

## **Welcome to Palace Como.**

This Visual Story is designed to help anyone who may find a step-by-step visual and written access guide useful when coming to Palace Como.

It is in an easy-to-read format and uses pictures to show you how to access the Como building, what to expect upon arrival and what you might experience in the different spaces.

We value diversity and are committed to providing a safe and welcoming space for all visitors.

## **Before You Visit**

Palace Cinema Como is located on the corner of Toorak Road and Chapel Street, in South Yarra.

You can travel to Palace Como on public transport.

### **By Train**

South Yarra Station is located 500 metres away along Toorak Road.

### **By Tram**

Tram routes 58 & 78 take you to tram stop #50: Toorak Rd/Chapel St

### **Parking**

If you plan to drive to Como there is a carpark attached to the building. The carpark entrance is located off Chapel Street or River Street under the Como Centre. You can validate your parking ticket at the Palace Cinema box office for \$10 flat rate.

## Arrival

The Como Centre has four entrances – two on Toorak Road and two on Chapel Street.

### Chapel Street – Accessible Entrance (NEED IMAGE OF SCHNITZ)



### Arriving at the Chapel Street Entrance

At this Chapel Street entrance, the doors are automated, and lead into the building.



From here you can take the lift (on the left-hand side) to Palace Cinema located on level 2.

You can then enter through the automated sliding glass doors into the cinema foyer.



### **Arriving at the Carpark Entrance**

The carpark entrance is located off Chapel Street or River Street under the Como Centre and offers accessible parking.

There is a lift which can take you to level 1 where the Palace Cinemas are located.

You will be able to validate your parking ticket at the box office for a \$10 flat rate.

# Inside Palace Como

Inside Palace Cinema Como, there are signs to help you find your way around the space, and different areas to sit and relax.



## **MQFF Volunteers and Staff**

You can always ask an MQFF volunteer or staff member for help. MQFF volunteers will be wearing blue T-Shirts like the image below. All MQFF volunteers and staff wear a lanyard with MQFF branding around their neck. They may also be wearing a mask.



## **Getting around Palace Cinema Como**

Inside Palace Cinema Como there are ramps and stairs with handrails. All cinemas used during the MQFF Festival are wheelchair accessible. You can also ask an MQFF Volunteer if you need any help finding your way around.



## Rules

In the event of an Evacuation or other Emergency If a fire alarm is activated, you may hear a loud announcement or receive direct instructions to wait or to leave. You must follow the instructions of Palace Cinema team members, MQFF staff or Emergency Services – they have been trained in what to do.

## What Will You Find Inside Como Cinema?

### Cinemas

There are six cinemas in Palace Cinema Como. Cinemas 5 and 6 are located on the left hand side when you enter the space.



Cinemas 1–4 are at the back of the cinema space, accessible by stairs or ramp.





## Como Cinema Amenities and Venue Information

### Toilets

At Palace Cinema Como there are toilets and accessible/gender-neutral toilets on the Ground Floor. There are automatic hand dryers in the toilets. These can be noisy. Look for signs around the space or ask an MQFF volunteer or staff member for directions.



## Food and Drink

If you're looking for something to eat or drink, the candy bar serves snacks, light meals, coffee and drinks.



The candy bar will be open before the screening of each MQFF screening at Palace Cinema Como. You can find the candy bar near the entrance, on the right-hand side as you enter the space.

## Sensory Space

There is a quiet space if you need to step away for a bit or take a break from the film. You can find this area in the Palace Platinum Bar, located on the right-hand side before you enter the cinema complex.

