

VISITOR INFORMATION GUIDE

DATE: Thursday 14 March

VENUE: University of Worcester Arena

UCAS



GETTING HERE



GETTING HERE

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

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




TRAVELLING BY CAR OR COACH?


Visitor coach parking will be free on the day of the exhibition. Once visitors have disembarked, all coaches will be directed to the coach parking area at the University of Worcester Arena. Due to limited spaces coaches will be directed to offsite parking at our **Lakeside Campus, WR6 6NH** or Croft Road Car Park WR1 3NZ.




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 **please enter location of onsite registration**.

 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 may 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

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 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 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 **enter telephone number**.

ACCIDENTS & NEAR MISSES

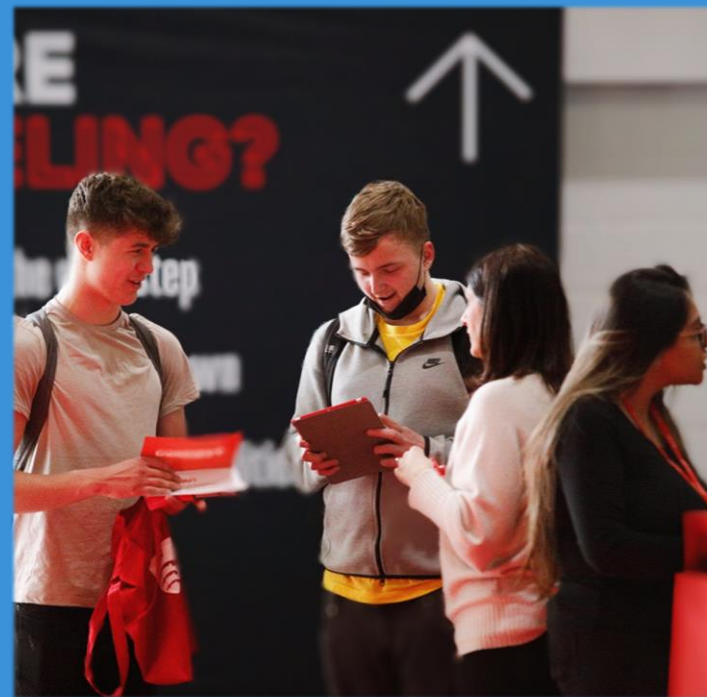
If you are involved in, or witness an accident or near miss while on-site, please report it **to the general information desk immediately**.

EMERGENCY PROCEDURES

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

FIRST AID

Event staff working at the exhibition are able to provide first aid assistance if required. Please report any incidents to a member of exhibition staff and the appropriate course of action will be taken.



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.

- **IS THERE SOMEWHERE TO STORE BAGS?**

No bags bigger than A4 will be allowed in to the venue. Bag searches will also be taking place on entry to the hall. We would advise leaving bags on the coaches.

- **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.

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

Please note, throughout the build-up, duration, and break down of the exhibition, 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 event manager 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.

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 **Event** UCAS
Discovery exhibition.

