

# The Great Hall

## ACCESSIBILITY INFORMATION

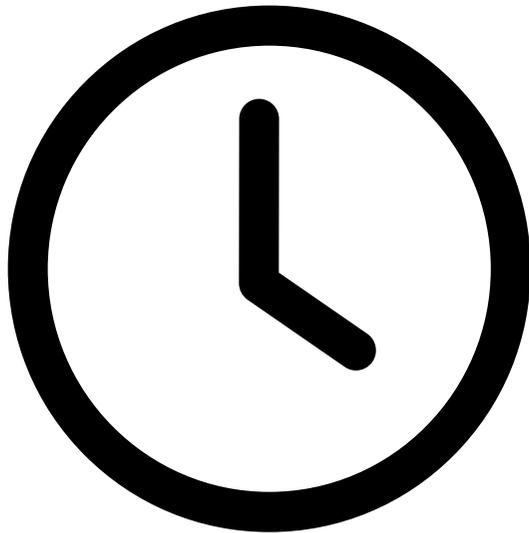
### AVAILABLE SERVICES



- 1. First Access Scheme
- 2. Accessible Viewing Platform
- 3. Companion Tickets
- 4. Level Access
- 5. Friendly and trained staff
- 6. Accessible Food & Beverage
- 7. Accessible Merchandise, Cloakroom and Box Office
- 8. Detailed Access Guide
- 9. Hearing Loops
- 10. Accessible Toilets

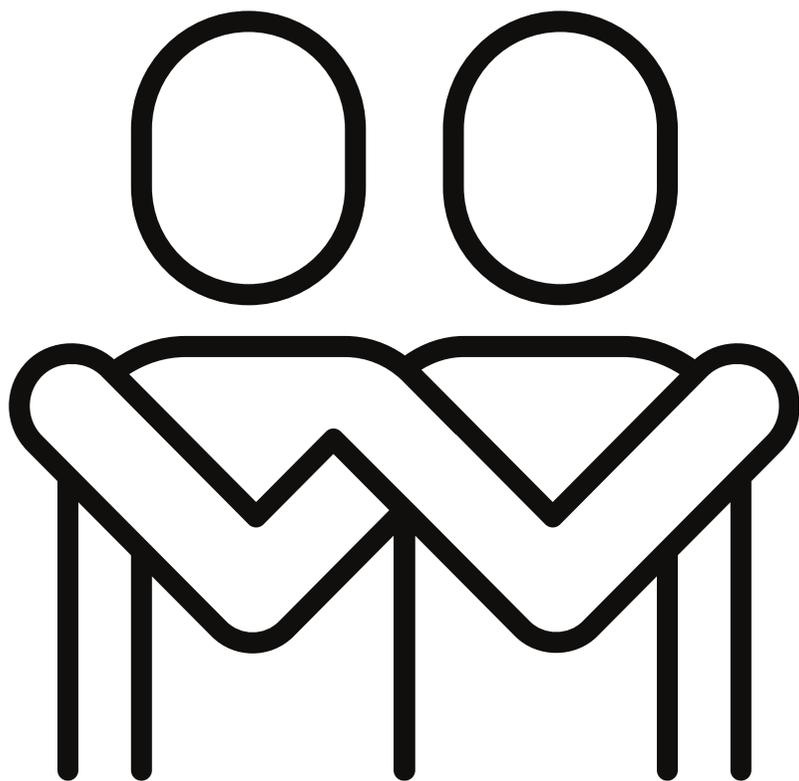
# FIRST ACCESS SCHEME

**EARLY ACCESS**



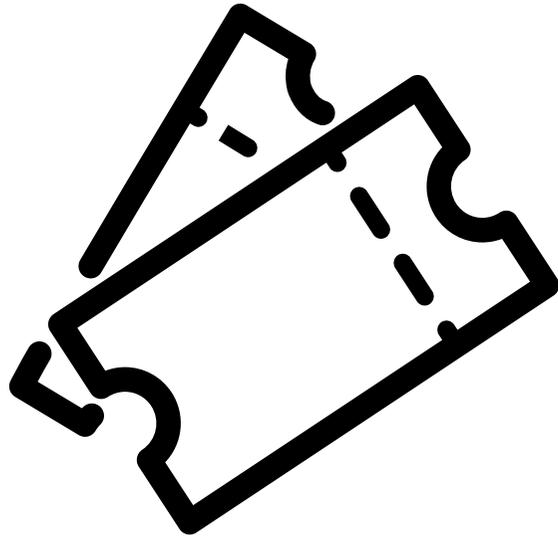
- The First Access Scheme lets Deaf and disabled customers, plus their companions, enter the venue early.
- You can go in 15 minutes before the public for a calmer experience.
- Early access includes the foyer, where there's a bar, merchandise, seating, and accessible toilets.
- This helps you avoid queues and crowds, so you can pass security, get a drink, and visit the cloakroom easily.

# COMPANION TICKETS



- Cardiff Box Office gives free tickets to companions helping Deaf and disabled customers.
- These tickets let companions stay with the customer for all venue services.
- Free tickets are limited and given out on a first-come, first-served basis.

# BOOKING & APPLICATION



Tickets can be bought on the Cardiff Box Office website, which works with screen readers.

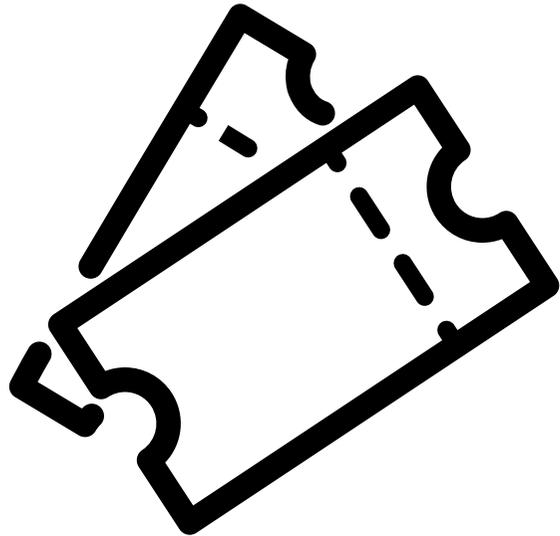
To use the accessible viewing balcony, First Access Scheme, or get a free companion ticket, fill out the application form on the website.

Companion tickets can also be arranged through this form.

Deaf and disabled customers must buy a standard ticket first before completing the accessibility form.

All tickets are digital and will be sent to your email.

# BOX OFFICE



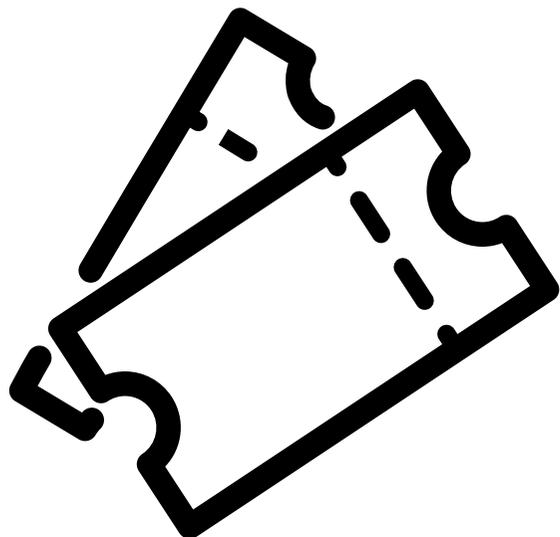
Deaf and disabled customers should enter through the Box Office to use the Accessible Viewing Balcony or First Access Scheme.

Chairs are available at the Box Office if you need to wait.

Use the entrance on Senghennydd Road, CF24 4AY, next to The CO-OP. Look for the push-pad door marked with a BLUE feather flag.

The door is motorised, has flat access, and leads straight to the Box Office and venue.

# BOX OFFICE ACCESSIBILITY



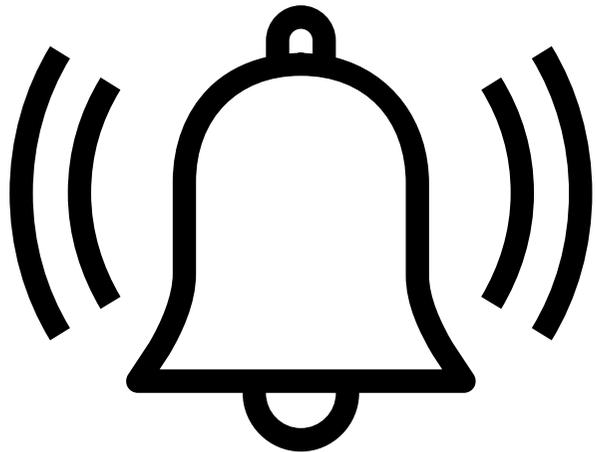
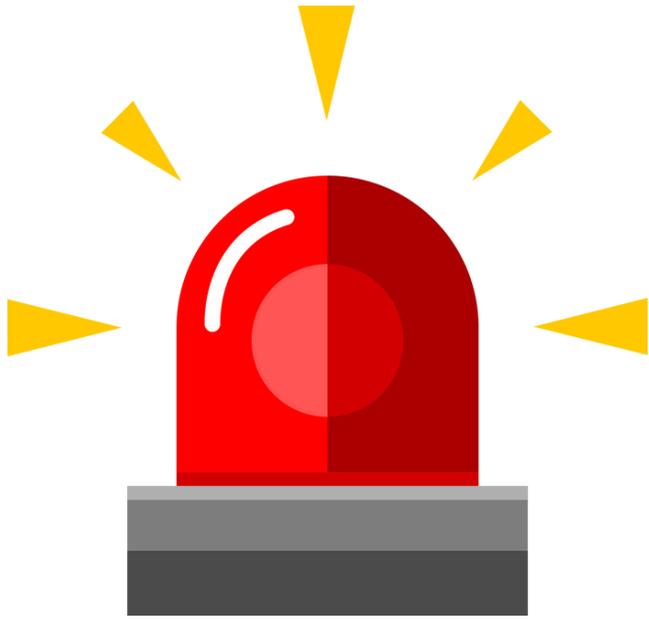
The Box Office is on the ground floor at the front of the venue and is wheelchair accessible.

Entrance is from a Flat Door and there is a low level counter.

Large print Information booklet is available upon request.

An Induction loop is available.

# EMERGENCY EVACUATION



We have clear evacuation procedures to keep you safe. We will consider any access needs you have.

Evacuation routes and procedures depend on where you are in the building.

There are visual and audio alarms including in all toilets.

In the accessible viewing balcony, our stewards (staff) will help you leave calmly and safely.

Contact us for Personal Plan requirements.

# PARKING



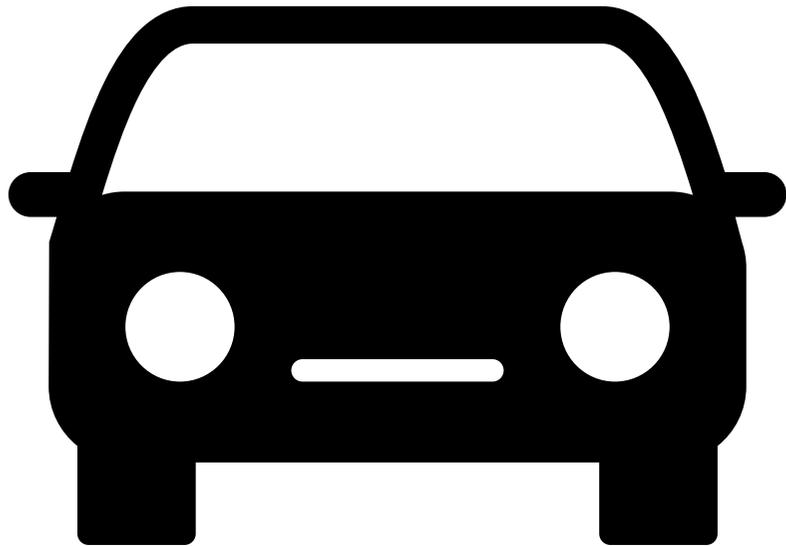
There is no private parking at The Great Hall.

An accessible drop-off zone is available outside The Sherman Theatre.

The drop-off zone has flat, hard ground leading to the Box Office.

# TAXI

**TAXI**

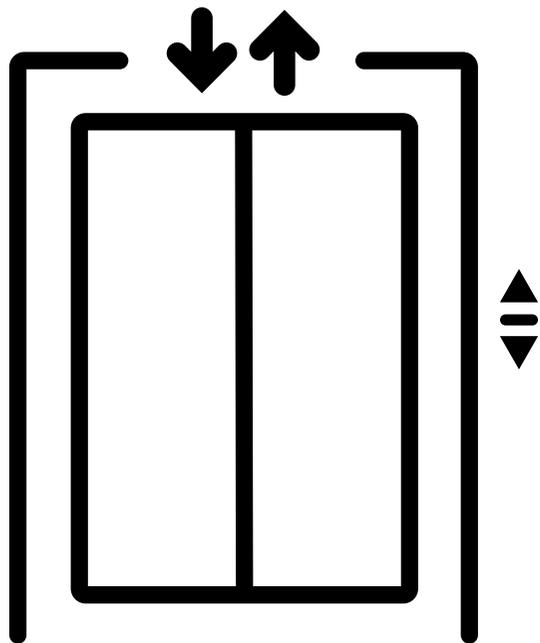


Taxis can drop customers at Cardiff Students' Union.

The distance from drop off is about 20m.

We recommend Veezu taxi: 01179 25 25  
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# Moving around the Venue



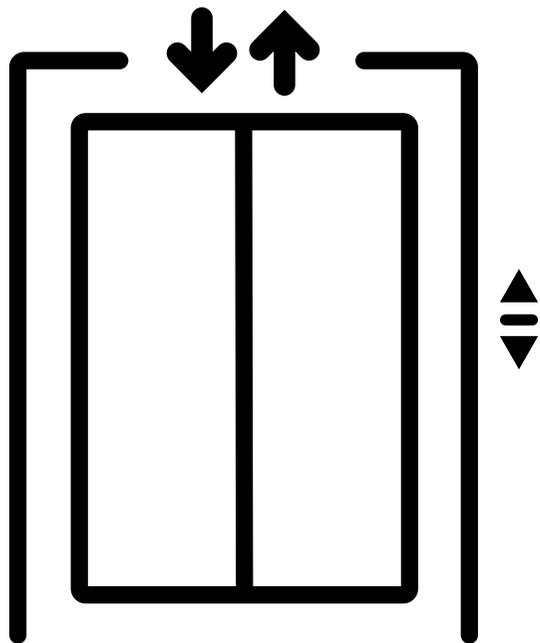
The auditorium is one level up from the Box Office, with two lifts offering flat access.

A steward will escort customers needing a lift to the auditorium.

Additional stewards are located near the lifts for directions.

For the Accessible Viewing Balcony or First Access Scheme, a steward will guide customers and companions from the Box Office to the balcony.

# LEVELS

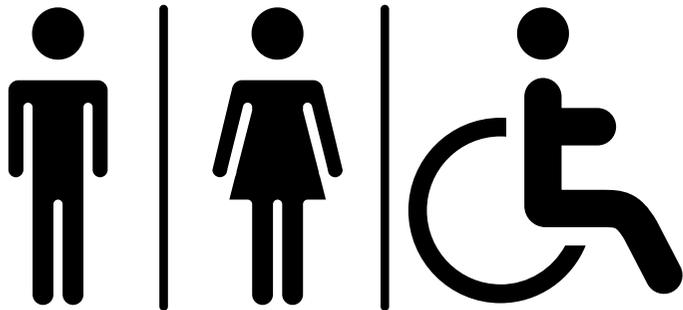


Ground Floor: Box Office and Entrance

Level 1: Main Auditorium, Foyer, Bars, and Merchandise

Level 2: Accessible Viewing Balcony and Bars

# TOILETS



Accessible toilets are on every level with step-free access from the auditorium or viewing balcony.

Radars keys for toilet access can be collected and returned to any bar or the Box Office.

Right- and left-hand WC transfers.

Lever taps and vertical rails.

Emergency cords linked to security.

Strobe lights for fire alarms.

Clear signage and baby changing facilities.

# TOILETS



## Distances to Accessible Toilets:

- Left Viewing Platform: 5m
- Right Viewing Platform: 45m
- Main Auditorium: 30m
- Box Office: 30m