



Our Vision

Glamorgan CCC- Making Wales Proud.

Introduction

Glamorgan prides itself on providing A WARM WELSH WELCOME at all its venues. One of the main goals of Glamorgan is to ensure that all customers have a relaxed and enjoyable time when at a Glamorgan event, be it to experience a cricket match or a corporate or private event.

Stadium Protocol

Please note the below Protocol is subject to change depending on the event being staged. Please refer to our website for further details.

Persistent Standing

To help improve spectator experience we ask all supporters to respect the club's request to avoid persistent standing at all games. We wish to ensure all guests to our match days have an enjoyable experience. Supporters who breach this request may be asked to vacate the premises and in some cases may have their membership withdrawn.

Respecting the Brand

Glamorgan prides itself on our fantastic, devoted supporters and we greatly appreciate the support we receive from all when enforcing our codes of conduct. We expect all to behave in an appropriate manner within the stadium and its surroundings. Failure to comply with the codes may result in being asked to vacate the Stadium.

Alcohol Consumption

Our stadium policy is to allow over 18s only to consume alcoholic beverages. All catering staff will ensure that they request ID from all customers who appear to be under 25, and refuse the sale if ID is not provided. At large scale events, security staff will also check ID of all customers who appear to be under 25 and refuse entry to certain areas where appropriate.

Glamorgan's policy is to refuse any individual under the age of 18 the right to drink one unit of alcohol with a meal.

Glamorgan is overall committed to operating a policy that supports sensible and responsible drinking. Our alcohol policy covers the 4 key areas of legal responsibility under the Licensing Act 2003, namely: Prevention of Crime and Disorder, Public Safety, Prevention of Public Nuisance and Prevention of Children from Harm.

Sophia Gardens, Cardiff - Glamorgan CCC

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Prohibited Items

These items are not allowed to be brought into Sophia Gardens, Cardiff.

- Sharp implements such as knives and forks
- Firearms, weapons, knives and imitation weapons
- Glass Bottles and containers
- Alcohol
- Cans (soft drinks or alcohol)
- Fireworks, explosives and flammable items
- Air horns/blow horns
- All musical instruments including whistles
- Gas containers
- Illegal drugs
- Animals (except Guide dogs)
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Lists of prohibited items will be displayed prominently at the Stadium, but are subject to change per event.

Steward entry teams have the right to search all bags and persons and will refuse any articles on the prohibited items list. Such prohibited items may be confiscated and disposed of as collection facilities are not available. As a condition of entry to the Stadium the stewards have the right to search anyone during their visit if deemed appropriate or necessary

The venue reserves the right to refuse entry to any person carrying any other items or substances which may be deemed to be offensive, disruptive, dangerous or likely to infringe any party's rights, safety or security, or any dangerous article or substance not referred to above.

The following items are authorised:

- Personal (folding) umbrellas
- Cooler bags/boxes
- Soft drinks/water in plastic containers (allocation of 1 container per person - tops to be removed, although stewards may in certain conditions allow tops to remain – e.g. for medical conditions, elderly persons, family usage)
- Cameras and video cameras (for recreational and non-commercial use only)
- Flags and banners provided that in the opinion of the Stadium they are not vulgar, political, racial, discriminatory, sexual in nature or display advertising which may in any way impinge or will be in conflict with the rights of the partners, sponsors, suppliers, or vendors, or the event (in any language), are deemed to be offensive, or impact on the view of other spectators. Sticks should not protrude more than 12 inches below the flag.
- Small radios, CD/DVD/MP3 players – only with headphones
- Glass containers – perfume, prescription medication, insect repellent

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- Aerosol deodorant, medication or insect repellent
- Cigarette lighters and matches

This list of items is subject to change depending on the nature of the event being staged.

Our full ground regulations can be found at

<https://www.glamorgancricket.com/documents/docs/ground-regulations-7596.pdf>



Drinks and Bottles Policy

Our policy is flexible, recognising that the sport of cricket is played in the summer months, with possibly hot temperatures. Another consideration is that games can last over ten hours. This policy is to be enforced at the discretion of Glamorgan.

No cans or glass bottles are allowed into the venue, save as we permit. Small glass bottles containing medication are allowed on proof that the content is medication.

If a spectator arrives at the turnstiles with multiple sealed bottles, large or small, this must be risk assessed. Ideally, it is one large bottle or one small bottle per person.

Ejection/Police Involvement

The Club will eject and/or ask the police to arrest spectators behaving in the following way:

- Violent or threatening behaviour, whoever it may be directed at
- Singing indecent songs or using indecent language or making indecent gestures.
- Making unnecessary noise arising from the use of radios, whistles, bells, cans or persistent chanting.
- Unreasonably obstructing the view of any fellow-spectator.
- Causing damage to any part of the club premises.
- Racial or discriminatory chanting or the use of racial or discriminatory language.
- Evidently under the influence of drink or drugs

The use of any cameras, mobile phones, computers and other electronic equipment, for the recording, transmission or communication of match details, statistics, images etc, is not permitted other than with the proper accreditation.

Image Consent- Photographs and Footage

Glamorgan regularly collects recordings, photographs and live footage that celebrate the enjoyment, passion and fun nature of our supporters and guests. These images are captured by approved club photographers and videographers.

All persons, including children entering a Glamorgan venue must acknowledge photographic images and/or video recordings may be taken of them and may be used in televised coverage of matches and/or promotional marketing materials.

Children

Glamorgan are committed to providing a safe environment for all children. For safety reasons all under 17s must be accompanied by an adult when attending an event at a Glamorgan venue. The host of any child at a Glamorgan venue will be fully responsible for their conduct when at the venue, at all times.

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**Smoking Policy**

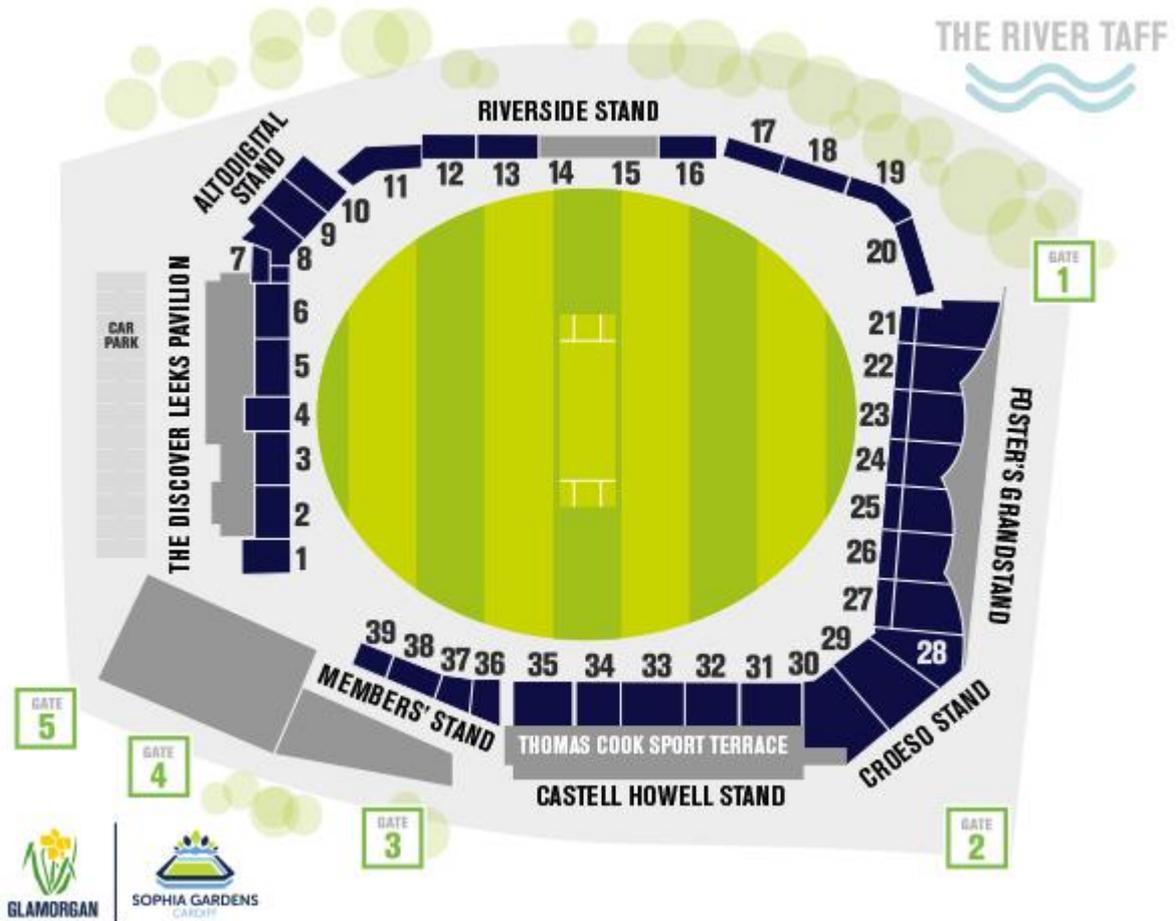
We have a no smoking policy within the venue. We have designated smoking areas around our venue, and ask all guests to use these areas. The use of electronic cigarette is also prohibited unless present in a designated smoking area. There is a no smoking policy in any outdoor hospitality areas. Failure to comply may result in you being asked to leave the stadium.

Data Protection

The Club needs to retain and process certain personal and sensitive personal data under GDPR legislation, about its clients. To comply with the law personal information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. Please visit our privacy policy for more information - <https://www.glamorgancricket.com/documents/dp0101-gccc-privacy-policy-v10-24518-7476.pdf>



The Stadium & Supporters





Disabled Supporters

Glamorgan CCC is committed to being inclusive and providing a safe and positive experience for all visitors and spectators. The club acknowledges the moral, legal and social responsibility to offer the same experience to all spectators. The Equality Act replaced the Disability Discrimination Act in October 2010 and subsequently the club has reviewed its access policy. The aims of the access policy are to:

- Manage and improve wherever possible the experience for all disabled supporters
- Demonstrate best practice in accessibility The club has a disability liaison officer and it is their role to act as a champion on disability matters, liaising between the club and its disabled supporters.
- The club is committed to providing as many accessible car parking spaces and drop off point as possible
- We are committed to offering a wide range of seating options for disabled supporters
- We are committed to offering the same level of experience to all of our spectators

Level Playing Field

Glamorgan CCC are pleased to be members of the Level Playing Field organisation:

<http://www.levelplayingfield.org.uk/>.

Toilets

Accessible toilets are situated throughout the ground at access level, the clear door opening width is 36 inches, and the floor is non-slip. There is a clear space for a wheelchair user and grab rails and emergency cords are located in all accessible toilets throughout the Stadium. Each sink has a lever tap. There are external toilets located around the concourses along with internal accessible toilets

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on each level of the NCC, Really Welsh Pavilion and Media Centre. All accessible toilets within the Stadium require the use of a RADAR key. A number of stewards and our main reception hold RADAR keys if required and will be on hand to assist.

Car Parking Facilities and Arrival

A limited number of accessible parking bays are available for every match day held at the Stadium and are allocated by application. To book a space for a specific match day please contact Rachael or Joan on Reception on 02920 419381 or alternatively email info@glamorgancricket.co.uk The spaces are located near our main entrance Gate (Gate 2). The spaces are situated on a level tarmac surface and the area is well-lit. If required a drop off point can be arranged at Gate 5 for any spectators who wish to sit at the Pavilion end of the Stadium – if you require a drop off at Gate 5, please contact reception on 02920 419381 in advance of the match.

At the request of the safety officer, cars are requested to be parked 60 minutes prior to the start of the match and may also be required to stay in place until 30 minutes after the final ball to allow the majority of the crowd to leave the Stadium safely.

Viewing Areas within the stadium

Accessible viewing areas are located in different areas around the Stadium.

- In front of the Cathedral Road Stand
- In front of the Members Stand
- At the top of the Cathedral Road Stand See map for location of accessible seating areas

There are dedicated stewards on hand before, during and after the match to assist any disabled spectators. Personal assistants can sit next to the disabled spectator – seats are provided. No audio commentary is available. The viewing area at the top of the Cathedral Road Stand is sheltered and accessed via a lift within the Media Centre. The entrance doors are manned and stewards/staff are on hand to assist where required.

Additional Information:

Evacuation procedures will be advised by the Safety Officer and match day stewards in the event of an evacuation being necessary. There are evacuation chairs available for the Cathedral Road Stand seating area (top of the stand).

We welcome assistance dogs, water bowls can be provided if required and the dog spend area is located on the lawn at the back of the Really Welsh Pavilion.

An induction loop is available at Reception

Signage and maps are located around the Stadium identifying all necessary areas for disabled spectators.

Complaints Procedure

If you experience any problems during your time at a Glamorgan venue, please talk to us whilst you are here; it can be very difficult to put things right after the event.



Club Contacts

Got a general enquiry? We're a friendly bunch so give us a call on 02920 409 380,

Email: info@glamorgancricket.co.uk or tweet [@glamcricket](https://twitter.com/glamcricket)

Glamorgan County Cricket Club

The SSE SWALEC

Cardiff

CF11 9XR

Tel: 02920 409 380

Email: info@glamorgancricket.co.uk

Reception & General Enquiries

02920 409 380 / info@glamorgancricket.co.uk

Ticketing & Membership

02920 419 311 / tickets@glamorgancricket.co.uk

Sponsorship

02920 419 315/ Oliver.waterhouse@glamorgancricket.co.uk

Conferencing & Events

02920 419 359 / sarah.martin@glamorgancricket.co.uk

Media

02920 419 326 / lewis.morgan@glamorgancricket.co.uk

National Cricket Centre, Net Hire & Coaching

02920 419 363 / michael@glamorgancricket.co.uk

Finance

02920 419 313 / david.thomas@glamorgancricket.co.uk

Hospitality

02920 419 310 / holly.littleton@glamorgancricket.co.uk

Education, Stadium Tours & The CC4 Museum of Welsh Cricket

02920 419 383 / museum@glamorgancricket.co.uk

Club Shop

02920 419 340 / oliver.lewis@glamorgancricket.co.uk

Community

Most school holidays we run holiday camps <https://www.glamorgancricket.com/cricket-camps> or if you would like some 1:1 tuition to improve your game and skills contact our team below:-

To book a place on a camp, 1:1 course or hire the centre, contact Ed or Mike at the National Cricket Centre [02920 419 363](tel:02920419363) community@glamorgancricket.co.uk

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Accessibility/Disabled guests

02920 409 380 / info@glamorgancricket.co.uk