

Freespace Access Guide



At WestK we value diversity and inclusion. To ensure that everyone can enjoy our arts and cultural programmes, we are committed to making WestK accessible to all and continuously developing different solutions to improve access.

This Access Guide includes information on access provisions available at Freespace for visitors' reference.

Last update: January 2025

Information on the WestK website or social media shall prevail in case of any discrepancy.

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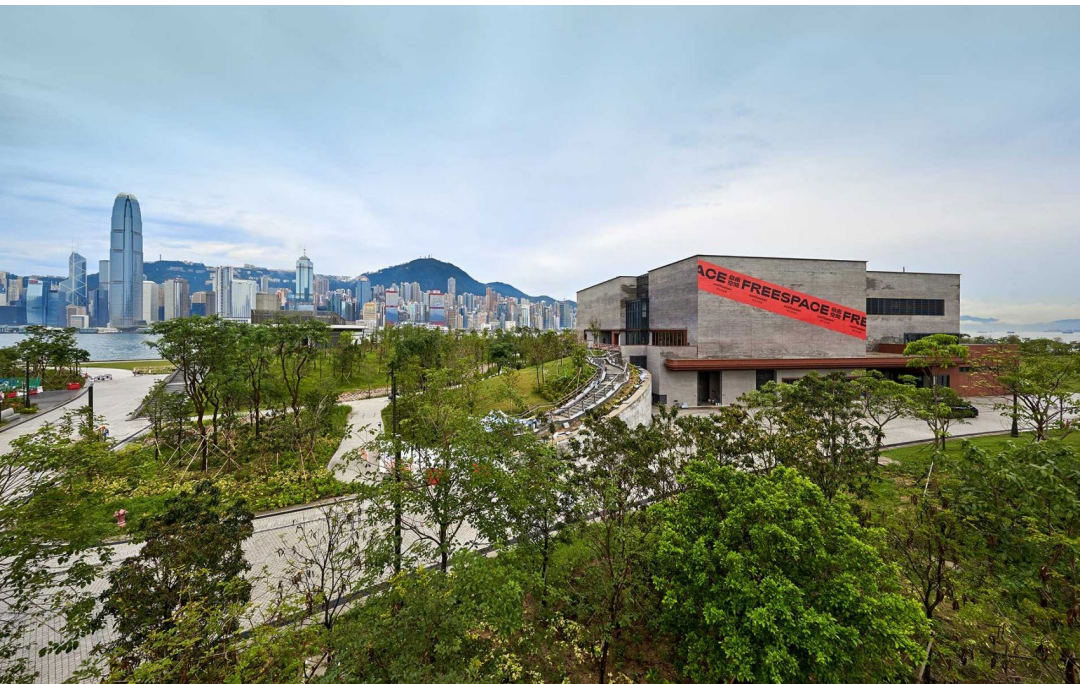
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1.1 Overview of Freespace

Freespace

- Open to the public in June 2019
- Hong Kong's leading centre for contemporary performance
- Presents multi-genre performances and events
- Produces boundary-pushing collaborations to promote new ways of seeing and experiencing performance



Opening Hours

- Open on performance days only
- Opens to the audience 30 minutes before the start of each programme. Depending on the type of programme, the venue may close between each performance or session



Tickets (ticket office) open on days of ticketed performances via WestK Ticketing only

Days of ticketed performances via WestK Ticketing	2 hours before the start of the first performance
	to
	30 minutes after the start of the last performance

Remarks:

In case of inclement weather or service adjustments due to special circumstances, the opening hours may be adjusted. Please refer to the WestK website or social media pages for the latest information.

1.2 Location and Transportation

**Address: Freespace, Art Park,
West Kowloon Cultural District, Kowloon**

- Located in the heart of the Art Park, Freespace is easily accessible by various public transport modes
- Please refer to the WestK website for more details on barrier-free transport options

[【 Visit > Accessibility > Barrier-free Transport 】](#)



1.2.1 Accessible Parking



All parking locations within WestK offer accessible parking spaces for eligible users on a **first-come, first-served** basis.


Please refer to the WestK website [【Visit > Parking】](#) for details of opening hours and hourly parking rate.


No. of Accessible Parking Spaces

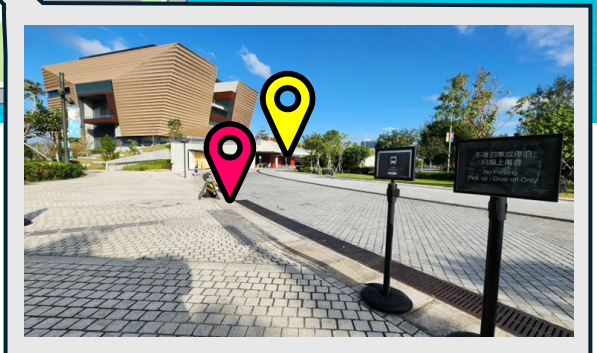
 Nearest: Art Park Car Park	4
Other Car Parks:	
1 M+ Car Park	4
2 Hong Kong Palace Museum Car Park	3
3 West Gate Open Car Park	3



1.2.2 Vehicle Pick-up/Drop-off Area

-  **Nearest : Art Park**
- Close to Freespace and the Art Park Great Lawn
 - Accommodates two coaches/rehab buses at the same time
 - Freespace is only a few steps away

-  **Other Vehicle Pick-up/Drop-off Areas**
- Hong Kong Palace Museum



1.3 Tickets and Event Information

Please visit the WestK website for the latest information:

【[Venues > Freespace](#)】

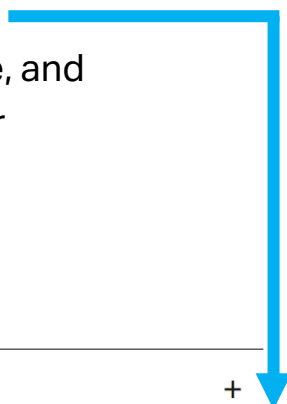
- More details on Freespace events

【[What's On > Events and Programmes > All](#)】

- Events can be searched by different criteria, such as **"Venue"**, **"Event Type"** and **"Interest"**
- Some events offer access services
 - Search via the **"Accessibility"** filter
 - Check if the **"Access Services"** tab is available on an event page, and follow the instructions to book or reserve relevant equipment

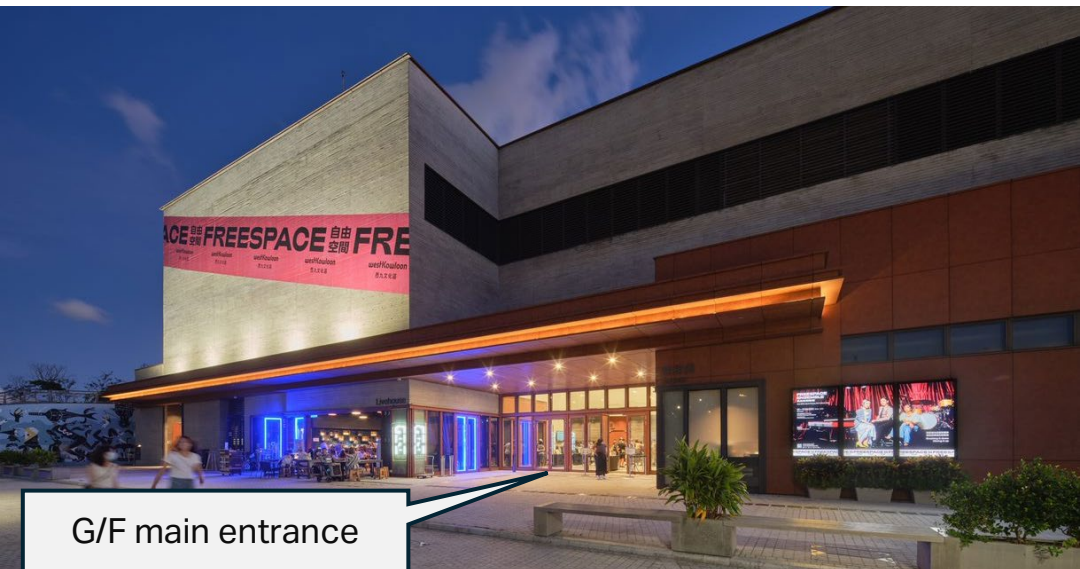
Details

Enquiries	+
Access Services	+
Adverse Weather Arrangements	+

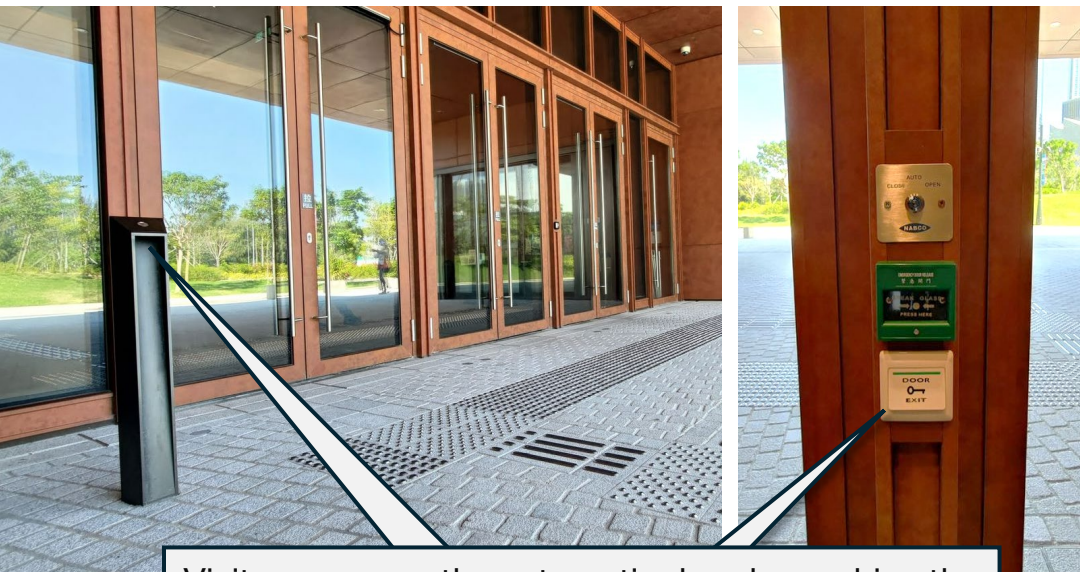


2.1 Accessible Entrances

- All facilities in Freespace can be reached through barrier-free routes
- The main entrance on G/F is accessible
- **Remarks:** In case visitors are required to use other entrances due to specific event arrangements, onsite staff will arrange accessible routes accordingly. Please follow the instructions from onsite staff in due course.



G/F main entrance



Visitors can use the automatic door by pushing the buttons inside or outside the main entrance

2.2 Service Counters

A ticket office is located next to the main entrance for ticketing issues (open on days of ticketed performances via WestK Ticketing only).

Access Provisions

- Induction loop system
- Tactile guide paths leading to the counter

Other Services

- Service desks may be set up by event organisers or venue hirers as required
- Visitors may contact onsite staff for specific services, such as storage and equipment borrowing, when necessary



G/F Tickets

2.3 Items for Borrowing

Visitors can borrow the following items from onsite staff on a **first-come, first-served** basis to use within **Freespace** for free:

- 1 Children's booster seat
- 2 Courtesy wheelchair
- 3 Noise-reduction earmuffs
- 4 Assistive listening receiver with headphone (suitable for everyone)
- 5 Assistive listening receiver with neckloop (suitable for people using hearing aids with T-coil)
- 6 Service bell (seat number registration is required for use in the auditorium)



3



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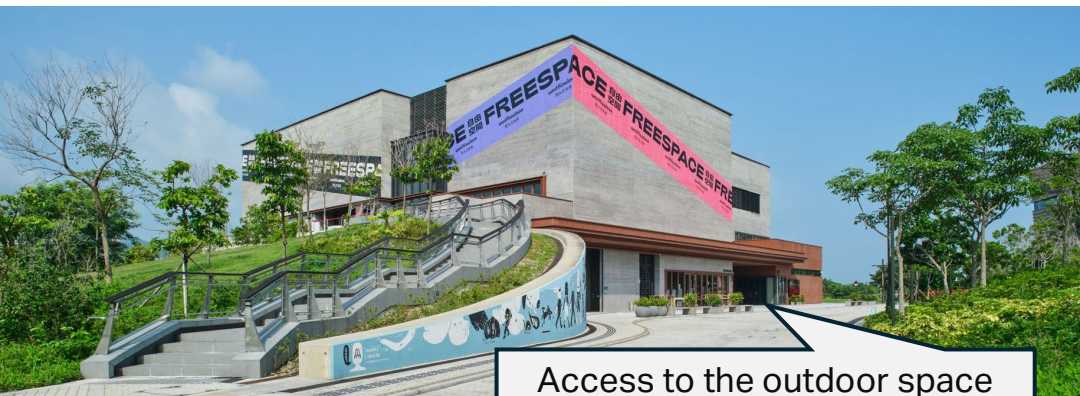
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2.4 Assistance Dogs' Relieving Area

- Guide dogs and other assistance dogs are welcome at Freespace
- Outdoor relieving area for assistance dogs can be accessed through the main entrance on G/F



Access to the outdoor space through the main entrance

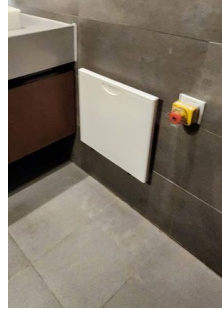
2.5 Overview of Access Facilities

Icon	Facilities	Location
	2.5.1 Baby Care Facilities	<ul style="list-style-type: none"> • 1/F • G/F (near Lau Bak Livehouse)
	2.5.2 Female/Male Toilet	<ul style="list-style-type: none"> • All floors • G/F (near Lau Bak Livehouse)
	2.5.3 Accessible Toilet	
	2.5.4 Accessible Lift	<ul style="list-style-type: none"> • All floors
	2.5.5 Assistive Listening System	<ul style="list-style-type: none"> • The Box
	2.5.6 Induction Loop System	<ul style="list-style-type: none"> • The Box • G/F Tickets
	2.5.7 Braille and Tactile Floor Plan	<ul style="list-style-type: none"> • Nearby main entrance on G/F
	2.5.8 Tactile Guide Paths	<ul style="list-style-type: none"> • G/F

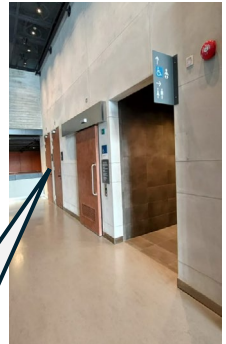
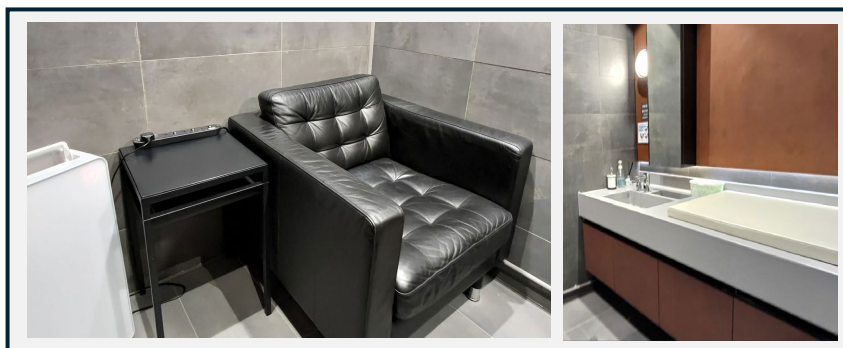
2.5.1 Baby Care Facilities



- Private nursing rooms suitable for breastfeeding are located on G/F (near Lau Bak Livehouse) and 1/F



The nursing room on G/F (near Lau Bak Livehouse) includes a wall-mounted stool and a baby-changing mat (open from 6am to 9pm every day)



The nursing room on 1/F next to the accessible toilet includes a sofa and a baby-changing mat (open to visitors during venue opening hours only)

- **Remarks:** There are nursing rooms in the Art Park as well. Please refer to Access Guide of Art Park for more details.

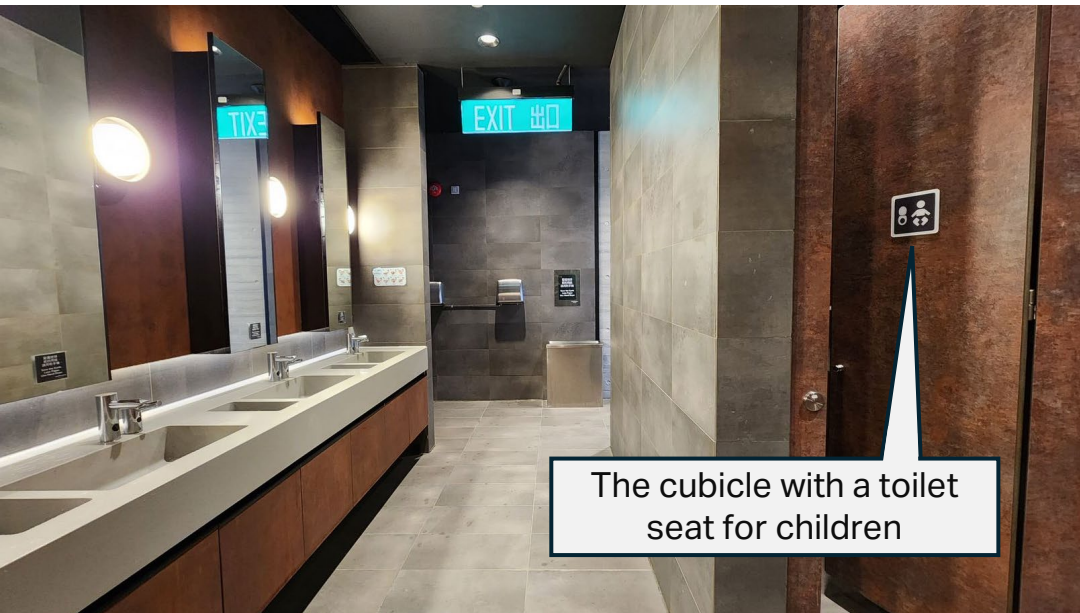
2.5.2 Female/Male Toilet



- Female/male toilets are available on every floor
- Female/male toilets are also available on G/F (near Lau Bak Livehouse) with toilet seats for children in some cubicles



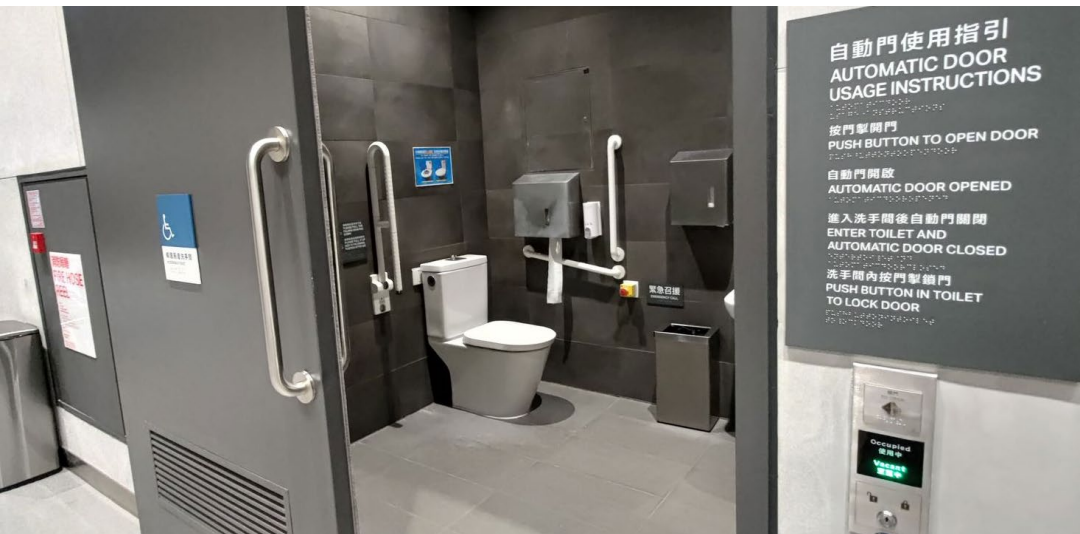
The entrance of the toilets on G/F (near Lau Bak Livehouse)



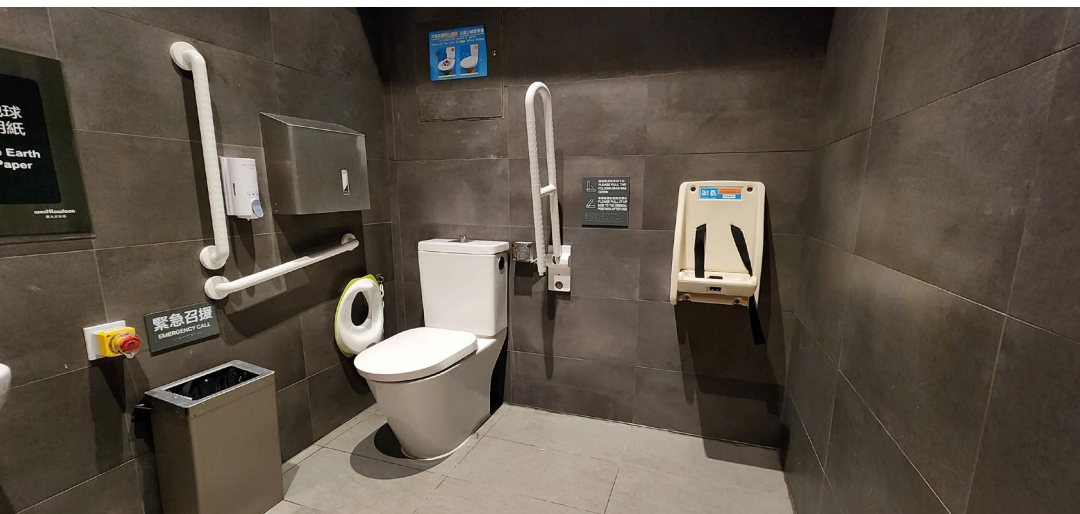
2.5.3 Accessible Toilet



- Accessible toilet with automatic sliding door is available on every floor
- Easy-to-use button with occupancy indicator, and audio indicator informing door status (opening, closing or locked) are available at all accessible toilets
- A toilet seat for children and child protection chair are provided in the accessible toilet with an automatic door on the G/F (near Lau Bak Livehouse)



Automatic sliding door, easy-to-use button and audio indicator are available at all accessible toilets



Accessible toilet on G/F (near Lau Bak Livehouse)

2.5.4 Accessible Lift



- Accessible lift for visitors to access G/F and 1/F is available
- The lift is fitted with braille buttons and audio signals to inform users of floor levels



G/F lift lobby



1/F lift lobby

2.5.5 Assistive Listening System



- Available at any seat in The Box
- Receivers with headphone can be borrowed from onsite staff on a first-come, first-served basis

2.5.6 Induction Loop System



- The ticket office is installed with induction loop system
- Audience attending shows at The Box may contact onsite staff to borrow receivers with neckloop



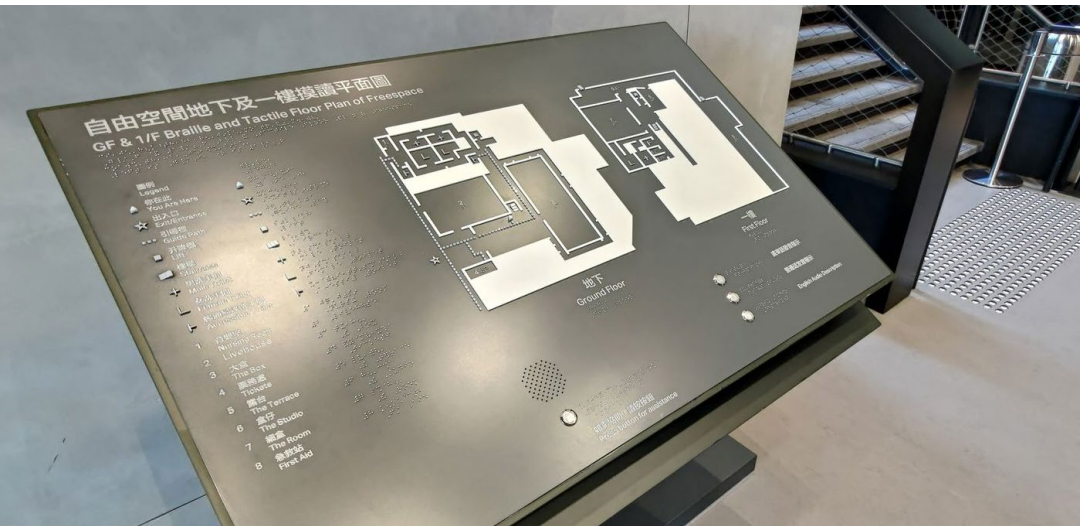
Receiver with headphone:
suitable for everyone



Receiver with neckloop:
suitable for people using
hearing aids with T-coil

2.5.7 Braille and Tactile Floor Plan

- Available on the left of the main entrance on G/F to provide information on the layout of G/F and 1/F



2.5.8 Tactile Guide Paths

- Available on G/F, connecting the following facilities:
 - Main entrance
 - Ticket office
 - Accessible toilet
 - Lift lobby



2.6 Emergency Evacuation

The following facilities provide information or support for emergency evacuation:

1 Tactile Fire Escape Map

- Available at the lift lobbies on G/F and 1/F for visitors to understand the escape routes and travel distances

2 Visual Alarm

- Available at all public and private areas

3 Temporary Refuge Spaces (TRS)

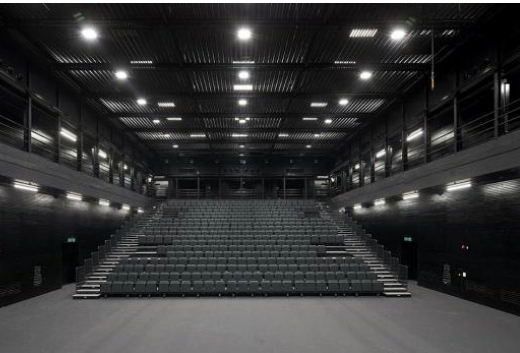
- Stepless evacuation routes to outdoor spaces through the main entrance are available on G/F
- TRS are available on 1/F for wheelchair users



3.1 Accessible Seating

- Venues in Freespace offer flexible set-ups to suit different creative needs
- Accessible routes are available for wheelchair users to access all venues
- Audience may check relevant seating plans for accessible seats and access arrangements when purchasing tickets for events

Venues in Freespace



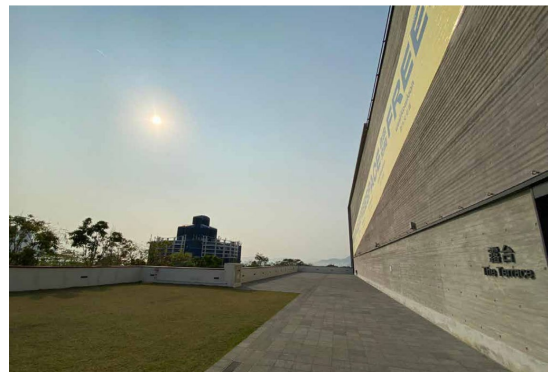
The Box



The Room



The Studio



The Terrace

4.1 Free Wi-Fi Networks

Two free Wi-Fi networks are available for visitors to use in Freespace:

1. Name: Wi-Fi.HK_via_WestK

No registration is required (Time limit: 30 minutes)

Wi-Fi.HK_via_WestK

By clicking Connect, I agree to the [Terms and Conditions](#) and acknowledge that I have read the [Privacy Policy](#).

Start the 30-min Guest Wi-Fi

2. Name: WestK

- a) Registration and login to MyWestK is required (Time limit: 24 hours)
- b) No registration is required (Time limit: 30 minutes)

Sign up Log in

Create an account
to enjoy unlimited FREE Wi-Fi and exclusive offers [i](#)

Email

First Name Last Name

Password

Sign up Log in

Welcome back
Log in with your MyWestK account [i](#)

Registered Email

Password

[Forgot password?](#)

Enjoy unlimited
FREE Wi-Fi 

with MyWestK account [i](#)

24 HOURS FREE
Sign up now

to enjoy smoother Wi-Fi experience,
faster ticket purchase and more

Log in

30 minutes **guest access**

4.2 Dine and Shop

- For dining options at Freespace, please visit the WestK website 【[Dine & Shop > Restaurants & Cafes](#)】 (and select "Freespace" from the "Venue" drop-down list)
- For shops at WestK, please visit 【[Dine & Shop > Shops](#)】



4.3 Backstage Facilities and Venue Hiring

- Facilities in Freespace are accessible for all people to perform and host events
- Accessible dressing rooms and shower facilities are provided in The Box for all performers
- For venue hiring, please visit the WestK website 【[Venues > Venue Hire > Hiring Information](#)】 for details

4.4 Arrangements Under Inclement Weather or Other Special Circumstances

- Please note that the latest arrangements for inclement weather will be announced through the WestK website 【[Latest News](#)】 and social media page during the day of inclement weather conditions

4.5 Enquiries or Suggestions

- For general enquiries or suggestions, please contact
 (852) 2200 0217
 General enquiry form on the WestK website
【[Contact Us](#)】 section