

## ACCESSIBILITY INFORMATION

Northcote Social Club aims to be a safe and accessible space for all. We hope that the below information will be helpful in planning your visit to the venue. If you have any questions or special requests regarding accessibility please contact the venue or box office prior to your visit.

## GETTING HERE

- **ACCESSIBLE PARKING** – There is a carpark at the rear of the venue with plenty of parking, as well as a number of disability access carparks. Entry to the carpark is via Hawthorn st or Separation st and the accessible carparks are located near the Hawthorn st end.
- **PUBLIC TRANSPORT**
  - Tram - The number 86 tram from Waterfront City Docklands to Bundoora RMIT passes right past the front door of the NSC and you should get off at stop no. 32. *\*\*\*Please note: this tram stop is wheelchair accessible.*
  - Train – we are 350m from Northcote station, which is fully accessible, although it is worth considering there are ramps and some uneven paths.
  - Bus
    - - the 567 bus to Regent via Northland stops on the Corner of Mitchell & High streets (50m from venue). The 508 bus from Alphington to Moonee Ponds stops at the Corner of Separation & High streets
- **DROP OFF/ PICK UP** – There are areas available for drop off and pick up on the Hawthorn st side of the venue and behind the venue in the carpark. There is an Uber/taxi drop off/ pick up area at the corner of Hawthorn st and High st.
- **WHEELCHAIR ACCESSIBLE ENTRANCE** – The center front bar door (next to the traffic lights) is wheelchair accessible. Entry to the band room is via the front bar door.

## SERVICE

Service at the venue is generally over the bar, however if you have any special needs please let our staff know and they'll be happy to assist. This may include:

- moving tables for access
- assistance with menus and ordering
- table service
- providing paper straws
- or finding a quiet space.

Please call the venue ahead of your visit if you have any particular concerns or questions around your visit.

## GUIDE DOGS and SERVICE DOGS

Guide dogs and service dogs are welcome in the venue. Please see someone at the bar if you would like water for your guide dog. Due to noise levels and lighting in the band room you might consider the use of an alternative aid if attending a show.

## **BAND ROOM/ ATTENDING A SHOW**

- **PURCHASING TICKETS** – Tickets are available via our website [www.northcotesocialclub.com](http://www.northcotesocialclub.com) or over the phone on 1300 724 867 with a credit card. If you are unsure about the purchase process please contact our box office staff on 1300 724 867 or [ticketing@cglive.com.au](mailto:ticketing@cglive.com.au) and they will be able to assist with any questions you may have.
- **COMPANION CARDS** – The venue accepts companion cards. Please contact the box office on 1300 724 857 prior to show day to arrange a companion ticket. *\*\*\*Please note: you will need to provide a companion card number at time of booking.*
- **ENTRY ON THE NIGHT** - Tickets are delivered as e-tickets to be scanned on the door, however you can also simply provide photo id at the door if this is easier.
- **SEATING FOR PEOPLE WITH DIFFICULTY STANDING** – The band room is generally standing room only, however if you are unable to stand for extended periods of time a chair can be arranged for you. Please contact the box office on 1300 724 857 prior to show day to arrange.
- **WHEELCHAIR ACCESS and TOILETS** – Our wheelchair accessible toilet is located on the back deck (to get to the toilets please go past the bar and turn left). The band room is all on one level (excluding some steps at the back). Please contact the venue beforehand to arrange priority wheelchair entry if you'd like the opportunity to get a position where the stage is visible.
- **SHOWS WITH STROBE LIGHTING** – Every effort is made to ensure there is signage for any shows including strobe lighting, however this may not always be possible. Please contact the venue if you have any concerns around strobe or flashing lighting for a show you are attending.
- **BAND ROOM LIGHTING** - Please note that there is low lighting in and around the band room as a requirement for shows. If you have low vision and need assistance, please let us know.
- **PASS OUTS** – You are free to come and go as you please from the band room once your ticket has been processed and you have a stamp. Please see our door or security staff if you require assistance or need a quiet place for respite during the show. *\*\*\*Please note: there are no pass outs for under 18s shows (as is a requirement of our license), however please contact the venue prior to the show if you would like discuss your child's special needs.*

## **MAIN BAR, DECK & KITCHEN**

- **ACCESS** – The majority of the venue is fully accessible for wheelchair users. The door to the deck is quite heavy and wheelchair users may need assistance to open, staff will be happy to help if assistance is needed. *\*\*\*Please note: the smoking deck at the back has 3 steps at the entrance and so is not wheelchair accessible. There is an accessible smoking area at the front of the venue.*
- **ACCESSIBLE TOILETS** – There is a fully accessible toilet on the back deck, complete with wheelchair height basin and mirror. This toilet is accessible from all areas of the venue.
- **TABLES and SEATING** – There are a number of different styles of tables and seating to suit all needs. All our areas are available to book so if you have special seating requirements please contact the venue on prior to arrival to arrange a booking.

**If you have any feedback or suggestions on how we could improve accessibility at our venue, please email [bar@northcotesocialclub.com](mailto:bar@northcotesocialclub.com)**

**HOPE TO SEE YOU AT THE NSC SOON!**

**[www.northcotesocialclub.com](http://www.northcotesocialclub.com)**