



ACCESS GUIDE

CARDIFF WALES STADIUM, CARDIFF

Version 3 – 5 April 2019

ICC Men's Cricket World Cup 2019

Tournament Dates – 30 May to 14 July 2019

Venue: Cardiff Wales Stadium, Cardiff

CWC19 INTRODUCTION

To help plan your visit, each venue has an Accessibility Guide to provide an introduction and overview of the facilities and, where appropriate, a link to further information. For more details or if your query isn't answered below, please contact the Cricket World Cup 2019 (CWC19) Team by emailing accessibility@cw19.co.uk.

This Access Guide follows the disabled spectator's journey on a match day. On a match day there will be staff and World Cup Cricketers (volunteers) available to help with any questions and offer assistance where possible. World Cup Cricketers will be based at the main transport hub/s (as outlined below) as well as along the spectator walking route and around the venue itself. Maps showing the transport hubs and walking routes, as well as the venues will be available nearer to tournament time. If you wish to receive a link to these once available, please email accessibility@cw19.co.uk.

CWC19 aims to make the tournament accessible to everyone by providing facilities and services for disabled spectators. Every venue will have wheelchair user spaces with companion seats, easy access and amenity seats for ambulant disabled spectators, audio commentary for blind and partially sighted spectators, disability trained stewards, accessible refreshment areas and accessible toilets including a mobile (or permanent at some venues) Changing Places facility for spectators who benefit from an adult sized changing bench and hoist.

Getting to Cardiff Wales Stadium

1. Public Transport

CWC19 recommends spectators use public transport wherever possible.

For more information on getting to the Cardiff Wales Venue please see the CWC19 website here: <https://www.cricketworldcup.com/venues/68/cardiff-wales-stadium>

World Cup Cricketers will be located at Cardiff Central Station and will be able to advise the best route to the venue.

Cardiff Central Station is accessible to wheelchair users, however there will be no accessible shuttle in place between here and Cardiff Wales Stadium.

2. **Car Parking**

Car Parking at the venue for the tournament is very limited. For more information, please refer to the details below:

A number of accessible parking bays are available in Sophia Gardens for every match day on a reservation basis and are allocated by advance application. Allocation of accessible parking bays will be addressed on an event-by-event basis. Guests wishing to use this facility are requested to be parked 60 minutes in advance of an event and required to stay in place until 30 minutes of the final ball for health and safety reasons. The accessible parking must be booked in advance. Please contact the venue directly on 02920 409380 or email info@glamorgancricket.co.uk.

Park & Ride services will operate from Cardiff City Stadium (Cardiff East Park & Ride) on all matchdays. All buses are accessible and provide a direct shuttle to the ground.

3. **Drop off and Pick up Areas**

A drop off point close to the venue can be arranged on request. For more information please contact reception on 02920 409380 or alternatively email info@glamorgancricket.co.uk.

Read more at:

<https://www.glamorgancricket.com/visting/disabilities.html#hOWXCuUuBZPJcyAb.99>

Ticketing

Ticketing is operated centrally by CWC19. There are a number of accessible ticketing options available at this venue.

- **How to purchase** - Tickets can be purchased on line at <https://tickets.cricketworldcup.com/> If you would like assistance with purchasing tickets please email accessibility@cw19.co.uk.
- **PA/ Companion Information** - Complimentary companion tickets are provided for disabled spectators who require them. Should you have any queries regarding Wheelchair or Easy Access seating, please call: 0800 542 2019.
- **Ticket Office** - To purchase or collect tickets on the day please go to the ticket office. The ticket office is located opposite Gate 2. Staff and World Cup Cricketers will be available to assist in that area.

Inside the Venue

1. **Turnstiles and Access Points**

Spectators can enter the venue from any entrance. Please have your ticket ready for inspection.

Accessible entrances

Wheelchair users should use Gates 2 and 4.



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- **Security Searching**

All spectators are subject to search upon entry. Information on entry conditions can be found within the Ticket Terms and Conditions, please click [here](#) for the Ticket Terms and Conditions. It is also displayed at each entrance.

- **Accessible Welcome Points**

There are two designated Accessible Welcome Points for disabled spectators. These can be found at Gates 1 and 2.

These points will be staffed by World Cup Cricketers who will provide support and information for your day.

2. **General Information Summary**

- **Floor Surfaces** – The venue predominantly has a tarmac and hard standing and even surface throughout. Some exceptions to this are:
 - Paving slabs around the seating circulation areas.
 - Concrete in the Cathedral Road stand.
 - Carpets in Hospitality and the National Cricket Centre.
 - Laminate flooring in Hospitality and the Museum.
- **Hearing loops** – There is a Hearing Induction Loop provided at the main Reception desk. For more information on Hearing Loops at this venue please email accessibility@cw19.co.uk.
- **Lifts** - There is lift access to the upper floors in the Media Centre, the Museum, the National Cricket Centre and to Hospitality in the Pavilion.
- **Wheelchair Service** – A limited number of wheelchairs are available to assist spectators from the Accessible Welcome Points (located at Gates 1 and 2) to their seats. Spectators who require a wheelchair again at points of the day should notify the closest steward or World Cup Cricketer. Please note that this service is offered by volunteers and by using the service you agree for it to be at your own risk.
- **Assistance dogs** - CWC19 welcomes assistance dogs to all match venues. Please contact your nearest steward if you need further information during the day.
- **Non-Visible Disability** – A wristband is available for Spectators with a non-visible disability to easily identify themselves to venue staff and World Cup Cricketers on a match day, should they need assistance, without having to give an explanation or the nature of the disability. If you require a wristband please collect it from the SPS



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Information Point upon arrival or email accessibility@cw19.co.uk, where one will be posted to you.

3. Toileting Facilities

CWC19 recognises that many disabled people benefit from accessible toilet facilities. Accessible toilets are located around the venue and require a RADAR key to reduce the risk of inappropriate use. The keys are available from stewards and World Cup Cricketers.

Mobiloo is a mobile Changing Places facility with additional facilities including an adult changing bench, hoist and additional space. The Mobiloo at Cardiff Wales Stadium is located in the Cathedral Road Stand concourse, behind Block 35.

4. Powered Wheelchairs

- **Charging** - The venue is not able to provide charging facilities for powered wheelchairs and mobility scooters. In the event of an emergency, please contact your nearest steward or World Cup Cricketer.
- **Mobility Scooters** – If you intend to arrive using a mobility scooter and transfer to an easy access seat, please notify CWC19 in advance (if you haven't already) by emailing: accessibility@cw19.co.uk.

5. Audio Descriptive services

Personal commentary radios will be available from the Spectator Services Information Points on venue and will be free of charge to registered blind spectators.

6. Wayfinding and Information

Spectators should be aware that the layout and signage for CWC19 may differ from the usual venue design.

- **We Are Here Maps** are located throughout the venue to assist with wayfinding.
- **Stand names** in some cases traditional stand names won't be used during the tournament with them adopting new names for the tournament only. Please speak to a steward or visit the information point for more details.

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- **Stewards, Staff and World Cup Cricketeers** All staff will be familiar with the facilities and layout of the venue.

Stewards can be identified and will wear blue jackets and tabard (supervisors) and orange jackets and tabards (stewards).

World Cup Cricketeers can be identified and will wear CWC19 volunteer uniform as per the picture to the right.



All Spectator Services World Cup Cricketeers have received disability, autism and dementia awareness training and will be happy to assist you/your family members/friends during your day. If there are any reasonable adjustments we can make to enhance your experience at the tournament please do let us know by emailing: accessibility@cw19.co.uk as we would very much like to discuss any options with you.

7. Bars and Hospitality

All bar and hospitality areas will be managed by staff during the tournament. Should you require any additional assistance please speak to the catering staff or a World Cup Cricketeer or Steward. Specific accessible facilities are listed below:

- Platinum Lounge (Pavilion, Second Floor) lowered counter, no hearing loop but staff are available to assist.
- Refreshment Concessions are located around the perimeter of the venue, as well as in the Fan Village. Not all concessions have lowered counters but staff are available to assist.

8. Shop

There are a number of retail options located throughout Cardiff Wales Stadium, with a permanent Club Shop and a number of temporary merchandise outlets.

The club shop is located inside Gate 2. There will be a portable Hearing Loop system available. Please ask staff for more information on this.