

Cardiff Union Services Ltd

Gwasanaethau Undeb Caerdydd Cyf

Venues Accessibility Procedure - Events

Cardiff University Students' Union (CUSU) welcomes all disabled individuals regardless of age, physical, intellectual or sensory ability and as an organisation we strive to provide the best possible customer experience through a policy of continuous review of our processes and improvements to our facilities and staff training.

We work to identify areas where improvements are required and implement reasonable solutions wherever practicable.

As a service provider we are fully aware of our legal obligations under equality legislation and we aim to deliver the best possible customer service experience to meet and where possible exceed the statutory requirements placed on us.

As part of our commitment we seek to ensure that;

- Disabled individuals are treated the same as others
- Reasonable adjustments and support is offered where appropriate and possible
- All of our venues are accessible and suitable for disabled customers wherever practicable

We aim to make your visit to the venues at Cardiff Students' Union enjoyable and trouble free, so you can get around together.

DISABLED ACCESS

Accessible Parking

Please note that unfortunately Cardiff University Students' Union does not offer any customer parking. There is substantial 'pay and display' on road parking available directly in front of both the Park Place and Senghennydd Road entrances respectively.

Please note that parking availability may be limited during the daytime (09:00 – 18:00 Mon – Fri)

Venue Access

The Students' Union front entrance is on Park Place, there is a ground level lift positioned behind the stairs at the main entrance which provides access to the main reception on Level 2. A lift is available inside the building for access to all other levels. The rear entrance is on Senghennydd Road. Please be aware that there are two entrances at this location. The door between 'Magic Wrap' and 'Cardiff Student Letting' is on a flat level with a lift available off the central stairwell of the building giving access to all other levels.

For any special access requirements or requests please contact the switchboard on 029 2078 1400.

Hearing Assistance

Both Reception and on site event security / stewarding staff in our venues will assist in your enquiries as required.



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Assistance Dogs

All assistance dogs are welcome. Venue staff should be approached for further information. It is however not recommended that animals be subjected to the loud noises and special effects from concerts. The venue should be contacted directly should you have concerns or special requirements.

Toilets and Cloakrooms

Toilets facilities are available on the all floors except ground level. Dedicated disabled toilets are on levels 2 – 4 and are all unisex.

Box Office Events

There is space provided for wheelchair users with one accompanying person permitted per wheelchair. We endeavour to accommodate other special needs visitors if possible at all live music events. Please notify the venues team (029 2078 1457 or e-mail BoxOffice@Cardiff.ac.uk) when booking your tickets if you have any special needs.

First Aid/Medical Assistance

Special medical requirements or concerns should be notified to the venue prior to arrival. This will allow us to provide you with the required level of medical care. For all events, qualified staff and facilities are available.

Taxi Booking

Accessible taxis can be booked through Capital Cabs (029 2077 7777). The venue should be contacted if a taxi has been pre-booked and you require assistance.

Restaurants and Bars

Please ask a member of staff for assistance. Large print menus are available on request. Any special requirements should be directed to the venue prior to arrival.

Help and Assistance

Should you require any information prior to your arrival, please contact the Switchboard on 029 2078 1400. Should you experience any problems while at our venues, please contact any member of staff and ask for a member of the Duty Management team who will assist you as necessary.

For disabled customers attending events within the venues we can offer a complimentary carer ticket when requested in advance – subject to availability and capacity. (Please note that whilst we strive to accommodate all requests this policy cannot override the agreed safe capacity limits that are set for our events)

We encourage all of our customers to contact us with any disability related issues. We welcome all feedback and use it as part of our review process to continually develop our customer service delivery. Our Customer Service team can be contacted by;

Telephone – 029 2078 1414

Email - SUCustomerService@Cardiff.ac.uk

