

# VISITOR INFORMATION GUIDE

Date: 13 JUNE 2025

Venue: UTILITA ARENA NEWCASTLE, NE4 7NA

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



# GETTING HERE

UCAS



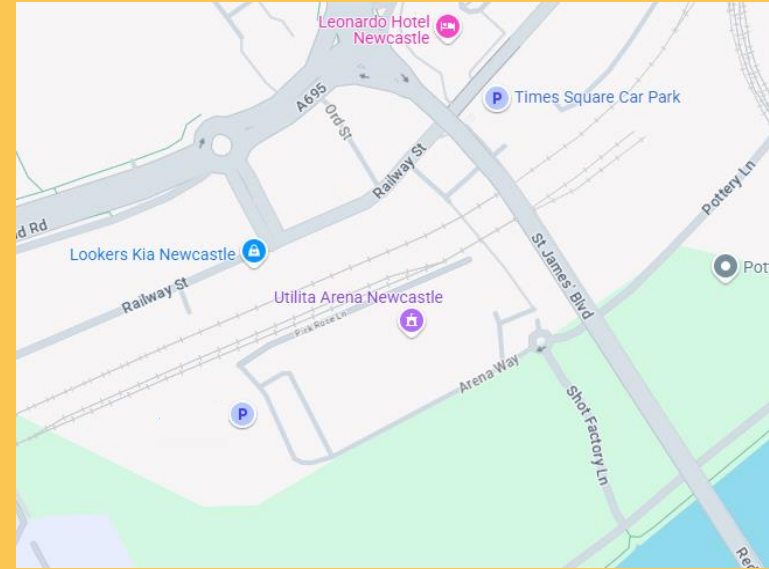
## Travelling by car or coach?

Utilita Arena Newcastle is 3 minutes from the A1 North - South route. Take the A184 signposted 'City Centre', follow the A189 over the Redheugh Bridge. When in the vicinity of the Arena, follow the signs to the venue. If using satellite navigation, the full address is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA. Visit the venue website for further travel information [here](#).



## Where can I park my car?

Onsite visitor parking is available at the rear of the venue. Please note, this is a public car park and parking charges apply (ANPR cameras). For the event day, the venue will create a **unique event code** for UCAS Visitors to use on arrival, which voids the parking costs for your visit. UCAS will share this code, and steps to book parking, via email on 12 June. There will also be signage on display at the entrance of the car park with steps how to activate your free visitor parking. All parking must be booked via the [RingGo App](#) within 30-minutes of your arrival, you can download the app before arriving onsite. If assistance is required, the venue traffic team will be able to assist. The venue car park post code is NE4 7NA or what 3 words [//w3w.co/share.event.labels](#). More information can be found on the venue [website here](#). An alternative car park is the [Times Square Car Park](#) approximately 5-minute walk, parking charges apply.



# GETTING HERE

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## Where can I park a coach or minibus?

Coach passes will be sent to the group leader approximately one week before the exhibition and must be clearly displayed in the windscreen of the vehicle. On arrival, 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, on Arena Way.

After groups have disembarked, coaches will be signposted to the onsite coach parking and may only return to the drop-off/collection area, once all members of the group are ready to board. Coaches will need to give their registration numbers to the traffic team on entering the coach parking.

For coach parking, please note, the venue car park is a public car park and parking charges apply (ANPR cameras). For the event day, the venue will create a **unique event code** for UCAS Visitors to use on arrival, which voids the parking costs for your visit. UCAS will share this code with steps on how to book parking via email on 12 June. There will also be signage on display at the entrance of the car park with steps how to activate your free visitor parking. All parking must be booked via the [RingGo App](#) within 30-minutes of your arrival, you can download the app before arriving onsite. If assistance is required, the venue traffic team will be able to assist.



## Travelling by Train?

Newcastle has direct rail connections to most major UK cities for easy access to the city centre. Newcastle Central Train Station (situated on Neville Street) is less than 15-minutes' walk from Utilita Arena, or just 6-minutes by taxi.

Further information on train services can be found at [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Further public transport information for the area can be found at [www.nexus.org.uk](http://www.nexus.org.uk) or by calling Traveline on 0871 200 2233. The venue has a partner taxi company, [Blueline Taxis](#) which have a drop-off and collection point opposite the main entrance.

# WHILST YOU'RE HERE

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## When you arrive



On arrival, please head to the **main entrance of 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, the venue has walk-through metal detectors on entry and may be conducting random bag and wand searches. Please see the venue's Security & Luggage Guidance [here](#). We thank you for your patience while this takes place.



# WHILST YOU'RE HERE

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## WiFi

Visitor WiFi will be 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 Talk Area 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 at the rear of the hall. The organisers will be based in the exhibition venue wearing UCAS branded t-shirts. If you need to speak to the organiser prior to the event please email [events@ucas.ac.uk](mailto:events@ucas.ac.uk).

## ACCIDENTS & NEAR MISSES

If you are involved in, or witness an accident or near miss while on-site, please alert a member of UCAS Events Team or a member of venue security.

## EMERGENCY PROCEDURES

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

## FIRST AID

The venue has a medical room, staffed by qualified first aiders, located in the main foyer. 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?**

There is no cloakroom service available at this event. Please see the venue bag policy [here](#), please only bring essential items and all bags must be smaller than 40cm x 35cm x 19cm which is approximately A3 size.

- **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/no vaping policy in the venue and 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 organisers and/or security team immediately.

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

The organiser has completed a risk assessment for the event and this will be uploaded to the group bookers enet account.



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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](mailto:events@ucas.ac.uk)**

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

