

Introduction

The Smokehouse is a fully inclusive venue and welcomes Deaf and disabled people.

Contact Details

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Venue Description

The Smokehouse is part of a larger complex called South Street Studios. The entrance down the alleyway has an accessible door and the venue is step free throughout. The venue has a Changing Places toilet which is located in the courtyard. The radar key for this is hanging on a string to the right of the main door inside. The box office is just a small table located in the foyer next to The Smokehouse venue door. Readmittance is allowed.

Bookable Access Facilities + How to Apply

Personal Assistant tickets: The Smokehouse provides a free ticket to a Deaf or disabled person who may not be able to attend without the support of a Personal Assistant (PA). If you require a PA ticket, please contact us, and we will be happy to arrange this for you.

Accessible viewing area: The Smokehouse is a very small venue. We do not have a dedicated viewing area, but can provide you a chair or stool if you would like one.

Travel Guide and Arrival Guide

The Smokehouse is right next to 'Norwich Road Shoppers car park', a pay and display car park. There are a 5 accessible parking spaces, 3 located in the front car park about 20 m from the venue and 2 located at the other end of the car park behind the venue (about 150m away). Blue Badge holders can park free for up to 3 hours within designated bays whilst displaying a valid badge and clock - no return within 1 hour.

Taxis are able to drop customers off right outside the front of the venue.

Ipswich station is located 1288 metres away.

Venue opening times are gig specific, and can be found on the listings page [here](#).

On arrival at the venue, door staff will be more than happy to help direct you, or answer any questions you may have. We are more than happy to allow you into the venue before the doors open and assist you to find a suitable space within the venue to position yourself for the gig.

Toilets

There is a Changing Places toilet located across the courtyard (5 metres) from the venue. The radar key to unlock this will be inside by The Smokehouse door hanging up (see image above). Please speak to a member of staff should you require assistance. We have recently installed four gender neutral toilets in the venue, one of which has a basin in the cubicle.

Customers with Medical Requirements

We welcome any customers who may need to bring food, drink, medicine or medical equipment with them to manage a medical condition. We are able to refrigerate any medication, so please let us know if you would like us to do this for you. We have a fridge behind the bar, please let us know in advance so we can allow sufficient space.

Assistance Dogs

We can accommodate guide dogs. Due to the small size of the venue please get in touch in advance as we may need organise a separate area where the dog is looked after during the gig.

Strobe Lighting

We may use strobe lighting and a smoke machine in the venue, please let us know in advance of the gig to request either of these not to be used.