

VISITOR INFORMATION GUIDE

Date: 21 June 2024

Venue: UTILITA ARENA NEWCASTLE, NE4 7NA

UCAS **DISCOVERY** **UK TOUR**



GETTING HERE

Travelling by car or coach?

By car, Utilita Arena Newcastle is 3 minutes from the A1 North - South route. Take the A184 signposted 'City Centre', then follow the A189 over the Redheugh Bridge. When in the vicinity of the Arena, follow the signs to the appropriate car parks.

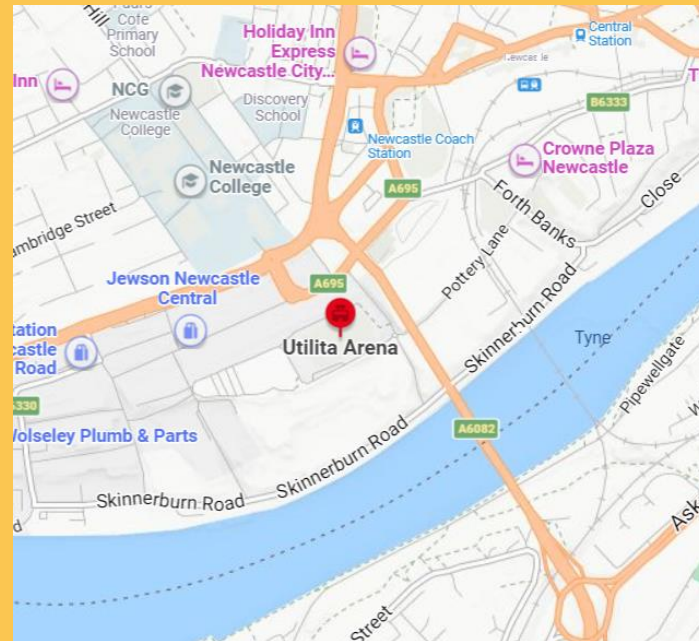
The full address is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA.

Further information on getting to the venue can be found [here](#).

Where can I park my car?

Onsite car parking is available at the rear of Utilita Arena Newcastle. Parking is free for visitors however please note ANPR cameras are in use at the venue. The venue traffic team will collect registration numbers on arrival, any queries please visit the venue help desk or speak to a member of the traffic team.

More information on parking can be found [here](#).



GETTING HERE

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Where can I park a coach or minibus?

Please follow the instructions of traffic marshals who will be on hand to guide you through the coach operation. There is a designated drop-off and pick-up area, located at the side of the venue.

Once students are dropped off, coaches will be signposted to the onsite parking, and should return to the drop-off point once they are ready to pick up students. Groups must be fully assembled before calling your coach to collect the group.

Coach passes will be sent to the group leader around 1-2 weeks before the exhibition, and must be clearly displayed in the windscreen of the vehicle.



Travelling by Train?

Newcastle Central Train Station, situated on Neville Street is around a 15min walk from Utilita Arena Newcastle providing connections to the local Metro Service. Newcastle Central Station is on the East Coast Main Line service connecting people to regional and national destinations including Newcastle International Airport.

Public Transport information can be found [here](#) or by calling Traveline on 0871 200 2233.

WHILST YOU'RE HERE

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When you arrive



On arrival, please head to the main entrance of the Utilita Arena. Please have your ticket ready to scan into the event. 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 could 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, on entrance to the venue there will be walk through metal detectors and random bag searches. We thank you for your patience while this takes place.

Utilita Arena Bag Policy here: [Safety & Security | Utilita Arena](#)



WHILST YOU'RE HERE

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WiFi

An open WiFi network is available at this event, however, a reliable connection cannot be guaranteed.



Accessibility

Full details on accessibility can be found on the venue's website, by simply clicking [here](#).

Catering

There will be refreshments available for visitors to purchase in the main foyer by the entrance. The staff room (exhibitors & teachers) is on the 2nd floor, accessed from the rear of main hall. The Staff Room will serve snacks and sandwiches. All vendors accept card only. There will also be a seated area for those who would rather bring a packed lunch with them.

Event staff

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

The Big Q&A

Student talks will run throughout the event at the Big Q&A Stage. These can be found in the main hall and will be signposted. A full programme of talks can be found on the [event webpage](#).



JUST IN CASE

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Organisers

The organiser's office is located toward the back of the hall and will be signposted. A member of the Events Team will be in the office throughout the event.

Accidents & 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 front of the hall.

Emergency procedures

Should an evacuation of the building occur, please follow the instruction of the arena security staff, and leave the build via the nearest exit.

First aid

The venue has a medical room, staffed by qualified first aiders. If you need medical assistance, please contact the organiser's office and/or alert a member of venue security.



FREQUENTLY ASKED QUESTIONS

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- **Is there anywhere I can store my coat and bags?**

Unfortunately, there is no cloak room in operation at this event.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not 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.

- **What happens to any lost property?**

All property found in the hall and handed to the venue, will be kept for four weeks. After four weeks, if no claim in respect of that property has been made by any person, Utilita Arena reserves the right to donate the item to their designated charity.

- **Can I smoke/vape on site?**

Utilita Arena operates a strict no smoking policy in the venue and would ask for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

- **What security is there?**

Security is present at the event throughout. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be requested by emailing events@ucas.ac.uk.



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CONTACT DETAILS

Venue

Utilita Arena Newcastle,
Arena Way,
Newcastle upon Tyne,
NE4 7NA

On site general enquiries

Event ambassadors, wearing UCAS t-shirts, will also be available to offer help and advice if you have any queries

Contact details

Prior to the exhibition
01242 544 808 or email
events@ucas.ac.uk

Thank you for registering to attend the UCAS Newcastle Discovery exhibition.

