Office doors.

There is a push button for the accessible entrance to the Box Office. The button only opens one door. The width, when the door is open, is 83cm.

The Box Office window that is closest to Queen Street West is the accessible window/wicket.

The Box Office opens at 11 a.m. each day.



IMAGE DESCRIPTION: This photograph shows the entrance to the Box Office from inside the Four Seasons Centre.

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# LOBBY

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IMAGE DESCRIPTION: The lobby is shown when it is empty. Right in the middle you can see the glass stairway that is one way to get from the second to the third floor.

The lobby is through the main entrance doors on Queen Street West.

The lobby is large and has many floors. Its official name is the Isadore and Rosalie Sharp City Room.

Each floor can be accessed by using stairs or one of the three elevators. There are two entrances to the auditorium on the Orchestra level (main floor) and they are both on the left.

There is soft lighting in the lobby. There is some seating in the lobby and some tall tables that people can stand at.

At the south east end of the lobby is a sculpture and screen. There are QR codes to access the sound of the video that will be playing on the screen. The video is the Canadian Opera Company's Land Acknowledgement and can be listened to in English and Anishinaabemowin.

There may be a lot of people in the lobby. They are all waiting to go and see the same performance. Some people may be in lines at the Box Office or the lobby bars/concession to buy something from these areas. Please join the line (if there is one). The sound of people talking may feel too loud, please come prepared with sound-dampening headphones, ear plugs, or whatever else you may need to feel comfortable.



# BARS, CONCESSIONS



IMAGE DESCRIPTION: Shown is the bar on the main floor, the largest in the Four Seasons Centre. Above the bar are two screens and they will show you menu and prices.

Drinks or snacks can be purchased at the lobby bars/concessions before the performance and at the intermissions.

The bars/concessions take cash, debit and credit cards, Apple Pay and Google Pay for payment.

Drinks and snacks can be pre-ordered for pick-up at the intermission(s).

Drinks, such as bottled water or Sprite, are allowed in R. Fraser Elliott Hall inside a special souvenir cup.

No glassware or food is permitted in R. Fraser Elliott Hall.

The bar menu and pricing is displayed on screens near the bars. The menu and pricing could change throughout the year. Please come prepared.

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# ELEVATORS

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IMAGE DESCRIPTION: The photograph shows two of our third-floor elevators, side by side, doors closed.

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The Four Seasons Centre has three elevators.

The South elevators go to the Lower Lobby and all Rings (Grand, 3, 4 & 5).

The North elevators do not go to the Lower Lobby.

The opening of the elevator doors is approximately 1.02m and have a capacity of 1600kgs or 19 people.

# COAT CHECK



IMAGE DESCRIPTION: The photograph shows the two counters of our Coat Check, with digital signs above.

Coat Check is located in the Lower Lobby.

Coat Check costs \$3 and can be paid with cash, debit and credit cards, and Apple Pay and Google Pay for payment.

Coat Check can be reached by taking stairs or the south elevators.

Coat Check is also the location of Patron Services. The Four Seasons Centre offers the following patron services:

- ◆ A limited number of back supports, binoculars, and hearing assistive devices can be rented. Identification with deposit is required.
- ◆ There are a limited number of booster seats available at Patron Services on a first-come, first-served basis, as well as at all doors to the auditorium.

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# WASHROOMS

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## IMAGE DESCRIPTION:

The photograph shows a row of stalls on the left, a hand-drying towel dispenser, sink, and mirrors.

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There are washrooms in the lobbies on the Lower, Grand Ring, Rings 3, 4 & 5 levels.

Washrooms are gendered, but please use whichever makes you feel most comfortable.

Elevators and stairs can be used to get to floors with washrooms.

The urinals have an automatic flush.

All washrooms have automatic sinks. The sinks are approximately 78cms high.

There is an accessible stall in the following washrooms, and the widths of the doorways are:

### **LOWER LOBBY**

Entrance door/arch: 93cms

Women's washroom accessible stall: 91cms

Men's washroom accessible stall: 1.17m

### **GRAND RING**

Entrance door/arch: 1.91m

Inner arch: 1.21m

Women's washroom - further inner arch: 1.16m

Women's washroom accessible stall: 92cms

Men's washroom - further inner arch: 1.24m

Men's washroom accessible stall: 1.11m

### **RING 3**

Women's washroom - inner arch: 1.17m

Women's washroom accessible stall: 86cms

Men's washroom accessible stall: 1m

### **RING 4**

There are no accessible stalls on this level. Please go to the Accessible Washrooms section for more information.

### **RING 5**

There are no accessible washrooms or stalls on this level.

# ACCESSIBLE WASHROOMS



IMAGE DESCRIPTION: The photograph shows the entrance to an accessible washroom, with a sign that indicates it is not gender specific.

There are accessible washrooms (standalone, not stalls inside a larger washroom) on the Grand Ring and Rings 3 & 4 levels.

## **GRAND RING**

The accessible washroom is located inside the Jackman Lounge.

The doorway to the accessible washroom in the Jackman Lounge is 84cms wide.

This is the largest of all of the accessible washrooms in the Four Seasons Centre.

Please note: this washroom does not have an automatic door opener. Please ask for assistance with the door if needed.

## **RING 3**

The accessible washroom is located inside the Friends Lounge.

The doorway to the accessible washroom in the Friends Lounge is 82cms wide.

Please note: this washroom does not have an automatic door opener. Please ask for assistance with the door if needed.

## **RING 4**

The accessible washroom is on the North side of the building.

The doorway to the accessible washroom is 88cms wide.

Please note: this washroom does not have an automatic door opener. Please ask for assistance with the door if needed.

# R. FRASER ELLIOTT HALL (THE AUDITORIUM)

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IMAGE DESCRIPTION: The photograph shows a wide image of R. Fraser Elliott Hall, with no one in it.

Seating in the auditorium is assigned. The location of each person's seat is on their ticket. This includes the level, row letter and seat number.

Ushers can help people find their seats if needed.

Most of the seats are fixed, which means the chairs do not move, but there are some seats in the auditorium that do move. If you would prefer to sit in a seat that can move, please ask when booking your ticket.

Some of the seats do move.

The entrance to each level is at the back of the auditorium.

The back of each level is higher than the front. This is to help people see over those in front of them when possible.

There are steps and/or ramps down to the lower, closer, seats.

Photographs and videos are not allowed to be taken during the performance.

Please keep your mobile devices on silent during the performance.

You may use your mobile device during the performance if needed.

If you need help at any time, the ushers are there to help.

## ACCESSIBLE SEATING

Limited accessible seating is available; please book these seats in advance if needed.

For Relaxed Performances the number of accessible seats will be maximized. Please indicate the need for accessible seats when booking tickets.



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# ORCHESTRA PIT

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IMAGE DESCRIPTION: The photograph shows a view from the darkened orchestra pit. Visible are chairs, music stands, and a harp, and a view into the lit auditorium

At the front of all the seats is the Orchestra Pit.

This is where the musicians play the music for the performance.

Please do not lean over into the Orchestra Pit.

When the auditorium opens, the Orchestra may be warming up. This means they will be playing their instruments, but that each person is playing something different to get ready for the performance. If it is too loud, please consider wearing sound-dampening headphones.

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# THE STAGE

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IMAGE DESCRIPTION: The photograph shows a view from one of the box seats on the second level towards the stage. In this image, the auditorium is empty.

The stage is a classic proscenium arch stage. That means that the performers will be slightly raised and that the stage is at the front of the auditorium.

In front of the stage is the Orchestra Pit.

# — DURING THE PERFORMANCE —

The house lights (lights over the audience) will be kept on at a low level.

Sound levels will be slightly reduced.

Please refer to the show Fact Sheet for specific information on lighting, sound, content and sensory moments that may help you prepare for the performance.

## — MOVEMENT & VOCALIZATION

During the Relaxed Performance audience members are invited to move if needed—this includes in their seat and in and out of the auditorium.

Ushers can help if assistance is required exiting or re-entering the auditorium.

Audience members are invited to experience the opera in whatever ways feel authentic to them. This includes, but is not limited to, movement, vocalization, and stimming.



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IMAGE DESCRIPTION: The photograph shows SURTITLES™ projected above the stage. The singer shown is Sondra Radvanovsky, and she is singing the title role in the opera *Rusalka*. The photo is by Michael Cooper.

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SURTITLES™ will be used for all opera performances.

SURTITLES™ are translations of the language that is being sung into English.

SURTITLES™ appear on a screen above the stage.

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# QUIET & QUIETER (LOW-SENSORY) ROOMS

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For Relaxed Performances two rooms have been set aside for anyone who may need a break during the performance.



IMAGE DESCRIPTION: The photographs show (left) the Henry N. R. Jackman Lounge and (right) the COC's Friends Lounge, both empty. They are calm, quiet spaces.

The Henry N. R. Jackman Lounge (on the Grand Ring level) will be the Quiet Room. This room is available for anyone who may need a break from the performance. The Jackman Lounge is large and bright and offers room to move and places to sit.

The Friends Lounge (on Ring 3 level) will be the Quieter Room. This low sensory room is available for anyone who may benefit from a smaller, darker room. The Friends Lounge has seating and a few windows.

Both the Jackman and Friends Lounges have accessible washrooms and are close to gendered washrooms with stalls.

# MASK-FRIENDLY SPACE

The Four Seasons Centre is a mask-friendly space.

The Canadian Opera Company is “mask-friendly” and encourages anyone who may benefit from, or who feels more comfortable, wearing a mask to do so.

At this time masks are not required to be worn inside the Four Seasons Centre.

# EMERGENCY EXITS

In case of an emergency, make your way calmly towards the lit-up exit signs and an usher will direct you where to go to exit the building safely.

This may include waiting in a refuge area until you can be safely escorted out of the building.

# END OF THE PERFORMANCE

At the end of the performance the performers will come onto stage to bow. They may come out to bow more than once depending on the applause and reaction from the audience.

Sometimes the applause can be quite loud – please be prepared for this.

Please wait until the performers have left the stage and the house lights (the lights over the audience) come up fully before exiting the auditorium.

Unlike when you entered the auditorium, everyone will be leaving at the same time so it might take a little longer before you are out in the lobby.

Because there are a lot of steps in the auditorium and each person moves at a different speed, please be patient with others as you exit.

After the show the washrooms and coat check will be open, but the bar and Box Office will be closed.

# SEATING MAPS

Seating maps for the Four Seasons Centre can be found [here](#).

## GENERAL INFORMATION

### RELAXED PERFORMANCES

Relaxed Performances are designed for those who may benefit from a more relaxed approach to live performance viewing. House lights (the lights over the audience) will be left on at a low level, recorded sounds will be played a little quieter, audience members are encouraged to be authentically themselves – fidget, move, stim, vocalize; whatever you need to do to enjoy the performance – and you can exit and enter the auditorium if needed.

### MOVEMENT

At times you may feel the need to leave the auditorium to use the washroom or to take a break – this is ok. If there is action in the play that requires an entrance or exit of an actor as you are trying to leave, an usher will advise you to wait and will help you find a safe time to leave the auditorium. Please listen to the usher – they are here to help you and to ensure your safety.

### QUIET/LOW-SENSORY ROOM

There will be a Quiet room set up for those who may need a break from the performance. On the day of the performance, an usher can help you find the Quiet room.

### FACT SHEET

For each Relaxed Performance a Fact Sheet will be prepared. A Fact Sheet explains a little about the opera, will highlight any sudden lighting or sound changes, have photos of the performers in it, and will help you prepare for that specific performance. If you would like access to a Fact Sheet, please let Box Office know when you book your tickets. Fact Sheets will be prepared approximately one (1) week prior to each Relaxed Performance.

### QUESTIONS

For more information on Accessibility at the Canadian Opera Company, please contact [accessibility@coc.ca](mailto:accessibility@coc.ca).

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# THANK YOU!

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Thank you for attending a Canadian Opera Company performance. We are excited that you have chosen to spend some time with us and hope to see you again!

**coc.ca**

Venue guide prepared by Rachel Marks, 2023