

# VISITOR INFORMATION GUIDE

**Date:** 7 June 2024

**Venue:** Utilita Arena Sheffield

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



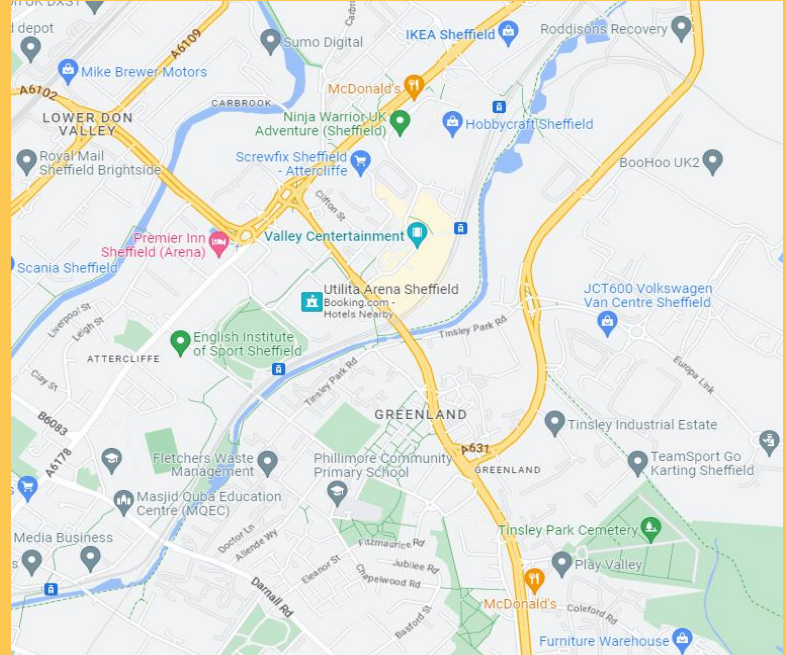
# GETTING HERE

## Travelling by car or coach?

If using a satnav, please use postcode S9 2DF. Alternatively, for directions from your own postcode, please visit the [venue website](#)

## Where can I park my car?

There is free parking available on-site. Please follow the direction of the traffic marshals to the designated car park.



# GETTING HERE

UCAS



## Where can I park a coach or minibus?

If you are travelling by coach or minibus, there is a designated car park area to park in that you will be directed to by traffic marshals on arrival. If coaches are dropping off only, they will be directed to a different location to drop off students and be directed off site. They can then return to the same area for collection later in the day. You will not need to display a coach pass as there is plenty of parking for coaches.



## Travelling by public transport?

### By Rail:

Sheffield's main railway station is situated in the City Centre - Sheaf Street, Sheffield, S1 2BP - and is approximately a 10 minute taxi ride.

### Supertram:

The Arena has its very own stop - Arena / Olympic Legacy Park. This tram stop is served by the Yellow Route and Tram Train, both of which bypass the traffic giving you a fast, smooth and reliable way to get to your event. There's no need to buy a ticket before you get on board - there is a conductor on every tram.

### Bus:


The Arena is served by several bus routes [click here](#) to visit the Travel South Yorkshire website. You can also view a full list of route maps for the whole region - [just click here](#).




# WHILST YOU'RE HERE


UCAS

## When you arrive

 On arrival, please head up to the red concourse of Utilita Arena, or Entry B if you require accessible access. 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. The venue does not allow big rucksacks on-site so we advise you keep bags to a minimum or on coaches. We thank you for your patience while this takes place.



# WHILST YOU'RE HERE

UCAS

## WiFi

An open WiFi network is available at this event, however, a reliable connection cannot be guaranteed.

## Accessibility

Full details on accessibility can be found on the [Utilita Arena web page](#).

## The Big Q&A

Student talks, workshops, and performances will run throughout the event within our Main 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](#).

## Catering

There will be refreshments available for visitors to purchase at the venue on the concourse level, with a variety of items available.

The teachers' and exhibitors' lounge can be found in the Arena club, and will be sign-posted. In both areas, a variety of items are available.

## 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.



# JUST IN CASES

UCAS

## Organisers

The organiser's office is located in the corridor behind the red tiered seating and will be 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.

## Emergency procedures

In the event of an evacuation, there will be an announcement over the arena's PA system. Should an evacuation of the building occur, please follow the instruction of the arena stewards, and leave the build via the nearest exit.

## First aid

There will be first aid cover throughout the open day of the exhibition, and the venue has a medical room staffed by qualified first aiders. Should you require medical assistance, please contact the organisers in the organiser's office.



# FREQUENTLY ASKED QUESTIONS

UCAS

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

Unfortunately, there isn't a cloakroom available.

- **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 should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner claims it. If no owner is found for the duration of the event, the property will be left with the venue. Lost property will remain at the venue for approximately two months.

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

Utilita Arena operates a strict no-smoking policy on-site, and asks for your full cooperation in ensuring this is complied with.

- **What security is there?**

Security is provided for the event at all times. If you are a victim of theft, please report it to the organiser's office immediately. More information on safety and security at Utilita Arena can be found on their [website](#).

- **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 logging into your E-net account or emailing [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



UCAS

# CONTACT DETAILS

## Venue

Utilita Arena Sheffield  
Broughton Lane  
Sheffield  
S9 2DF

## 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 Sheffield UCAS  
Discovery exhibition.

