

Welcome to Swansea Arena



## YOUR VISIT

### What to expect from your time with us.

We are so looking forward to welcoming you to the venue, whether it's your first time with us or your thirtieth.

Ahead of your visit with us, we wanted to run through everything you can expect.

## YOUR ARRIVAL

Admission to Swansea Arena is at **Coastal Park level**. This can be accessed via;

- Cupid Way's and Copr Bridge.
- Oystermouth Road street-level staircase and **Access** lift.
- Paxton Street Car Park side.

Upon arrival, please join the **appropriate queue**, as designated on your ticket or discerned from consulting the **table below**, and await guidance for **bag and security checks**. These are in place to ensure your own safety and comfort.

The doors you will be directed to are the one with the easiest route to your seat, meaning it will reduce the number of people you need to pass.

SEATING	VENUE ENTRANCE	AUDITORIUM ENTRANCE
GENERAL ADMISSION AND/OR STANDING	C, D or E	Stalls 1 or 2
STALLS SEATS 1-28	C, D or E	Stalls 2
STALLS SEATS 29-58	C, D or E	Stalls 1
FRONT CIRCLE (ROWS A-F) SEATS 1-28	E or F	Front Circle 2
FRONT CIRCLE (ROWS A-F) SEATS 29-58	E or F	Front Circle 1
REAR CIRCLE (G-Y) SEATS 1-28	B or C	Rear Circle 2
REAR CIRCLE (G-Y) SEATS 29-58	B or C	Rear Circle 1
ACCESS SEATING	A	See below.

Should you have any **Access requirements**, please head to **door A** of our main entrance at Coastal Park Level which will give you clear access to our internal lifts as well as dedicated Arena staff on hand to assist if needed.

There is a **Council-operated Access lift** from street-level (on Oystermouth Road).

If you have any **Access-related queries** before your visit, please contact us through our **in-venue Access line** on 01792 804750 or via [swanseaarena@theambassadors.com](mailto:swanseaarena@theambassadors.com).

Upon arrival at the venue, after making your way through security, please go directly to your level where you will find food, drink and toilet facilities. Please note, we operate a **cashless venue**.

We also kindly ask that you do not loiter at the main entrance.

## SECURITY

We do not permit bags **above A4-size** within the auditorium. Should you arrive with any luggage or baggage larger than a sheet of A4 paper, you will be asked to stow this in our cloakroom at an additional charge.

## COVID MEASURES, HEALTH & SAFETY

We will at all times be following the **latest Welsh Government guidance** on COVID and ongoing COVID restrictions. We therefore **recommend** the use of masks and face-coverings throughout the venue.

Please be mindful of your fellow guests throughout your visit.

**Covid Passes will not be expected**, but we do ask that attendees **"Flow Before You Go"** for your own comfort, and the comfort of your fellow attendees.

**No glass is allowed** within the Auditorium, and **smoking is not permitted** within the venue.

## YOUR DEPARTURE

Upon exiting the venue, **please respect our neighbours in the Maritime Quarter** and surrounding areas by keeping noise to a minimum and clearing the area as swiftly as possible.

The Arena Team will be positioned to assist with any requirements, questions or concerns.

## TRAVEL

### ARRIVING BY CAR

The following **car parks** are best located for quick, seamless, venue access;

- Copr Bay South Car Park, beneath the Coastal Park, accessed from Oystermouth Road
- St. David's Car Park, accessed from Oystermouth Road.
- Paxton Street Car Park.

We highly recommend making use of the **Park & Ride scheme** throughout Swansea. For further information, visit - [www.swansea.gov.uk/parkandride](http://www.swansea.gov.uk/parkandride).

In addition to those sites listed above, information regarding the wider Car Parking on offer in city centre can be found here – [www.swansea.gov.uk/citycentrecarparks](http://www.swansea.gov.uk/citycentrecarparks).

### ARRIVING VIA PUBLIC TRANSPORT

Swansea Arena is amply supplied by **extensive public transport links**.

Should you be **arriving by bus**, please visit [www.traveline.cymru](http://www.traveline.cymru), while for those **arriving by train**, please visit [www.tfw.wales](http://www.tfw.wales) for up-to-date information regarding times and routes, and for all further queries.

# SWANSEA ARENA ABERTAWE

## PICK-UP & DROP-OFF

Our designated **pick-up and drop-off point** is located at Paxton Street Car Park.

Our designated **Access drop-off and pick-up point** is located at Oystermouth Road level, beside the Access lift (see map below).

## VIP TICKETS & ULTIMATE LOUNGE EXPERIENCE

For those who have purchased the **Ultimate Lounge Experience**, or who are sat in one of our **VIP Boxes** - your **dedicated entrance** to the VIP Lounge is on the East-side of the Arena, to the left of our main entrance, overlooking the LC2.

Here you will be able to redeem any **food or drink offers** included in your package, and an intimate lounge and bar space will be available for the duration of your stay.

## LATE ADMISSION

Please note that **shows begin promptly at the time listed on your e-Ticket/s** and/or the programme listing on [www.swansea-arena.co.uk](http://www.swansea-arena.co.uk), unless otherwise stated.

To avoid disappointment, we recommend attendees allow themselves a **reasonable amount of time before the show begins** to (listed on your e-Tickets) to reduce queueing time, and please note that we operate a "No Readmittance" policy.

## CLOAKROOM FACILITIES

Cloakroom facilities are available on the **Main Concourse** (at Coastal Park level).

As previously mentioned, bags above A4-size are not permitted within the Auditorium. Any luggage brought that is larger than A4 will be required to be stowed in the cloakroom at a **charge**.

## BOX OFFICE OPENING HOURS

Our **Box Office** is open **Monday-Friday, 12:00-17:00**. Outside of these hours, please phone **0333 009 6690** for our central **Customer Contact Centre**.

On show days, the Box Office will typically open two hours before show time.

