

# Visitor information pack

Date:

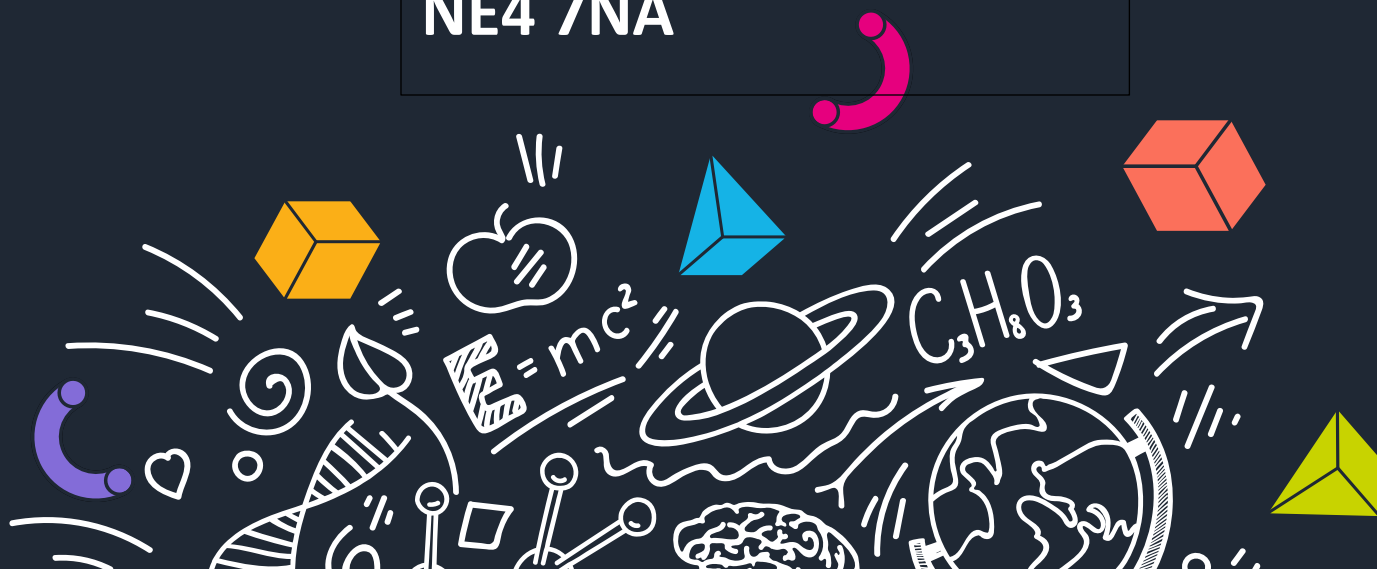
14<sup>th</sup> June 2022

Venue:

Utilita Arena

Newcastle Upon Tyne

NE4 7NA



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## 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 front of the hall.

### Accessibility

Full details on accessibility can be found on the Utilita Arena Webpage:

<https://www.utilitaarena.co.uk/plan-your-visit/accessibility>

### Arrival

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 will be conducting bag searches and metal detector arches will be used upon entry.

## C

### Car parking

There is a car park at Utilita Arena (around the back of the building) which is free for the exhibition. The full address for your sat nav is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA. Utilita Arena Newcastle is only 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/ the security team's directions to the appropriate car park.

## Catering

There will be refreshments available for visitors to purchase in the main foyer, and please note that only card payments are accepted (no cash).

## Cloakroom

Please note that there are no cloakroom facilities at this venue.

## Coaches

**If you're travelling by coach or minibus, please follow the directions of the traffic marshals.**

If you are travelling by coach, 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 able to park on-site, and should return to the drop-off point once they are ready to pick up students.

Coach passes will be sent to the group leader around a week before the exhibition, and must be clearly displayed in the windscreen of the vehicle.

## Covid-19 Precautions

***Correct at date of publishing 12/05/2022, this information may change alongside government advice***

### 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 organiser's office but advise that you bring your own.

### Social distancing

We will be promoting a recommended social distancing of 1m+ within the hall.

### Cleaning and hygiene

The Utilita Arena will be regularly cleaning high traffic areas throughout the event

### **Hand sanitiser**

There are hand sanitiser stations located throughout the venue and our event hall. We will also have a provision of this at the organiser's office but advise that where possible you bring your own.

## **D**

### **Directions**

#### **By Road**

The full address for your sat nav is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA. Utilita Arena Newcastle is only 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/ the security team's directions to the appropriate car park.

#### **By Public Transport**

Many local bus services, Tyne & Wear Metro and rail services stop at Central Station, which is only around a 5 minute walk away from the Arena. Buses from Hexham, Stanley, Consett and many parts of Gateshead and Newcastle all stop at Central Station.

Eldon Square and Haymarket Bus Stations are around a 10-minute walk from Utilita Arena Newcastle.

Public Transport information can be found at [www.nexus.org.uk](http://www.nexus.org.uk) or by calling Traveline on 0871 200 2233.

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 the busiest station on the East Coast Main Line service connecting people to regional and national destinations including Newcastle International Airport.

## **E**

### **Emergency procedures**

In the event of an emergency please follow the instructions of the 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

If you require any first aid during the event, please go to the organiser's office (located at the back of the arena), or the first aid room, which is located in the foyer next to the entrance.

## 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, through an open network.

## L

### Lost property

All property found in the arena will be returned to security and logged – if someone reports something missing and it has been returned to the in-house security, the security will facilitate the returning of the item.

## O

### Organisers

The organiser's office is located at the back of the arena and will be clearly 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 obtained 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

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 14<sup>th</sup> June. If you are a victim of theft, please report it to the organiser's office or security immediately.

### Student talks – Live Lounge

Student talks will take place in our Live Lounge and Subjects Live zones in the main arena, which will be clearly signposted. A full programme of events can be found on the event webpage <https://www.ucas.com/events/tyneside-ucas-exhibition-2022-403876>

### Smoking

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.