

Sydney Opera House Trade Website User Guide



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1. Tourism Sales and Reservation Teams Contacts

Sales Team Contact

Sales Team Email:

salesteam@sydneyoperahouse.com

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Shirley Zhou

Business Development Manager – Visitor Experience

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Hannah Code

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Catherine Hughes

Business Development Manager - Visitor Experience

chughes@sydneyoperahouse.com

+61 2 9250 7394

Rosalind Pixley (on Maternity Leave)

Business Development Manager - Visitor Experience

rpixley@sydneyoperahouse.com

+61 2 9250 7435

Natalia Gorkavenko

Sales Coordinator – Visitor Experience

ngorkavenko@sydneyoperahouse.com

+61 2 9250 7697

Reservations Team Contact

Phone:

T + 61 2 9250 7250 (Local)

T + 61 2 8188 3734 (International)

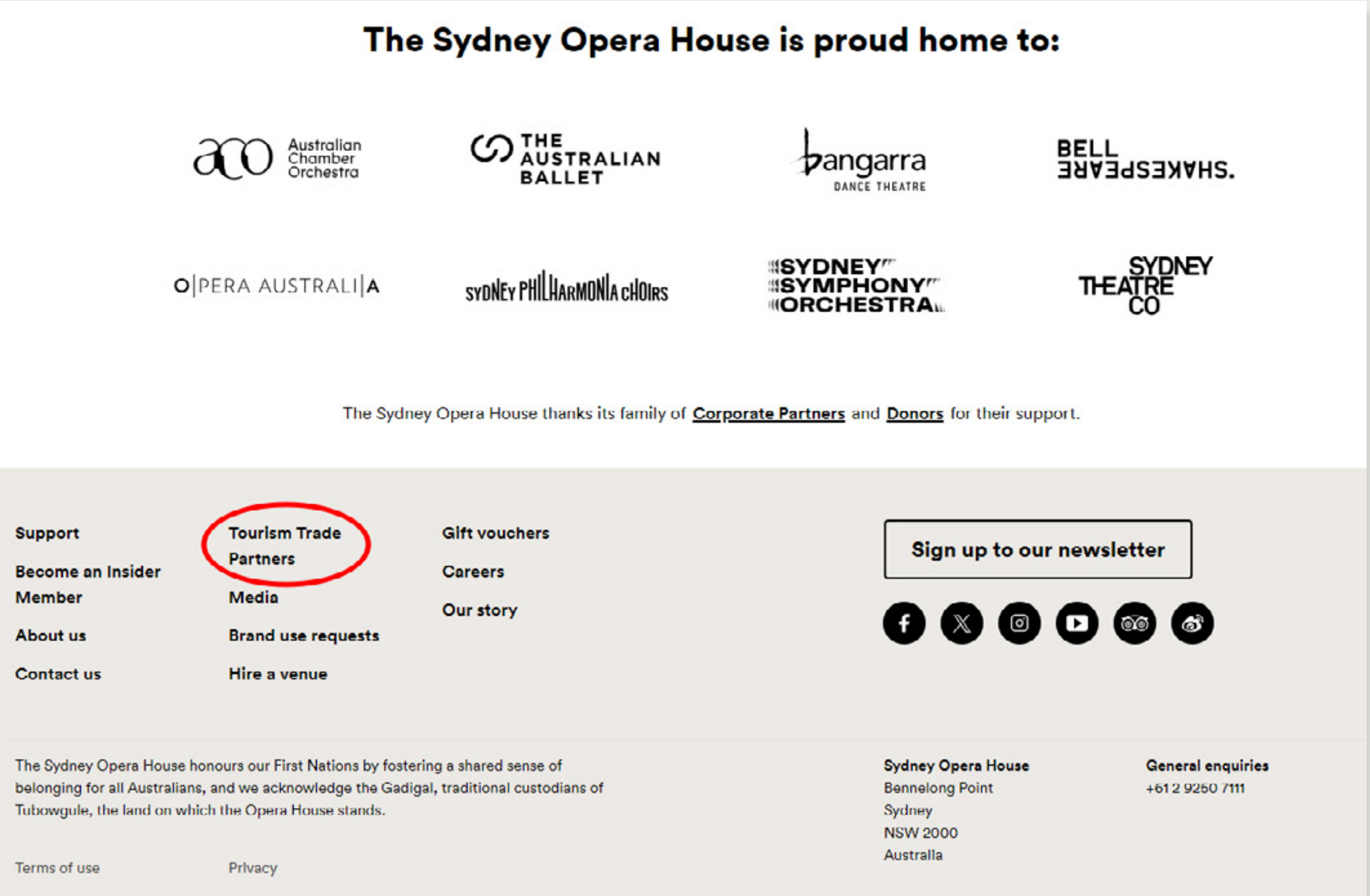
Email: tourismbookings@sydneyoperahouse.com

Website: www.sydneyoperahouse.com/tourism-trade

2. 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**.



2. Log in to Trade Portal

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 create your password.

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](#)

2. Log in to Trade Portal

- **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.

The image shows two side-by-side forms for the Trade Portal. The left form is titled 'Login' and contains two input fields: 'Email address *' with the placeholder text 'Enter email address', and 'Password *'. Both fields are circled in red. Below these fields is a grey 'Login' button and a link that says 'Forgotten your password?'. The right form is titled 'Register' and contains a paragraph of text: '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](#).' Below this text is a black 'Sign up' button.

3. 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

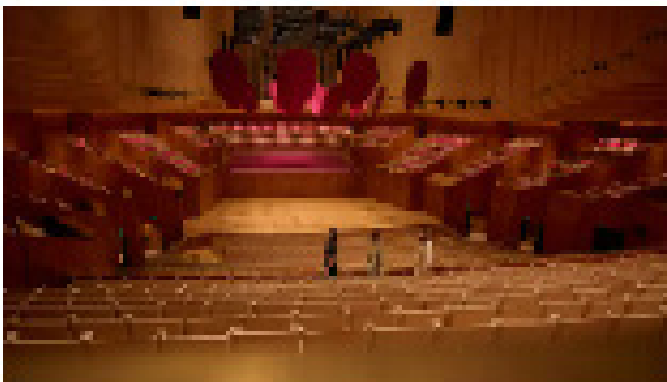
Please see the page 8 – 11 of this Trade Portal User Guide for where to find the tour you are looking for.

Welcome Tourism Trade Partners



[Tours](#)

Guided, mobility and architectural tours.



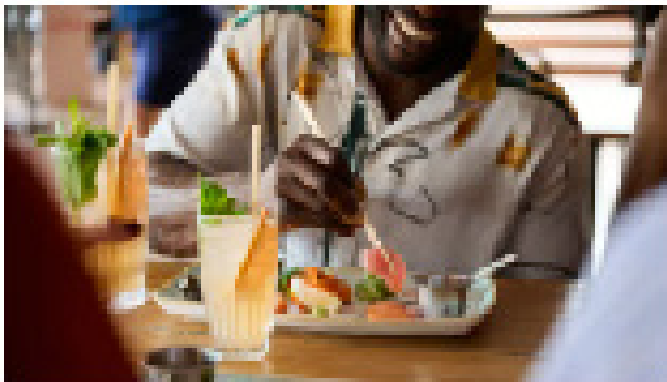
[Language Tours](#)

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



[Mobility Tours](#)

Our Sydney Opera House guided tour is tailored for persons with limited mobility, taking you unseen with the world-famous site.



[Foodie Tours](#)

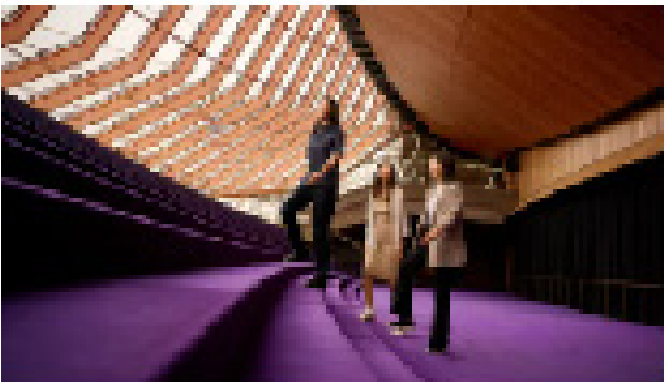
Expand your horizons and your taste buds.



[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](#)

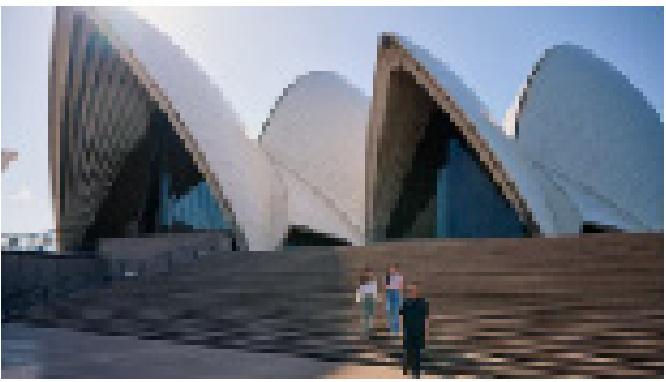
关于悉尼歌剧院您需要了解的一切。

Everything you need to know about Sydney Opera House.



[Extraordinary Experience Manual](#)

Discover extraordinary experiences at the Opera House.



[Trade Portal User Guide](#)

Your guide to using the Sydney Opera House trade portal.

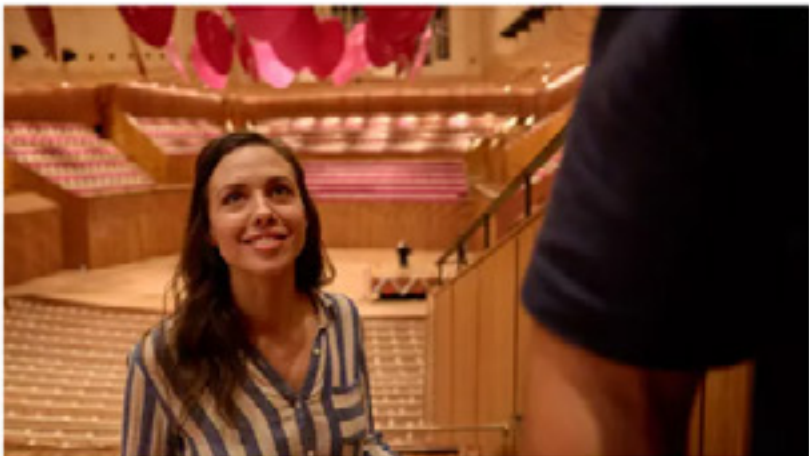
3. Find Your Tour

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.

3. Find Your Tour

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

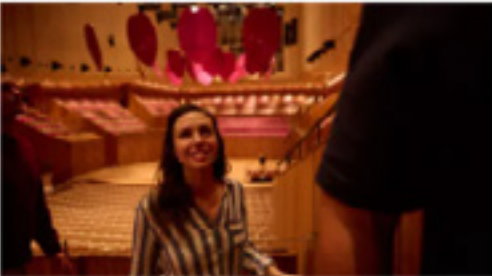
- French Tour
- German Tour
- Spanish Tour
- Mandarin 1 hour Tour
- Mandarin 30 mins Tour
- Japanese 30 mins Tour
- Korean 30mins Tour

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 - 2025 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トアー – 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

3. Find Your Tour

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.

3. Find Your Tour

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 9155 9734.



Bennelong Experience Package

Feel like a star on the ultimate evening out!

VIP Tour & Dinner
Add a performance of your choice

Package includes:

4:15pm: Meet and greet at The Lounge
4:30pm: One hour VIP Guided Tour
6:30pm: Two-course pre-theatre dinner paired with matching wines at award winning
restaurants Bennelong. One aide 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:

4:15pm: Meet and greet at The Lounge
4:30pm: One hour VIP Guided Tour
6:30pm: Two-course pre-theatre dinner with two wines or beers at Midden. One aide
included to share.*

*Menu subject to change seasonally.



Taste of Opera

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

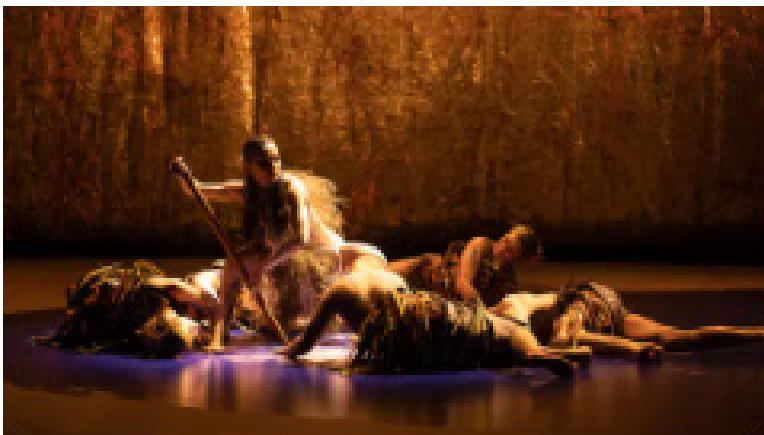
On request only

Package includes:

Exclusive private guided tour

A world-class opera recital with one of Australia's talented opera singers, 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.



Performance Tickets

Be inspired. 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 salesteam@sydneyoperahouse.com

4. 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 "Book 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.

Mandarin Tour

This tour has been designed for Mandarin speakers who will only be able to participate in this tour. This is in the interests of safety and to ensure patrons have an enjoyable and inclusive experience.

+

I have a presale or promotional code

Your experience

Tour only

[Select another experience](#)

Select date

<

July 2024

>

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Available

Limited availability

No current availability

Selected tour date

Mon Jul 1 2024

Select time

Morning

Afternoon

8.30am - 27 Seats available

11.00am - 28 Seats available

Next

Please note Tour & Dine options may not be available on all dates

Mandarin Tour

This tour has been designed for Mandarin speakers who will only be able to participate in this tour. This is in the interests of safety and to ensure patrons have an enjoyable and inclusive experience.

+

I have a presale or promotional code

Your experience

Tour only

[Select another experience](#)

Tour date

Mon Jul 1 2024 11:00am

[Select another date](#)

Select number of people

Retail Adult	\$58.25	-	16	+
Retail Concession	\$29.75	-	0	+
Retail Child	\$21.25	-	0	+
Tour Leader - max 1	\$0.00	-	1	+
Retail Child Under 5	\$0.00	-	2	+

Add to cart

Please note Tour & Dine options may not be available on all dates

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4. Create Your Booking

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 Tours & Architectural Tours, the Trade Portal can book up to 11pax with no TL/TG. For bookings 12pax and more, these must be booked on exclusive tours and qualify for 1 complimentary TL/TG. Please contact the Reservations Team to make a booking.

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.

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

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

Cart

Would you like to make a tax deductible* contribution?

The Opera House is not-for-profit. Your gift helps treasure and renew the Opera House and makes sure everyone can have an Opera House experience.

* Gifts of \$2 and more are tax-deductible in Australia.

\$10

\$20

\$50

Other

Donate now

Mandarin Tour		\$612.00	
Date	Time	Qty	
Mon 1 Jul, 2024	11:00am	19 x	
Area			
11:00am Mandarin Tour			
Details		Price	
16 x Retail Adult		\$38.25	
Tour Leader - max 1		\$0.00	
2 x Retail Child Under 5		\$0.00	

Total

Subtotal\$612.00

(per order where applicable)
(inc. GST where applicable)

Amount due\$612.00

Continue browsing events

Checkout

4. Create Your Booking

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**.

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.

Checkout

Your details

Mr. Jimmy Chen

Billing details

Mr. Jimmy Chen

Mr. Jimmy Chen

Australia

Mobile: 0912345678

Edit

Tour operator information

Please provide additional information about this transaction.

Tour code reference *

For example, AAB0234-5

This field is required

Additional information

Customer country of origin *

This field is required

Submit

Your order

[Back to cart](#)

Mandarin Tour, 19 Tickets

Mon 1 Jul, 11:00am

\$612.00

Subtotal

\$612.00

Booking fee

\$0.00

Amount due

\$612.00

inc GST as applicable

Delivery

How would you like to receive your tickets?

☒ Collect from the Box Office, or Welcome Centre for tour tickets

Select to confirm

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5. 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

Apply

Credit card payment

Name on card

Card number

Expiration date

MM/YY

Security code

Place order



6. Tourism Sales Manual

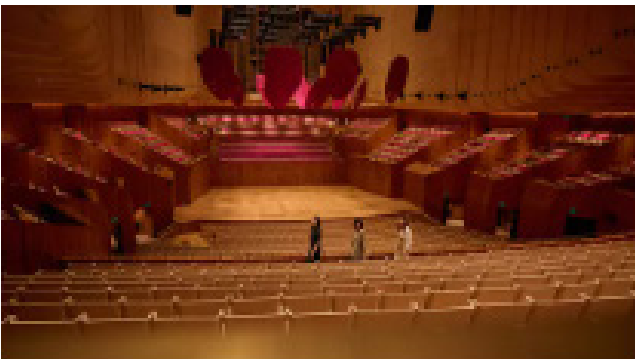
English and Mandarin version of the SOH **Tours & Experiences Sales Kits** and English version of SOH **Extraordinary Experience Manual** can be found on the Tourism Trade Partners main welcome page.

Welcome Tourism Trade Partners



[Tours](#)

Guided, mobility and architectural tours.



[Language Tours](#)

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



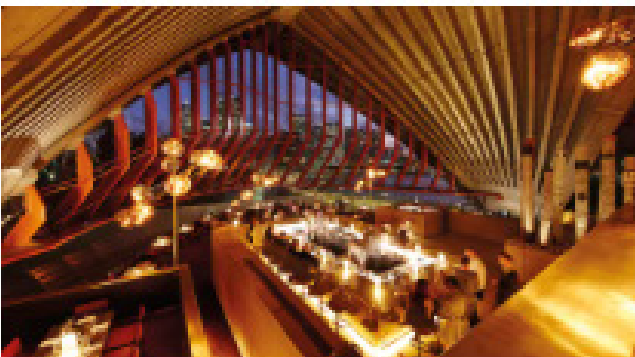
[Mobility Tours](#)

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](#)

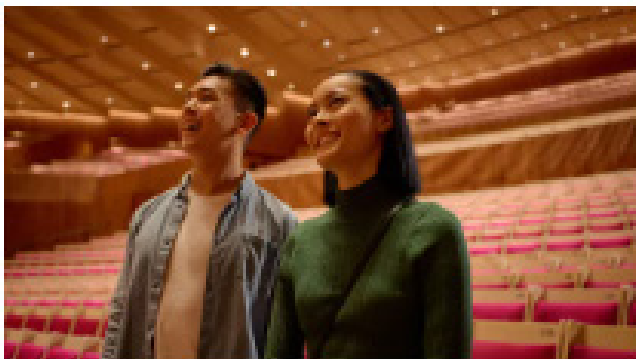
Dining, tour and performance experiences.

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.

7. 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.

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

For the FOC and pax per tour limits, please refer to the SOH rate sheet terms and conditions page.