

# Visitor information pack

Date:

26 April 2022

Venue:

NIAC, Cardiff  
Metropolitan University



## Contents

A .....	3
Accidents and near misses.....	3
Accessibility.....	3
Arrival.....	3
C .....	3
Car parking.....	3
Cash machines .....	4
Catering.....	4
Coaches.....	4
Covid-19 Precautions .....	5
D .....	6
Directions .....	6
E.....	6
Emergency procedures .....	6
Event staff .....	6
F.....	6
First aid.....	6
I.....	7
Insurance.....	7
Internet .....	7
L.....	7
Lost property.....	7
O.....	7
Organisers .....	7
P .....	8
Parking .....	8
R .....	8
Risk assessment .....	8
S.....	9
Security .....	9
Student talks – Live Lounge .....	9
Smoking.....	9

## A

### Accidents and near misses

If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, located at the left-hand side of the hall.

### Accessibility

The venue is fully accessible. If you require further information about accessibility at the venue, please contact the organisers at [events@ucas.ac.uk](mailto:events@ucas.ac.uk).

### Arrival

On arrival, please head to the main entrance of the National Indoor Athletics Centre (NIAC).

Please have your ticket ready to scan into the event. If you don't have a ticket, please report to the registration desk inside the hall entrance. Traffic marshals and security will be on-hand to give directions. Everyone will need to have pre-registered and have downloaded their ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.

Your exhibition ticket is personal to you and should not be passed on to other group members, as this would compromise the security of your data.

To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.

Please be aware, the venue will be conducting bag searches.

## C

### Car parking

Visitor parking is available on-site. As you enter the campus, take the first left before the barrier. **Pay and display will apply on the day.** The charge is £2 for the day. Virtual parking

permits can be booked and paid for using the [Saba Parking App](#), or physical tickets can be purchased at on-site machines using card only. The car parks are managed by a private company, and parking fines will be issued if a parking ticket is not purchased/displayed.

After parking, head for the main reception, and follow the signage for the exhibition. NIAC is reached by following the footpath.

### **Car parking for disabled visitors**

Please follow the directions given by traffic marshals for the disabled spaces. These are for blue badge holders only.

### Cash machines

There are no cash machines on-site. Refreshments can be purchased by card only.

### Catering

Catering will be available from the foyer and other outlets around the campus. All catering units on-site are now cashless and refreshments can be purchased by card only. For advisers, a catering unit will be available on the balcony within the NIAC, but please note that VAT receipts will not be available at this unit; however VAT receipts will be available in the permanent catering outlets around campus.

### Coaches

Please enter the university campus from Cyncoed Road and proceed through the barrier. Traffic marshals will direct you through the campus to the drop off area. Coaches will then be directed off the campus via a one-way exit. **Please note that there is no coach parking on-site.**

If your coach needs to park, please contact [Cardiff Bus](#), who manage Cardiff East Park & Ride. They may be able to accommodate your coach, however they will charge for this.

**Due to the expected number of visitors, please don't arrive any earlier than 15 minutes before your booked session time.**

Please ensure your students know what time and where to meet you for their return journey. When you're ready to leave the exhibition, please make sure all your students are together, and proceed back to the coach pick-up point. The traffic marshals will ensure your coach is ready. Due to the large number of coaches, it is essential the traffic marshals' instructions are followed at all times.

Coach passes will be sent the week before the exhibition via email. Please ensure these are displayed in the front windscreen when you arrive at the venue.

### **Minibuses**

As for coaches, please enter the university campus from Cyncoed Road and proceed through the barrier. Traffic marshals will direct you through the campus to the drop off area, and then directed off-site via a one-way exit. If you need to park your minibus, please speak to our traffic marshals who will advise you on whether there is adequate space to accommodate you in the car parks. Unfortunately we're unable to guarantee that there will be a space, but will try to assist you where possible.

If you can be accommodated, you will be directed to the visitor car park; this may require you to leave campus and go around to the campus entrance again, as a one-way system will be in use. **Pay and display will apply on the day.** The charge is £2 for the day. Virtual parking permits can be booked and paid for using the [Saba Parking App](#), or physical tickets can be purchased at on-site machines using card only. The car parks are managed by a private company, and parking fines will be issued if a parking ticket is not purchased/displayed.

## Covid-19 Precautions

### **Face coverings**

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the registration area but advise that you bring your own.

### **Social distancing**

We will be promoting a recommended social distancing of 1m+ within the public areas in the venue and our event hall.

### **Self-scan for tickets and onsite registration**

This year we will be operating a self-scan service to gain entry into the event hall. Support will be available for this service if required.

### **Cleaning**

The venue will be regularly cleaning high traffic and touchpoint areas throughout the event.

### **Hygiene**

There are hand sanitiser stations located throughout the venue and in our event hall. but we also advise you to bring your own hand gel, if possible.

***Please note that the information and advice in the COVID 19 precautions section is based on the latest government advice as of 17 February 2022.***

## D

### Directions

#### **By road**

Those travelling by car should enter the postcode **CF23 6BN** into their satnav. The campus is access via Cyncoed Road.

#### **By rail**

Heath High Level and Heath Low Lever railway stations are approximately 25 minutes walk from the Cyncoed campus, serving the area from the Rhymney and Coryton lines.

## E

### Emergency procedures

In the event of an emergency please follow the instructions of our security staff.

### Event staff

For any general queries during the event (e.g. directions to facilities), ask any of the event staff, who can be identified by their UCAS t-shirts.

## F

### First aid

The venue has a medical room, staffed by qualified first aiders. If you need medical assistance, please contact the organiser's office at the front of the hall in the foyer.

I

## Insurance

The organiser has adequate public and employee liability cover.

While the organisers take every precaution to protect visitor property during an event, they aren't responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

## Internet

WiFi is available at the venue, via the guest open network. To access the internet, visitors will need to enter their details into a registration page. Once completed, they will need to click on the authorisation email in their inbox which will provide access for 24 hours.

L

## Lost property

If any property is lost or found in the venue, please report it to the organiser's office.

If an item hasn't been claimed by the end of the event, it will be passed to the venue and kept for four weeks.

O

## Organisers

On-site parking cannot be provided for coaches, and drivers will need to drop off and collect their groups. The organiser's office is located at to the left-hand side of the hall and is signposted.

## P

### Parking

Please see the information in the 'Cars' and 'Coaches' section for details.

## R

### Risk assessment

The organiser has completed a risk assessment for the event. A copy of this can be found by:

Group bookings – the group lead can download a copy of the risk assessment by clicking the link in their confirmation email, select the manage group bookings option and then log into their booking and click the download risk assessment button (as per screenshot below).



Manage Group Bookings   Change password   Change event   Sign out

#### Manage Group Bookings

You can use this area to help you manage your group booking(s).

**Session details** - on this page you can view the group bookings you have made, change the size of your group, view who has registered and add other advisers to the group.

**Email invitations** - from here you can invite your students and advisers to join your group.

[Download risk assessment](#)

Session details

Email invitations

Individual bookings – a copy of the risk assessment can be requested by emailing [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



## S

### Security

Security is provided for the event at all times. If you are a victim of theft, please report it to the organiser's office immediately.

### Student talks – Live Lounge

Student talks will run throughout the event on the Live Lounge and Subjects Live stages. These can be found in the main hall and will be signposted. A full programme of talks can be found on the event webpage.

### Smoking

NIAC operates a strict **no smoking** policy on campus and would ask for your full cooperation in ensuring this is complied with. This includes e-cigarettes.