

Xiqu Centre

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 the Xiqu Centre 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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1.1 Overview of Xiqu Centre

Xiqu Centre

- Open to the public in January 2019
- A world-class performance venue promoting Chinese traditional theatre



Opening Hours

Xiqu Centre	10am to 10:30pm daily
 Ticket Office	10am to 9pm daily

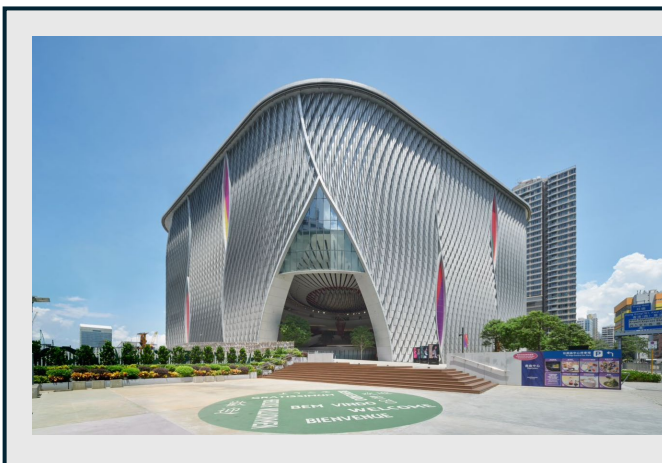
- **Remarks:** In case of inclement weather or service adjustments due to special circumstances, the opening hours may be adjusted. Please refer to the WestK website or social media pages for the latest information.

1.2 Location and Transportation

Address: 88 Austin Road West, Tsim Sha Tsui, Kowloon (near China Hong Kong City)

- Located on the eastern edge of the WestK, at the junction of Canton Road and Austin Road, Xiqu Centre 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

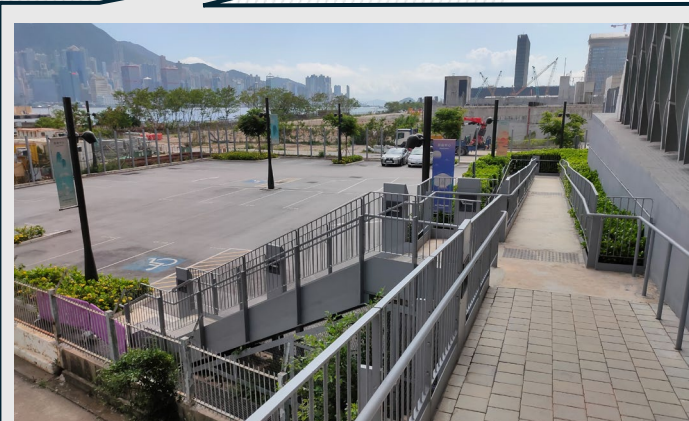


All parking locations within WestK offer accessible parking spaces for eligible users on a first-come, first-served basis. Please refer to the WestK website [【Visit > Parking】](#) for details of opening hours and hourly parking rate.





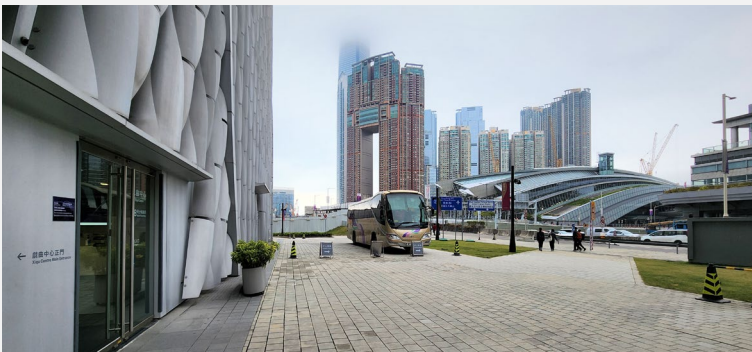
Nearest: Xiqu Centre Car Park

- There are two accessible parking spaces in total
- Visitors can access the Xiqu Centre through a ramp after parking the car



1.2.2 Vehicle Pick-up/Drop-off Area

-  **Nearest: Xiqu Centre**
Near the Austin Road West entrance
-  **Other Vehicle Pick-up/Drop-off Area**
For groups arriving by rehab bus/coach, please provide the staff in charge of the relevant events with the car plate number and pick-up/drop-off time to facilitate pick-up/drop-off arrangements



The pick-up/drop-off area near the backstage entrance is for vehicles with a reservation to pick-up/drop-off passengers only

1.3 Tickets and Event Information

Please visit the WestK website for the latest information:

【[Venues > Xiqu Centre](#)】

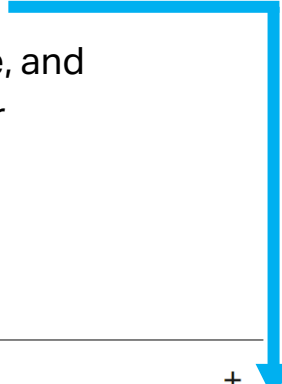
- More details on Freespace events

【[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	+

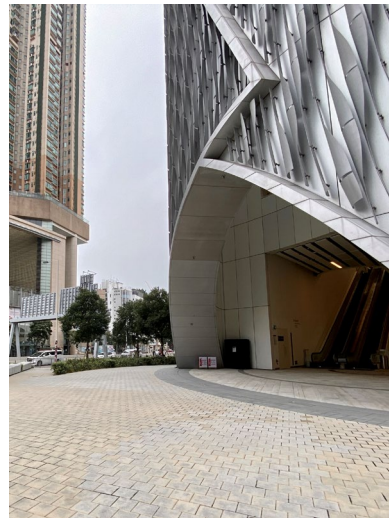


2. Arriving at the Venue

2.1 Accessible Entrances

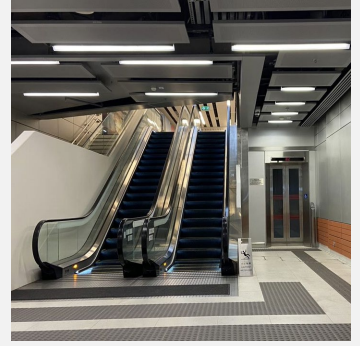
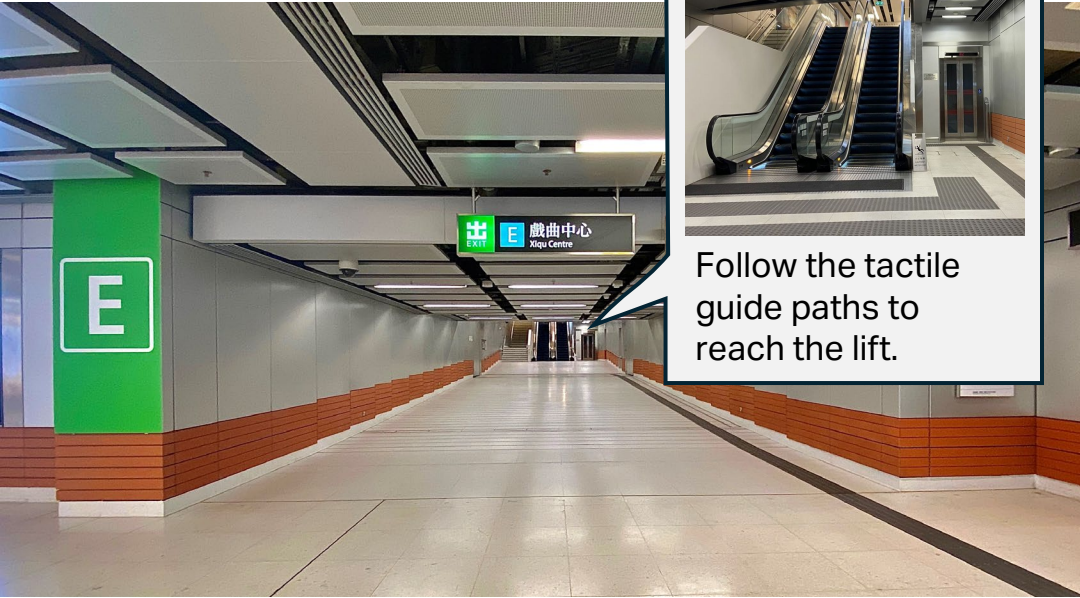
- All the entrances at Canton Road and Austin Road West are accessible with ramps
- Visitors arriving by MTR can take the escalators or lifts from Exit E of Austin Station to LG/F of the Xiqu Centre (automatic doors are available throughout the route)

The entrances at Canton Road and Austin Road West



2. Arriving at the Venue

MTR Austin Station Exit E



Follow the tactile guide paths to reach the lift.

Exit E of Austin Station is connected to the Xiqu Centre



Toilets and Lift Lobby

After arriving at B2/F, go straight ahead:

- At the end, there is an escalator to the LG/F
- Toilets and an accessible lift are available behind the fire door located on the right side

2. Arriving at the Venue



The lift lobby on LG/F is located near the Ticket Office. Tactile guide paths are also available at the lift lobby, connecting to the Ticket Office, Information and the braille and tactile floor plans.

2. Arriving at the Venue

2.2 Service Counters

The following counters at the Xiqu Centre provide various services for visitors.

LG/F

- Ticket Office
- Information

4/F (open only when there are performances in the Grand Theatre)

- Cloakroom
- Ticket Office



Access Provisions

- Induction loop system and digital personal amplifiers are available at all service counters



2.3 Items for Borrowing

If necessary, visitors can borrow the following items from onsite staff on a **first-come, first-served** basis to use **within the Xiqu Centre** 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)



1



2



3



4



5



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2. Arriving at the Venue

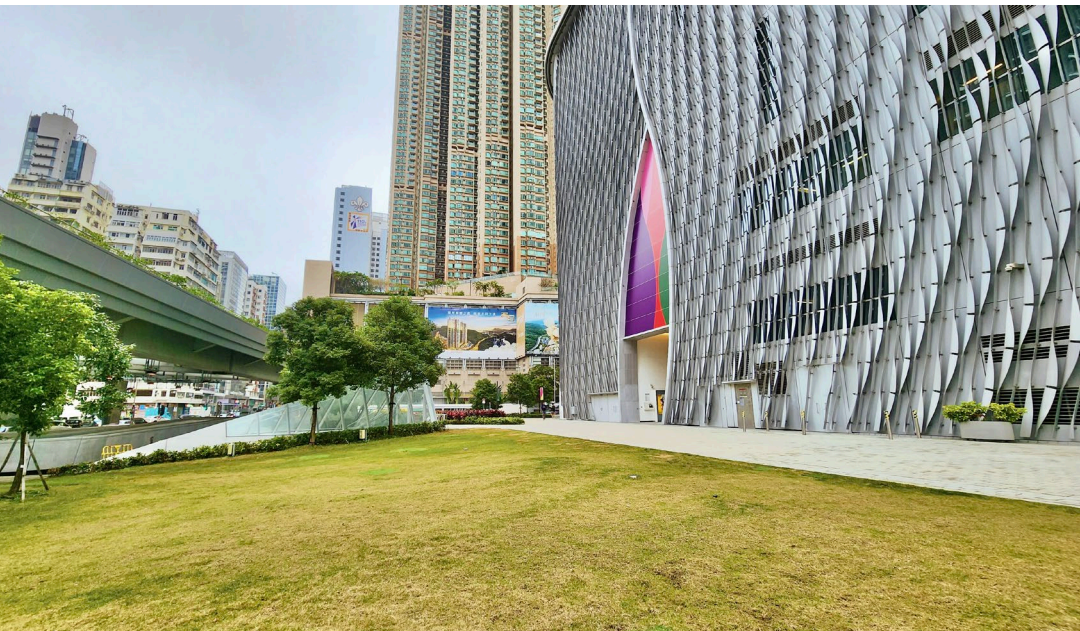
2.4 Assistance Dogs' Relieving Area



- Guide dogs and other assistance dogs are welcome at the Xiqu Centre
- Outdoor relieving area for assistance dogs can be accessed through entrances on LG/F









Outdoor spaces near the entrance at Canton Road



Outdoor spaces near the entrance at Austin Road West

2.5 Overview of Access Facilities

Icon	Facilities	Location
	2.5.1 Baby Care Facilities	1/F and 4/F
	2.5.2 Accessible Toilet	All floors (except B1/F)
	2.5.3 Accessible Lift	All floors
	2.5.4 Assistive Listening System	Grand Theatre, Tea House Theatre, and FHKA Seminar Hall
	2.5.5 Induction Loop System	Grand Theatre, Tea House Theatre, FHKA Seminar Hall, and all service counters
	2.5.6 Braille and Tactile Floor Plan	The entrances at Canton Road and Austin Road West
	2.5.7 Tactile Guide Paths	
	2.5.8 Escalator	B2/F to 4/F

2.5.1 Baby Care Facilities



- Private baby care rooms suitable for breastfeeding are located on 1/F and 4/F (Remarks: 4/F is open to the public when there are performances in the Grand Theatre only)
- Please follow the instructions in the baby care rooms to contact staff for borrowing specific items, such as bottle warmer and infrared thermometer, if necessary



Breastfeeding set up is available in each baby care room



Baby-changing mat

2.5.2 Accessible Toilet



- Accessible toilet with an automatic sliding door is available on every floor (except B1/F)
- Easy-to-use button with occupancy indicator, and audio indicator informing door status (opening, closing or locked) are available at all accessible toilets



The automatic door button and usage instructions outside the accessible toilet



Accessible toilet

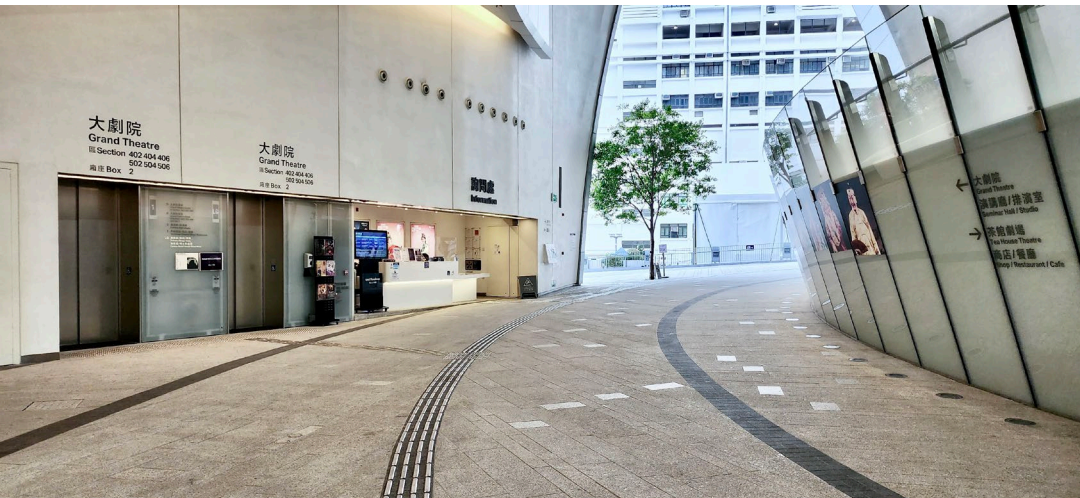
2. Arriving at the Venue

2.5.3 Accessible Lift

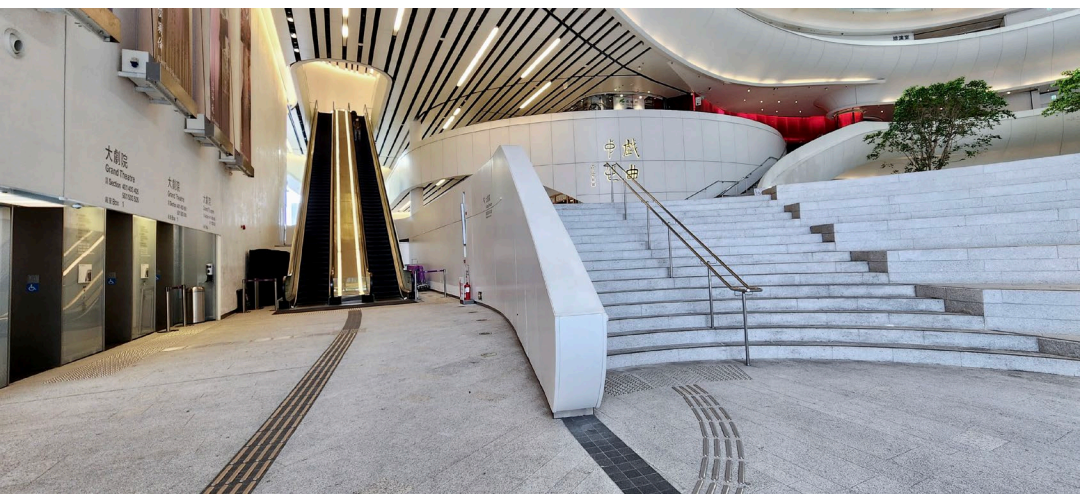


- Accessible lifts for visitors to access different floors in the Xiqu Centre are available
- Braille are available on the lift buttons, and the lifts are fitted with audio signals to inform users the floor level through audio means

To the Grand Theatre



Zones and boxes with even numbers:
access through the lifts next to the Information counter



Zones and boxes with odd numbers:
access through the lifts next to the stairs to Atrium

2. Arriving at the Venue



To Tea House Theatre (from the Atrium)



An accessible lift is available behind the automatic door to access the Tea House Theatre via the Atrium



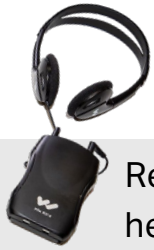
2.5.4 Assistive Listening System

- Available at any seat in in the Grand Theatre, Tea House Theatre and FHKA Seminar Hall
- Receivers with headphones are available for borrowing via LG/F Information



2.5.5 Induction Loop System

- All service counters are fitted with induction loop system
- Receivers with neckloop are available for borrowing via LG/F Information (for audience in the Grand Theatre, Tea House Theatre and FHKA Seminar Hall)



Receiver with headphones:
suitable for everyone



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



Ticket Office and Information with induction loop system

2.5.6 Braille and Tactile Floor Plan

- Available on LG/F at the entrances at Canton Road and Austin Road West for visitors to understand the floor layout



2.5.7 Tactile Guide Paths

- Available on LG/F, connecting the information desk, Ticket Office, accessible toilet, accessible lifts and the braille and tactile floor plans at the entrances at Canton Road and Austin Road West



2.5.8 Escalators



- Yellow demarcation lines are applied on the edges for people to identify the steps easily
- Audio signals are available at both ends of the escalators for people with visual impairments to identify the location and direction of the escalators
- Visual signals are available on both ends of the escalators to indicate moving direction



Visual indicators

2.6 Emergency Evacuation

The following facilities provide information or support for emergency evacuation:

1 Tactile Fire Escape Map

- Available at lift lobbies on all floors for visitors to understand the escape routes and travel distances

2 Visual Alarm

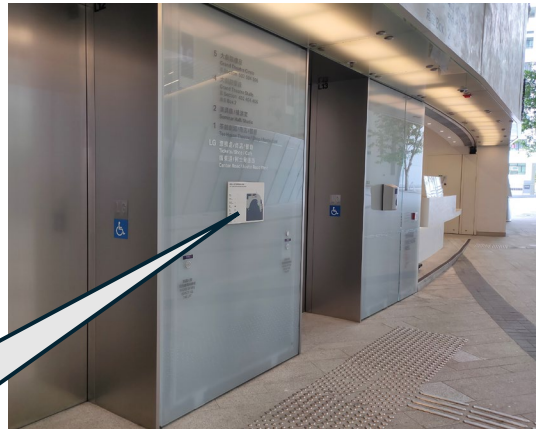
- Available at all public and private areas

3 Temporary Refuge Spaces (TRS)

- Stepless evacuation routes to outdoor spaces through the main entrances at LG/F are available
- TRS are available on all floors except LG/F



Tactile Fire Escape Map



Visual alarm



Temporary Refuge Space



Intercom

3.1 Accessible Seating

- All event/performance venues in the Xiqu Centre are accessible
- The seating arrangements for events at the **Atrium** or **Studios** are flexible. Participants may indicate any access needs when registering for an event if necessary
- Accessible zones for wheelchair users and companions are available in the **Tea House Theatre**, **FHKA Seminar Hall** and the **Grand Theatre** to enjoy the performance together
- For wheelchair users with more than one companion, please contact our ticketing staff for advice on the best seating arrangements based on seat availability

Event/Performance Venues in Xiqu Centre



Atrium (G/F)



Tea House Theatre (1/F)



Studios (2/F)



FHKA Seminar Hall (2/F)
was designed with a stepless route for accessing from the auditorium to the stage

3. Specific Facilities



Grand Theatre (4 - 5/F) offers accessible zone on every floor



Transfer seats in the Grand Theatre were designed with movable armrest to facilitate wheelchair users transferring in and out of the wheelchairs

3.2 Recommended Seats for Audience with Assistance Dogs



- Some seats in the venues are more spacious, allowing assistance dogs to stay more comfortably during performances
- Assistance dog users are welcome to contact the ticketing staff for advice on the best seating arrangements based on seat availability

Venue	Zone	Seat Number
Grand Theatre	Box 1	A6, B6
	Box 2	A7, B7
	Stalls	T14, T52
	Circle	AA2 - AA16, AA39 - AA53, A18, A49, B20, B46
Tea House Theatre	Stalls	A29 - A40
FHKA Seminar Hall		A32 - A39



3.3 Recommended Seats for the Best View of Theatrical Interpretation



- Theatrical interpretation are provided in some performances
- The location of the interpreters is subject to change depending on the performance settings
- For ticketed performances with theatrical interpretation, the information on recommended seats for the best view of theatrical interpretation will be provided in the “**Access Services**” section on the promotional webpage of the respective performance



4. Other Useful Information

4.1 Group/NGO Visits

- The Xiqu Centre offers free group tours for registered schools, non-profits, and charitable organisations. Please refer to [【Xiqu Centre Guided Tours \(For organisations and schools only\)】](#) on WestK website for more details and to register for a tour
- For groups serving people with disabilities, please specify if any access services are required when scheduling a tour



4.2 Free Wi-Fi Networks

Two free Wi-Fi networks are available for visitors to use in the Xiqu Centre:

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

Email

First Name | Last Name

Password

Confirm Password

Sign up | Log in

Welcome back
Log in with your MyWestK account

Registered Email

Password

[Forgot password?](#)

Enjoy unlimited

FREE Wi-Fi

with MyWestK account

24 HOURS FREE

Sign up now

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

Log in

30 minutes **guest access**

4.3 Dine and Shop

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

4.4 Backstage Facilities and Venue Hiring

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





Accessible dressing room

4.5 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

4.6 Enquiries or Suggestions

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