



Sydney Opera House

Trade Website User Guide





Contents

- SOH Tourism Sales Team & Reservation Team Contact (Page 2)
- Log in to the Trade Portal (Page 3)
- Find Your Tour (Page 5)
- Create Your Booking (Page 8)
- Make A Payment (Page 10)
- Tourism Sales Manual (Page 11)
- FAQ (Page 12)

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Phone:

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Email: tourismbookings@sydneyoperahouse.com

Website: www.sydneyoperahouse.com/tourism-trade



Log in to Trade Portal

How to find the SOH Trade Portal?

Please proceed to the trade website: <https://www.sydneyoperahouse.com/tourism-trade>

or visit the portal via the Travel Trade link found on the footer of the Sydney Opera House website, and click **Tourism Trade Partners**.

The Sydney Opera House is proud home to:



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The Sydney Opera House honours our First Nations by fostering a shared sense of belonging for all Australians, and we acknowledge the Gadigal, traditional custodians of Tubowgule, the land on which the Opera House stands.

[Terms of use](#)[Privacy](#)

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General enquiries
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On the **Tourism Trade** welcome page

- **If you don't have a Trade Portal login**

If you don't have a login you will need to have one set-up to access the Sydney Opera House trade website. Please contact the **SOH Sales Team**: salesteam@sydneyoperahouse.com to have a log-in set-up.

Please provide the email address that you would like to use for the login. Once the login has been setup, you will receive an email from our system, please click the link and reset your password.

- **If you have the Trade Portal login**

Please login by using your company registered login.

- **If you have forgotten the password, what do you do?**

If you've forgotten your password, please contact the **SOH Sales Team** and we will send you an email to reset your password.

Please allow us 24 hours to reset your password or contact our **Reservations Team**: tourismbookings@sydneyoperahouse.com for urgent bookings.

Tourism Trade

Resources and online bookings for travel industry partners

Sydney Opera House Tour bookings are open for the 2024 - 2025 season. If you can't see a tour product, please send the booking to tourismbookings@sydneyoperahouse.com

Please check the trade booking calendar for availability and operational days.

Trade customers can book tours by using the Trade Login.

Please contact tourism sales if you don't see a product or need to register for a trade login via salesteam@sydneyoperahouse.com

Trade Login

If you are registered, use the link below to login.

Login to the Tourism Trade portal

Login

Email address *

Enter email address

Password *

Login

[Forgotten your password?](#)

Register

We'll need a few pieces of information to complete your transaction. By providing this information you agree to the terms of our [Customer Privacy Statement](#).

Sign up



Find Your Tour

The Sydney Opera House Travel Trade Portal can be used to book the shared tours at your commissionable trade rate.

Exclusive Tours, Mobility Access Tour, Experience Packages, and Performance Tickets need to be booked via our **Reservations Team**: tourismbookings@sydneyoperahouse.com.

Please see the page 6 & 7 of this Trade Portal User Guide for where to find the tour you are looking for.

Welcome Tourism Trade Partners



Tours
Guided, mobility and architectural tours.



Language Tours
Available in French, German, Spanish, Mandarin, Japanese and Korean.



Mobility Tours
Our Sydney Opera House guided tour tailored for patrons with limited mobility, taking you underneath the world-famous sails.



Foodie Tours
Expand your horizons and your taste buds.



Experience Packages
Dining, tour and performance experiences.
To book our packages, please email our Reservations Team at tourismbookings@sydneyoperahouse.com



Tours & Experiences Sales Kit 2024 English Version 
Everything you need to know about Sydney Opera House.



Tours & Experiences Sales Kit 2024 Mandarin Version  中文销售手册 
关于悉尼歌剧院您需要了解的一切。
Everything you need to know about Sydney Opera House.



Extraordinary Experience Manual 
Discover extraordinary experiences at the Opera House.



Use the **Tours** tile for the following products:

- English Tour
- Architectural Tour
- Mobility Access Tour (*please contact our

Reservation Team: tourismbookings@sydneyoperahouse.com
to make the booking for Mobility Access Tour.)

Sydney Opera House guided tours

Uncover the stories, history and magic of the Opera House



Daily | Experiences

Sydney Opera House Tour

Uncover the stories, history and magic of the Sydney Opera House with an incredible guided tour, taking you underneath the world-famous sails.

Offered in six different languages.



1 Apr 2023 - 31 Mar 2025 | Experiences

Architectural Tour

Join us on this tour where you'll learn how in the mid-1950s, Australia and a man from Denmark, Jørn Utzon, created a sculpture on Sydney Harbour that changed the course of twentieth-century architecture. To quote US architect Frank Gehry, "it changed the image of an entire country."



1 Apr 2023 - 31 Mar 2025 | Experiences

Mobility Access Tour

Our Sydney Opera House guided tour tailored for patrons with limited mobility, taking you underneath the world-famous sails.

Use the **Language Tours** tile for the following products:

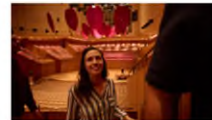
- French Tour
- German Tour
- Spanish Tour
- Mandarin 1 hour Tour
- Mandarin 30 mins Tour
- Japanese 30 mins Tour
- Korean 30mins Tour

Sydney Opera House language tours

Uncover the stories, history and magic of the Opera House on a guided tour in six different languages

The Sydney Opera House Tour is also available in French, German, Spanish, Mandarin, Japanese and Korean for the 2024 - 2026 season dates.

For enquiries and more information, please contact our Sydney Opera House Sales team at salesteam@sydneyoperahouse.com



Visite guidée de l'Opéra de Sydney — Français

Sydney Opera House Tour in French
Standard tickets from \$46 pp
Duration: 1 hour



Die Sydney Opera House Tour — Deutsch

Sydney Opera House Tour in German
Standard tickets from \$46 pp
Duration: 1 hour



Visita guiada a la Casa de la Ópera de Sidney - Español

Sydney Opera House Tour in Spanish
Standard tickets from \$46 pp
Duration: 1 hour



悉尼歌剧院 中文导览 (1小时)

Sydney Opera House Tour in Mandarin
Standard tickets from \$46 pp
Duration: 1 hour



悉尼歌剧院 中文导览 (30分钟)

Sydney Opera House Tour in Mandarin
Standard tickets from \$33 pp
Duration: 30 mins



シドニーオペラハウスツアー 日本語

Sydney Opera House Tour in Japanese
Standard tickets from \$33 pp
Duration: 30 mins



시드니 오페라 하우스 한국어 투어

Sydney Opera House Tour in Korean
Standard tickets from \$33 pp
Duration: 30 mins



Use the **Foodie Tours** tile for the following products:

- Backstage Tour
- Tour and Dine

Sydney Opera House foodie tours

Expand your horizons. And your tastebuds.



1 Apr 2023 - 31 Mar 2025 | Experiences

The Backstage Tour

Sweep back the curtains and explore behind the scenes with an intimate small-group Backstage Tour. Journey through rehearsal spaces not open to the public, and be tantalised with insider secrets from our expert guides.



Experiences

Tour & Dine

Step inside and discover the extraordinary stories of this vibrant performance space, then relax by the harbour in true Sydney-sider style, as you enjoy Australian-inspired cuisine at Opera Bar or House Canteen.

Use the **Experience Packages** tile for the following products:

- Bennelong Experience Package
- Midden Experience Package
- Taste of Opera
- Performance Tickets

*please contact our **Reservation Team:**

tourismbookings@sydneyoperahouse.com to make the booking for these products.

Sydney Opera House Experience Packages and Performances

To enquire, please email tourismbookings@sydneyoperahouse.com or call +61 2 9225 8794.



Bennelong Experience Package

For the ultimate Sydney evening out:

VIP Tour & Dinner
Add a performance of your choice

Package Includes:

4:30pm Meet and greet at The Lounge
4:30pm One hour VIP Guided Tour
6:00pm Three-course pre-theatre dinner paired with matching wines at award-winning restaurant Bennelong. One wine included to share.

*Menu subject to change seasonally



Midden Experience Package

A taste of what Sydney has to offer:

VIP Tour & Dinner
Add a performance of your choice

Package Includes:

4:30pm Meet and greet at The Lounge
4:30pm One hour VIP Guided Tour
6:00pm Three-course pre-theatre dinner with two wines to share at Midden. One wine included to share.

*Menu subject to change seasonally



Taste of Opera

A private opera recital for a once in a lifetime experience.

On request only

Package Includes:

Exclusive private guided tour

A horseshoe opera recital with one of Australia's leading opera artists, accompanied by a pianist in one of our beautifully designed spaces.

Upgrade: Combine the Taste of Opera with a private function at one of our iconic event spaces.

For more information, please contact Sydney Opera House Sales Team sales@sydneyoperahouse.com



Performance Tickets

See inside. See a show!

Package Includes:

A Meet & Greet at Stage Door or Collection at Box Office
Performance of your choice

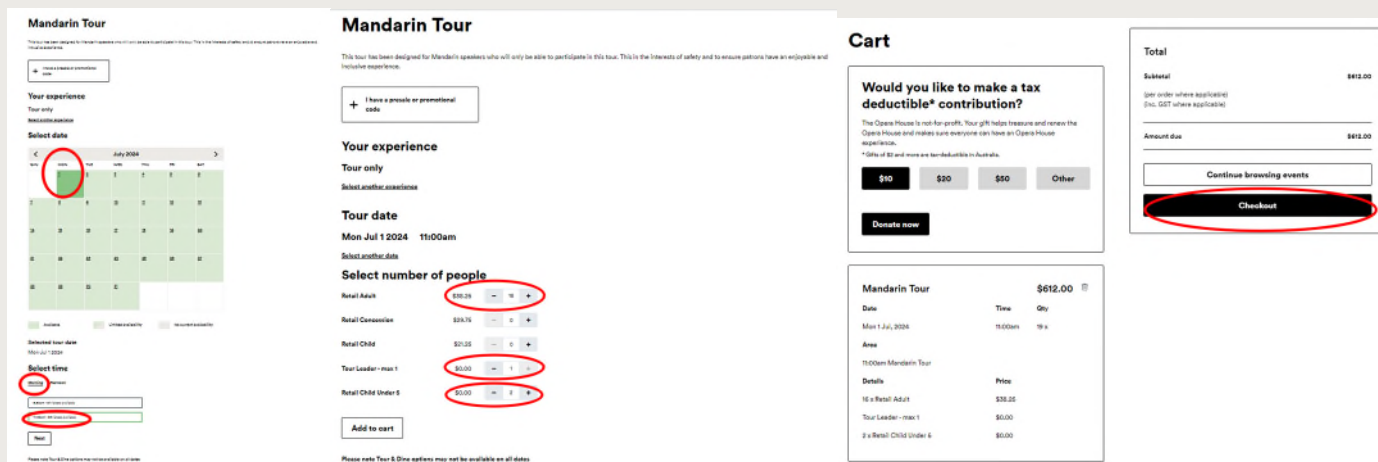
For performance schedules and industry rates, please contact Sydney Opera House Sales Team sales@sydneyoperahouse.com



Create Your Booking

Now you have found your tour you want to book, follow the below steps to create your booking.

1. Click the 'Book Now' button at the bottom of the screen.  If you don't see the "Booking Now" button, it means this product is not bookable via the Trade Portal. In that case, you will need to contact our Reservation Team for booking assistance.
2. Select your desired experience. The portal will provide upgrade options if available.
3. A booking calendar will appear, displaying live inventory. Choose your travel date, then select either **Morning** or **Afternoon** to view available tour times.
4. Once you've chosen your preferred tour time, click '**Next**'.
5. Select the number of pax per ticket type.
6. For Tour Leader (TL) / Tour Guide (TG) tickets, please note:
 - for 30-minute Mandarin/Korean/Japanese Tours, booking over 12> pax qualifies for 1 complimentary TL/TG.
 - for 1 hour Mandarin Tour, booking over 16> pax qualifies for 1 complimentary TL/TG.
 - for 1 hour English/German/Spanish/French Tour & Architectural Tour, booking over 12> pax qualifies for 1 complimentary TL/TG.
7. Children under 5 years old are free of charge (FOC), but they still need to be booked. Please click '**Add To Cart**' for each child.
8. Finally, press '**Checkout**' to complete your booking.



The screenshot displays the booking interface for a 'Mandarin Tour'. It includes a calendar for selecting a date (July 2024), a 'Select time' dropdown, and a 'Select number of people' section with input fields for Adult, Concession, Child, Tour Leader, and Child Under 5. The 'Add to cart' button is visible. Below this, the 'Cart' section shows a tax deductible contribution prompt and a summary table for the Mandarin Tour with a total of \$612.00. The 'Checkout' button is highlighted with a red circle.

Date	Time	Qty
Mon 1 Jul 2024	11:00am	19 x

Item	Price
10 x Retail Adult	\$38.00
Tour Leader - max 1	\$0.00
3 x Retail Child Under 5	\$0.00



9. On the Checkout page, in the Tour Operator Information box, enter the

- **Tour Code/Reference**
- relevant **Additional Information**
- **Customer Country of Origin**

Before click **Submit**, please double check the tour date and tour time is correct.

10. Select *Collect from the Box Office or Welcome Centre*.

11. Select to **Confirm**.

The screenshot displays the 'Checkout' page with the following sections:

- Your details:** Includes fields for 'My email address', 'My phone number', 'Billing details' (with a dropdown for 'Country' set to 'Australia'), and 'Mobile'. There is an 'Edit' link next to the billing details.
- Your order:** A table showing the order summary.

Your order		Back to cart
Mandarin Tour, 19 Tickets		
Mon 1 Jul, 11:00am		
Subtotal	\$612.00	
Booking fee	\$0.00	
Amount due	\$612.00	
inc GST as applicable		
- Tour operator information:** A section with the instruction 'Please provide additional information about this transaction.' It contains three red-outlined input fields: 'Tour code reference *' (with a hint 'For example, AAB0234-G' and 'This field is required'), 'Additional information', and 'Customer country of origin' (with 'This field is required'). A 'Submit' button is at the bottom.
- Delivery:** A section titled 'How would you like to receive your tickets?'. It has a radio button selected for 'Collect from the Box Office, or Welcome Centre for tour tickets'. Below this is a 'Select to confirm' button.

Tips:

- If you need to make another booking or select another experience, please click the back button and add the additional booking to your order.
- Please note: If you don't see '**Tour Code / Reference**' on your page, it means you have landed on the General Public page. Make sure you always go to Trade Travel for login.
- Ensure you always inform the Sydney Opera House Reservation Team of any accessibility requirements, such as customers with access needs or those using wheelchairs, before the tour date.



Make A Payment

Please tick the box to confirm that you have read the booking Terms and Conditions, then proceed to payment. There are two payment options available, depending on your business terms with the Sydney Opera House:

- **Credit Terms:** If you have a credit account with SOH, please select '**Pay On Terms**' and then click '**Process Payment**'. You will receive an instant confirmation along with a SOH order number.
- **Non Credit Terms:** If you do not have a credit account with SOH, please enter your credit card information and click '**Place Order**'. The credit card will be authorised and charged **24 hours** before the booking. Ensure funds are available.

Once you have completed the payment steps, your order will be confirmed, and you will receive an instant confirmation email with a Sydney Opera House order number.

Payment

☒ I confirm that I have read the [Terms and Conditions](#).

Please accept our terms and conditions before proceeding

Gift voucher

Enter a gift voucher code

Credit card payment

Name on card

Card number

Expiration date
MM/YY

Security code



Tourism Sales Manual

English and Mandarin version of the SOH **Tours & Experiences Sales Kits** and English version of SOH **Extraordinary Experience Manual** can be found on the Tourism Trade Partners main welcome page.

Welcome Tourism Trade Partners



[Tours](#)

Guided, mobility and architectural tours.



[Language Tours](#)

Available in French, German, Spanish, Mandarin, Japanese and Korean.



[Mobility Tours](#)

Our Sydney Opera House guided tour tailored for patrons with limited mobility, taking you underneath the world-famous sails.



[Foodie Tours](#)

Expand your horizons and your taste buds.



[Experience Packages](#)

Dining, tour and performance experiences.

To book our packages, please email our Reservations Team at tourismbookings@sydneyoperahouse.com



[Tours & Experiences Sales Kit 2024 English Version](#)

Everything you need to know about Sydney Opera House.



[Tours & Experiences Sales Kit 2024 Mandarin Version 中文销售手册](#)

关于悉尼歌剧院您需要了解的一切。

Everything you need to know about Sydney Opera House.



[Extraordinary Experience Manual](#)

Discover extraordinary experiences at the Opera House.



FAQs

What happen if you can't log in?

Please contact our Tourism Sales Team salesteam@sydneyoperahouse.com to reset your trade portal password. When you send the email, please provide more information, including the error message with screenshot, our team will assist accordingly.

If the booking is urgent, please contact our Tourism Reservation team to book the tour, tourismbookings@sydneyoperahouse.com or call 02 8188 3734.

Mobility Access Tour

Please make sure that you make the booking with our Reservations Team in advance.

In the email, please mention all the accessibility needs. For example, if the Australian Sign Language (Auslan) Interpreters and Audio Described Tours are needed? If the customers come with wheelchairs, how many wheelchairs in total, and please specify if the wheelchair is manual or motorized.

Amendment and Cancellation

If you need to change or cancel your travel plans, please contact our Reservation Team at least 24 hours before the booking date for our tours. If you need any additional assistance, please contact our Sales Team.

Tour Leader FOC Policy

Free Of Charge policy applies to Tour Leader (TL) or Local Guide (LG) or School Teachers. They must join their customers on the tour if they apply for the 1 x FOC.

Terms and Conditions:

- The Tour Leader or Local Guide cannot be replaced with a customer.

Guided Tour – 30-minute Mandarin/Korean/Japanese Tour:

- 1 – 11 Pax: No FOC TL/LG applies if joining the Public Tour
- 12 – 46 Pax: 1 x FOC TL/LG applies if joining the Public Tour
- 1 – 46 Pax: 1 x FOC TL/LG applies if booked as a Private Tour

Guided Tour – 1-hour Mandarin Tour:

- 1 – 15 Pax: No FOC TL/LG applies if joining the Public Tour
- 16 – 35 Pax: 1 x FOC TL/LG applies if joining the Public Tour
- 1 – 35 Pax: 1 x FOC TL/LG applies if booked as a Private Tour

Guided Tour – 1-hour English/German/Spanish/French Tour & Architectural Tour:

- 1 – 11 Pax: No FOC TL/LG applies if joining the Public Tour. 11 pax is the maximum number of guests that can be placed on a Public Shared Tour.
- 1 – 46 Pax: 1 x FOC TL/LG applies if booked as a Private Tour

- For large group FOC policy, please contact the Sydney Opera House Sales Team.
- Tour Leader and or Local Guide must always adhere to the instructions of the SOH guide and stay with the group.
- Failure to follow the directions of the SOH Guide will result in removal from the tour.