

Venue Access Information

The John Peel Centre for Creative Arts is committed to providing an accessible and inclusive environment for all our visitors, including Deaf and disabled people.

Contact Details

If you have any queries or concerns relating to access, please don't hesitate to contact us:

Email: info@johnpeelcentre.com

Website: www.johnpeelcentre.com

Telephone: 01449 774 678

Address:

John Peel Centre for Creative Arts
Church Walk
Stowmarket
Suffolk
IP14 1ET

We aim to respond to your enquiries as soon as possible. Please note, our staff and volunteers only work part-time, so it may take us a little while to get back to you. Generally speaking, we aim to respond within 2 to 3 working days.



Venue Description

The John Peel Centre is located on Church Walk in Stowmarket, Suffolk. The building has an accessible entrance on Church Walk, and there is step-free access throughout the venue. The Box Office, accessible toilets, and performance hall are all located on the ground floor. The Box Office is found immediately on your left as you enter the building.

There is a mezzanine floor which is accessible by lift. Seats are available on the mezzanine as long as you are able to evacuate fully of your own accord. This is for Health and Safety reasons as there are no emergency exits on the mezzanine floor.

Bookable Access Facilities

The John Peel Centre provides complimentary tickets for personal assistants / support workers to those who may not otherwise be able to attend our venue. If you require a PA ticket, please contact us by telephone at 01449 774 678 or by emailing us using the [contact form on our website](#).

Although we do not have a viewing platform, we can make wheelchair positions and accessible seats available during performances for patrons who might need to make use of them. In standing-only shows, wheelchair users can gain early access by prior arrangement. Please let us know in advance if you require any of these access provisions. Otherwise, please make yourself known to the Duty Manager on arrival and we will do our best to accommodate your request.

There is one space for blue badge holders outside the building. Other than that, we do not have any venue-specific parking. However, there are a number of public and supermarket car parks close to the venue, which are detailed below in the 'Travel Guide' section.

Travel Guide

The John Peel Centre does not have any venue-specific parking. However, cars are able to stop directly outside the venue to drop off passengers.

There are a number of public and supermarket car parks close to the centre. The nearest car park is Union Street Car Park, approximately 0.1 miles away. Parking is also available at Asda (Ilfle Way), B&M (Milton Road), and Ipswich Street. All of these car parks are free after 6pm. Street parking close to the Centre is limited and we do not recommend it.

The nearest railway station is Stowmarket railway station, which is approximately 0.2 miles away. Directions to the centre: exit the station through the main station entrance on platform 2, heading through the car park towards Station Road. Walk up towards the traffic lights (with the Volkswagen dealership on your left), and you will see the church spire of St Peter & St Mary ahead of you. Cross at the traffic lights and turn left into Church

Walk. Follow Church Walk, passing the Library on your left. The Centre is straight in front of you.

For more information, please visit <https://www.johnpeelcentre.com/find-us>

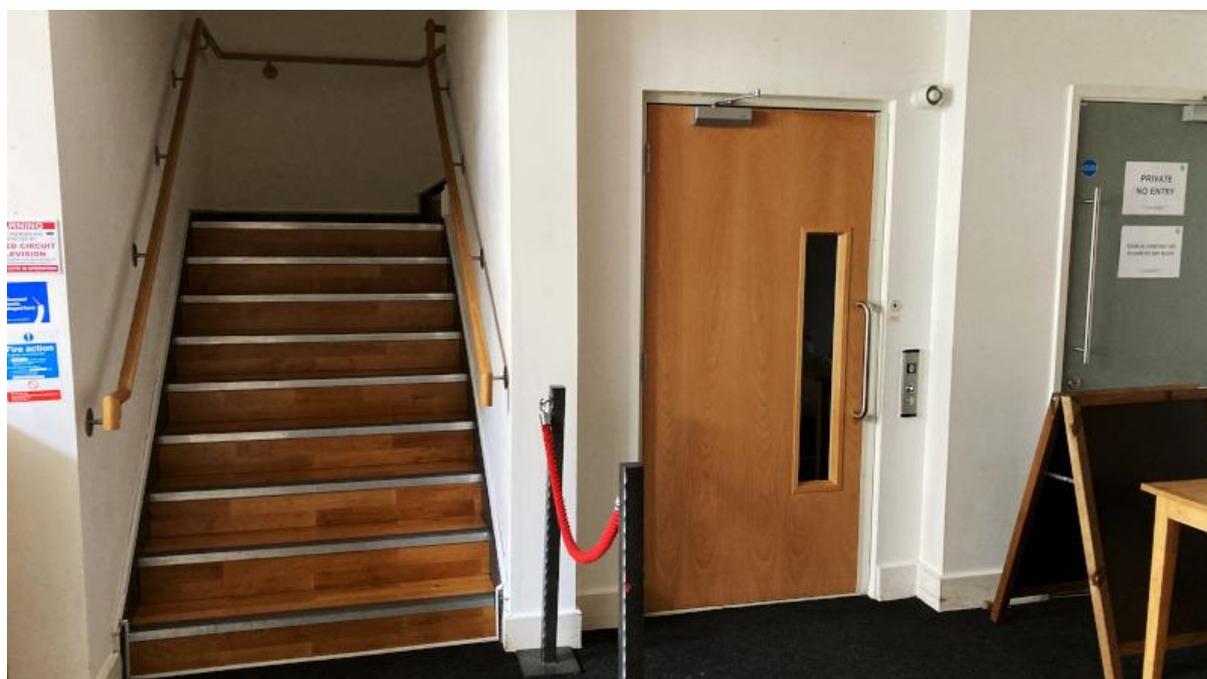
Arrival Guide

On the evening of an event, we can allow early entrance to the venue for disabled customers for up to fifteen minutes prior to the doors opening. The doors opening time can vary per event, so please check in advance. If you would like early entrance, please let the Box Office know in advance on 01449 774 678 or by emailing us using the [contact form on our website](#). Please note, artists may still be performing sound checks and other final preparations during this time.

Upon arrival, you will be greeted by Box Office or Security Staff. If you have requested access provisions in advance, please make yourself known to the Box Office or Security Staff on arrival and they will accommodate your request.

The Box Office is found immediately to your left as you enter the venue. To collect your tickets, you will need your Booking Confirmation email with reference number.

Lifts and Toilets



A lift to the mezzanine floor is available in the foyer, approximately 5m from the front entrance and 3.5m from the entrance to the performance hall. Seats are available on the mezzanine as long as you are able to evacuate fully of your own accord. This is for Health and Safety reasons as there are no emergency exits on the mezzanine floor.



An accessible toilet is available on the ground floor in the foyer, located adjacent to the front entrance to the venue, the lift, and the entrance to the performance hall.

There are no disabled facilities within either of the male/female blocks.

Customers with Medical Requirements

We welcome any attendees who may need to bring food, drink, medicine or medical equipment with them to manage a medical condition. If you have any concerns about being allowed entry with any items you require, please don't hesitate to get in touch.

Access to Performance

We do not have any audio enhancement loops or mobile connect systems at this time.

Assistance Dogs

We can accommodate visitors with assistance dogs. Please let us know at the time of booking so that we can make arrangements for this with you.

Strobe Lighting

Occasionally, strobe lighting, lighting that produces stroboscopic effects, smoke machines and other theatrical effects may be used during shows in our venue. If you have any concerns, please do not hesitate to get in touch.

If any such effects are due to be used, we will endeavour to put signage up at the venue during the event.

Contact

If you have any concerns regarding access, or if you have additional needs, please contact the Box Office on 01449 774 678 or by emailing us using the [contact form on our website](#).