

Introduction

The Sugarmill welcome Deaf and disabled customers to their venue.

Contact Details

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Venue Description

There is one step up at the entrance of the venue. We have a temporary ramp that we are happy to use for you. If you require use of this ramp, just let us know in advance or on arrival and we will put it out for you. If you are a wheelchair user, we have an alternative entrance on the right hand side of the building. this entrance will lead straight to our viewing area on the right hand side of the stage. If you would like to make use of this entrance, please let us know in advance, and make yourself known to our security on the door of your arrival, and you will be escorted to the side entrance.

Bookable Access Facilities

- Personal Assistant tickets
We offer a PA ticket at no additional cost for customers who would otherwise be unable to attend the venue. If you require a PA ticket, please contact us. Please be aware that you may be asked to provide evidence
- Accessible viewing area
We have a dedicated viewing area in front of the stage, on the right hand side. There are also stools available that we can reserve for you, for use around the venue. If you require a seat, or want to make use of our dedicated viewing area, please let us know in advance, and we can arrange this for you.

Travel Guide and Arrival Guide

Although the venue does not have any parking, there are accessible parking bays situated 46 metres away on Gitana Street, next to the side entrance to the venue.

Taxis are sometimes able to drop off right outside the venue. On busy nights, they may not be able to pick up from Brunswick Street, but can pick up from the surrounding streets.

Stoke-on-Trent station is 1.3 miles away from the venue.

Doors tend to open at 7:30pm, unless otherwise stated, so please check your tickets. If you require early entrance to the venue, please let us know in advance to arrange this for you. Please aim to arrive around 10 minutes before doors.

Toilets

Unfortunately, there are no accessible toilets at The Sugarmill. The closest accessible toilets are at the top of the road on Stafford Street, 161 metres away and there are also some at Bottlecraft 121 metres away (please check their opening times).

Customers with Medical Requirements

we welcome any customers who may need to bring food, drink or medication with them to manage a medical condition. Please let us know in advance, and we can let our door staff know

Assistance Dogs

We welcome assistance dogs to our venue. Please let us know in advance if you will be attending with an assistance dog, and we can discuss any arrangements that may need to be made

Strobe Lighting

We may use strobe lighting for some performances. There will be signs up on the night to alert you of this, but if you have any concerns, please do not hesitate to contact us in advance

Other Info

We do not currently have any lowered bars, but our staff will assist in any way they can.