

# **THE GREAT HALL**

# **VISUAL GUIDE**



**[ACCESSIBILITY@CARDIFFBOXOFFICE.COM](mailto:ACCESSIBILITY@CARDIFFBOXOFFICE.COM)**

**[WWW.CARDIFFBOXOFFICE.COM](http://WWW.CARDIFFBOXOFFICE.COM)**

Our accessibility entrance is on Sennhenydd Road CF24 4AZ. The door is next to the Co-Op Shop.

This entrance is staffed by security, who can guide you if needed.

The door is motorised.



The path to the Box Office after entering has 1 corner to the right.  
There are hard and flat surfaces all the way.  
Security are on hand to guide you if needed.



Signage is throughout the venue directing you to the box office.



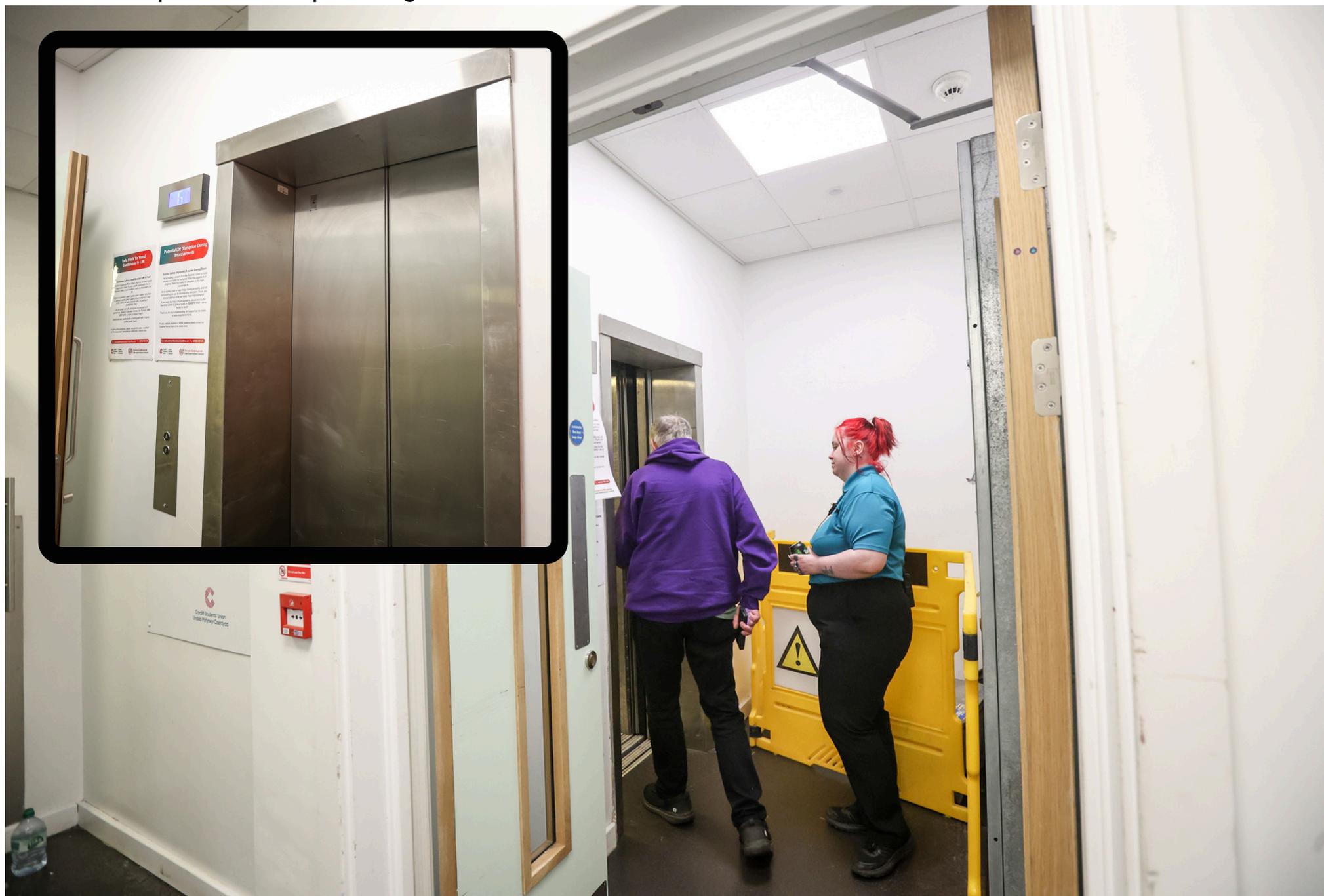
Our staff receive regular training to ensure we can meet your access requirements.  
If you have any questions during your visit please speak to security or box office staff.



Seating is available at the box office if there is a short wait while we help other customers.  
The box office has a lowered counter.



Security teams are available to direct you to the lifts if needed.  
The venue operates two passenger lifts.



You can also take the stairs.

There are 23 steps from the box office to the venue.



The First Access Scheme gets you access to the venue 15-minutes early including merch, bars and cloakroom. The photo below shows our merch stand. Make sure you register for this scheme first.



Our Cloakroom has a lowered counter and a queue jump is available if needed.



Our bars have lowered counters in the foyre and balcony.  
Unfortunately 1 bar in The Great Hall does not have a lowered counter.



Our 2 viewing platforms offer a seated view of the stage. Wheelchair space is also available  
Bars and toilets are both in close proximity.  
Security stewards are present at both platforms to assist. Make sure you register for this scheme before.



Seated areas are located on the balcony.  
Hot food can be purchased from this bar until 21:30.  
Large font physical menus are available.



Access toilets are on every floor with baby changing facilities.

All locks use a radar key which can be collected from any bar within the venue or the box office.

Customers should return the key to where it was collected from.



Quiet spaces away from the music are located outside our reception on Level 2.  
Please speak to a member of staff to access this space.



Enjoy the show!

If you need anything, please speak to a member of staff.

More information is available at [cardiffboxoffice.com](http://cardiffboxoffice.com)

