

VISITOR INFORMATION GUIDE

DATE: Thursday 19 March

VENUE: University of Worcester Arena

UCAS



GETTING HERE

GETTING HERE

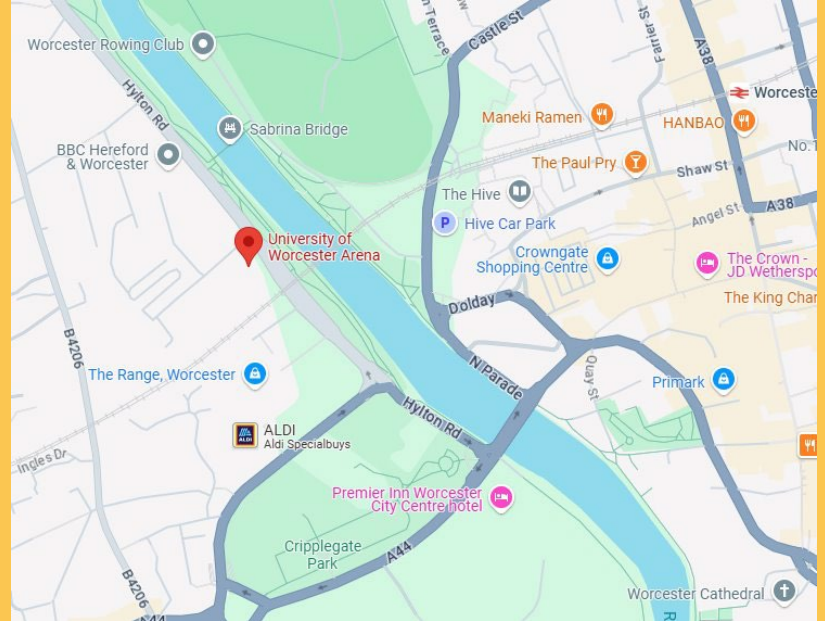
University of Worcester Arena
 University of Worcester
 Severn Campus
 Hylton Road
 Worcester
 WR2 5JN

<https://arena.worc.ac.uk/find-us/>

TRAVELLING BY CAR OR COACH?

Visitor coach drop off and collection will be free on the day of the exhibition. Once visitors have disembarked, coaches will be directed to offsite parking at our Lakeside Campus, **WR6 6NH** or Croft Road Car Park, **WR1 3NZ**. Coaches do not require a parking permit at Lakeside Campus.

There will be no car parking on the day for visitors to the exhibition due to heavy traffic on site.



WHILST YOU'RE HERE

WHEN YOU ARRIVE



On arrival, please head to the **main entrance**. Please have your ticket ready for inspection. If you don't have a ticket on arrival, please report to the registration desk in the **Arena entrance**.



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.



Bag searches are conducted upon entry to the arena and is a condition of entry to protect your safety and that of other visitors. **No bags are permitted that are over the size of A4 or bigger (unless carrying medical equipment)**. Visitor guidance can be found here <https://arena.worc.ac.uk/your-visit/bag-policy/>.



WHILST YOU'RE HERE

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WIFI

There is no Wi-Fi network available for visitors attending the exhibition.

ACCESSIBILITY

Full details of accessibility can be found here - [Severn Campus accessibility](#).

CATERING

Refreshments are available for visitors to purchase in the Joel Richards Conference Suite located on the first floor of the University of Worcester Arena. Payments are card only.

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 and Subjects Talks

Student talks, workshops, and performances will run throughout the event within our Main stage and Mini Stage. These can all be found in the main hall and will be signposted. A full programme of events can be found on the [event webpage](#).



JUST IN CASE

UCAS

ORGANISERS

If you wish to speak to the event organiser, they will be based in the exhibition venue and can also be identified by UCAS branded t-shirts. If you need to speak to the organiser by phone prior to the event, please call **01905 542294**.

ACCIDENTS & NEAR MISSES

If you are involved in, or witness an accident or near miss while on-site, please report it **the exhibitor helpdesk located in the main hall**.

EMERGENCY PROCEDURES

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

FIRST AID

Event staff working at the exhibition can provide first aid assistance if required. Please report any incidents to staff at the Exhibitor Helpdesk located in the main exhibition hall and the appropriate course of action will be taken.



FREQUENTLY ASKED QUESTIONS

- **WILL MY BAG BE CHECKED ON ARRIVAL?**

Bag searches are conducted upon entry to the University of Worcester Arena and is a condition of entry to protect your safety and that of other visitors. As well as making everyone feel safer, this means less time queuing at the turnstiles. We class small bags as no larger than A4 size (21cm x 30cm) or standard handbags. Please consider whether you need to bring a bag. We do not allow large bags into the arena for security reasons.

- **CAN THE COACH REMAIN ON SITE?**

Visitor coach drop off and collection will be free on the day of the exhibition. Once visitors have disembarked, coaches will be directed to offsite parking at our **Lakeside Campus, WR6 6NH** or **Croft Road Car Park, WR1 3NZ**. Coaches do not require a parking permit at Lakeside Campus.

FREQUENTLY ASKED QUESTIONS

- **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?**

If any property is lost or found in the venue, please report it to exhibitor helpdesk located in the main hall. Items of lost property not collected on the day will be sent to main reception at our St John's campus where it will be logged. Once the event is over you can call 01905 544 444 for lost property queries.

- **CAN I SMOKE/VAPE ON SITE?**

There is a strict policy of no smoking/vaping or drinking of alcohol on the University campus.

- **WHAT SECURITY IS THERE?**

Security is present at the event throughout. If you are a victim of theft, please report it to the Exhibitor Helpdesk immediately.

- **WHERE CAN I GET A COPY OF THE RISK ASSESSMENT FOR THE EVENT?**

The organiser has completed a risk assessment for the event; this will be available to view by logging into your group booking and selecting the "Risk Assessment" tab.

CONTACT DETAILS

VENUE

University of Worcester Arena
a.collins@worc.ac.uk
01905 542294

CONTACT DETAILS

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

ON SITE GENERAL ENQUIRIES

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

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

