

# VISITOR INFORMATION GUIDE

**Date:** 26<sup>th</sup> & 27<sup>th</sup> April 2023

**Venue:** International Convention Centre Wales, Newport

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



# GETTING HERE

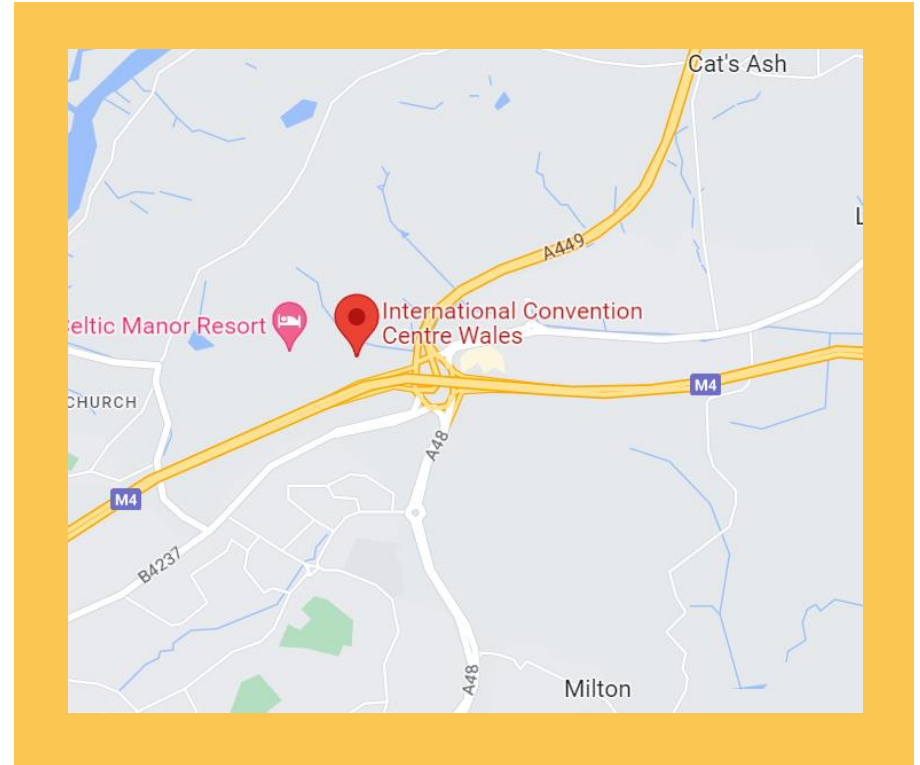
## Travelling by car or coach?

ICC Wales is just off junction 24 of the M4, and is clearly sign posted. The satnav postcode is NP18 1HQ.

## Where can I park my car?

There is a carpark onsite with plenty of spaces available. Please note that parking charges apply. Please follow the directions of the traffic marshals when you arrive.

More information can be found on the [ICC Wales website](https://www.icc-wales.co.uk).



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## Where can I park a coach or minibus?

Please follow the directions of the traffic marshals on arrival.

If you're travelling by coach, please enter the site through the main entrance, and traffic marshals will direct you to the coach drop-off and pick-up area. Once your students have departed, the coach will need to leave swiftly as there is no coach parking onsite. Coach passes will be sent out the week prior to the event. Please ensure this is displayed in the front windscreen whilst the coach is onsite, to assist the traffic team.

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. Due to the large number of coaches, it is essential the traffic marshals' instructions are followed at all times.



## Travelling by Train?

Newport train station is 4-6 miles from Westpoint, which is a 12-15-minute taxi trip. Please consider pre booking taxi's as necessary as there is not a taxi rank within walking distance of the venue.

Further information on train services can be found at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

# WHILST YOU'RE HERE

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## When you arrive



On arrival, please head to the main entrance of the ICC Wales. 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 random bag and wand searches. We thank you for your patience while this takes place.



# 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. Please select Guest Wifi and complete the basic form to gain access.



## Accessibility

Full details on accessibility can be found on the ICC Wales webpage, by simply clicking [here](#).

## Catering

There will be refreshments available for visitors to purchase inside the main hall, and the exhibitor and teacher lounge upstairs which will be clearly signposted. Cash and card payments are accepted.

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 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

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## Organisers

The organiser's office is located at the front of the hall and is 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 building 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 at the front of the hall.





# FREQUENTLY ASKED QUESTIONS

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

There is not a cloakroom service at this venue, so we would suggest leaving bags on coaches where possible.

- **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 Organisers Office, will be passed to the venue and kept for 14 days. After 14 days, if no claim in respect of that property has been made by any person, venue staff shall consider the property to be abandoned and has the right to dispose of it.

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

ICC Wales 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](mailto:events@ucas.ac.uk).



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# CONTACT DETAILS

## Venue

International Convention  
Centre Wales  
The Coldra  
Catsash Road  
Newport  
NP18 1HQ

## On site general enquiries

Event ambassadors, wearing UCAS t-shirts, will 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 Newport UCAS  
Discovery exhibition.

