

SWANSEA ARENA

ACCESSIBILITY INFORMATION

As a venue, we wish to make your experience with us as **inclusive** and as **enjoyable** as possible. With this in mind, below is outlined all the **necessary information** ahead of your arrival, but we both welcome and suggest you contact us ahead of your visit with any specific queries and requests.

Our venue's **Access Ambassadors** are;

Lara Caple-Harding, *Operations Manager*

Email: LaraCapleHarding@theambassadors.com

And,

Denise Ruffell, *Ticketing Manager*

Email: DeniseRuffell@theambassadors.com

Please note, that there is a typical **minimum response time** that can be expected via email of **5 days**.

For any **postal requests** or **queries**;

FAO **Lara Caple-Harding** and/or **Denise Ruffell**,
Stage Door,
Swansea Arena / Arena Abertawe,
Oystermouth Road,
SA1 3BX.

Swansea Arena is a member of the **Hynt National Access Scheme** - an Arts Council of Wales initiative managed by Creu Cymru in partnership with Diverse Cymru.

Site Access & Wheelchair Accessibility

With **step free walkways** leading to our front entrance, and all areas inside our venue served by **two lifts**, Swansea Arena is **fully accessible** to all. There is **level access** throughout the Arena.

A brand-new **sloping walkway** leads directly from the city centre across the new Copr Bay Bridge to the front entrance of the Arena. Further to this, a **sloping walkway** has been added **from Oystermouth Road** leading through the Coastal Park. A **staircase** and **lift** are located in the adjacent car park to provide **easy access** to the main entrance level.

For any individual who requires **wheelchair support** during an event, we also have provisions to supply **back-up and emergency wheelchairs**. **Please ask a member of staff** or the **Access Ambassadors** should you require this.

Please note that although we **cannot currently permit wheelchair users in our Stalls for Standing shows** or feature a **dedicated viewing platform**, as mentioned below, there is **ample tiered, unobstructed view Access seating** and **Wheelchair spaces** throughout our Circle.

Accessible parking information and **information on arriving to the venue** can be found [here](#).

Box Office opening times are 10:00-15:00, Monday-Friday.

Event start times can vary. Please see specific show or event listings for specific details, or **contact a member of our Box Office** ahead of your arrival.

A visitors guide can be downloaded [here](#).

Access Ambassadors

One of our dedicated Access Ambassadors will be available at the **entrance** to answer any questions upon your arrival and help **guide customers** to the bars, food kiosks or to their ticketed area as needed.

We have a **dedicated Access Door (Door A at Coastal Park level)** leading onto the main concourse, and our Access Ambassador will be waiting here to greet you at your visit. Door A is the **left-most door** into our Box Office concourse.

For any show specific themes or effects that you'd like to be made aware of, please email our ticketing team on swanseaboxoffice@theambassadors.com and they will be happy to help!

Food & Drink

All sales points and kiosks have **dropped counters** for easy service, and our Lounge also has **step free access** should you wish to upgrade your visit. Once launched, our **Delivered At Seat** ordering service will allow you to order food and drinks directly to your location within the auditorium through your smart phone to help customers **avoid queues** or **crowded areas** as required.

Medical Requirements

We welcome all guests to the Arena, and would like to express that any **required medicines, specific foods or drink** that an attendee might need **for medical reasons** throughout the course of an evening be brought with them.

Should you have any queries or concerns on this matter, we would invite attendees to contact an **Access Ambassador** or member of our **Box Office team** ahead of their arrival.

Accessible Seating & Companion Tickets

Step-free access is available across our auditorium – with 8 fixed positions in the Rear Circle, and 10 in our Front Circle. Due to the flexible nature of the seating plan within our Stalls level – the number and location of **wheelchair positions can vary** dependant on the performance to ensure the best possible sightlines and access.

Box Office staff will be able to talk you through your seating options if you wish to be located on this level. **Free companion** or **personal assistance tickets** are available for customers who would otherwise be unable to attend the venue.

To secure a Companion ticket, please contact our Box Office team, or one of our Access Ambassadors ahead of your arrival (or at the point of purchasing your tickets).

Although we typically send eTickets out to all customers, should you require it, we can provide **printed and mailed tickets** or **collection at Box Office** within the show/event opening hours.

We also have **dedicated seating** available for **customers with visual impairments** in the stalls and suitable seating for customers bringing a guide dog along with them. The auditorium also has seats within a dedicated area for **captions and British Sign Language** for shows offering these services. These need to be booked via our **Box Office team** on swanseaboxoffice@theambassadors.com.

Please note that **assistance** will be provided for patrons to vacate the building in case of **evacuation**.

Accessible Toilets and Changing Places Facility

Fully accessible toilets are available on **each level** inside the venue. Signage is located throughout the facilities, but should you need any additional way-finding once on site, please **ask any member of staff** and they will be happy to guide you to your destination.

Our **Changing Spaces facility** is located on the **Level 2 Concourse** upon entry to the venue.

The **Changing Spaces** facility is located on the **Level 2 Concourse** at Coastal Park level within Swansea Arena. For full information and the **features** of the changing places facility, [click here](#).

Family Friendly Facilities

There are **baby change facilities** available. **Baby feed facilities** are available upon request.

Breastfeeding mothers are very welcome – please ask if there is something you need to make your visit even more comfortable.

Assistance / Guide Dogs

Specially-trained **Assistance and Guide dogs** are welcome in the Arena.

For guests who require their dog to be with them at all times, we kindly ask you to **notify us** of this at the time of booking so we can ensure you are seated in an appropriate location. For the welfare of the dogs, other customers and to **maintain safe venue evacuation routes**, dogs are only allowed within **designated seating areas** within the arena.

We would **recommend** that dogs are not taken inside the auditorium where possible and as such we are happy to look after your dog for you in a safe and secure environment.

We have a **designated area** with **water bowls** and staff will take them outside for **comfort breaks** at regular intervals.

Simply **speak to a member of staff** upon arrival and feel free to give us any **specific instructions** to ensure a happy experience for both you and your dog.

Please ensure that your dog is either **identifiable** as a trained assistance/guide dog or that you can provide the necessary training paperwork for them.

Access Performances

We have **access performances** across some shows here at Swansea Arena. For more information on the current access performances, please **email one of our Access Ambassadors** via the addresses above, or on swanseaboxoffice@theambassadors.com.

Those who are **sensory-sensitive** are advised to **bring any equipment needed** for support, for example, ear defenders. Where possible, we will be offering relaxed performances.

Please note that access provisions, where applicable and whether that might be for **BSL, Captioned, Audio-Described or Relaxed** performances, are **listed on each individual event listing** on this site.

Should you have any **issues** on the night of a performance with Access provisions in place, please contact a member of staff or our Access Ambassadors directly.

Visual Journey

A **visual journey** acts as a guide for anyone who feels worried or anxious ahead of their visit and explains what to expect when you visit the arena.

The visual journey is a visual resource to help prepare visitors for a new experience and to help them become familiar with new surroundings and what to expect. [Click here to request our visual journey](#). (*Welsh coming soon)

Strobe Lighting

Audiences should reasonably expect **pyrotechnics, strobes** and **loud sounds** when attending shows at Swansea Arena. However, as the content changes on a show-to-show basis, **please contact us for specific details**. We will have **on-site warnings** for the duration of each show where this is to be expected.

Mobile Connect

Our auditorium has been installed with a **Mobile Connect** system that will **enhance the experience** of visually impaired patrons or those who are hard of hearing.

The **Mobile Connect** system provides an amplified performance for those who need it via personal mobile phone or tablet. If you are not familiar with this service, here is some **further information** to assist you before arriving for a performance:

- Anyone using this system will be able to hear a **live feed** of the performance on stage (with **Audio Description if attending an Audio Described performance**) through a **headset** or directly through their **hearing aids** from wherever they are sitting throughout the auditorium. If you are listening through hearing aids, please ensure these are **Bluetooth compatible**.
- If you have either an **iPhone/iPod/iPad** or an **android smartphone** you can download the free [Sennheiser Mobile Connect App](#) from the app store through a **WiFi connection** (Downloading using your roaming data may incur **extra data charges**).
- Bring your **fully charged device** with the **latest version** of the app installed and your own headphones to use in the venue. Alternatively, **please ask a member of staff upon arrival** if you wish to borrow a device or headphones.
- Connect to the **Mobile Connect WiFi** once inside the auditorium on arrival and make sure that your data is switched off and your phone is on silent. For the best experience, you may wish to switch your device to **airplane mode**. The **Mobile Connect App** will still work under this function.
- **Scannable QR codes** are available within the venue for instant connection, and staff are on hand who can assist with any **Mobile Connect** queries.

What We Can Offer

- **Familiarisation visits** can be arranged.
- **Supportive** and **friendly** staff.
- **Early entry** into the auditorium and/or venue **may be possible** to arrange at request.
- Families are urged to get in touch with us if they have **specific requirements** to help support their visit.

For additional information, see [Swansea Arena History | Contact Details | Access | ATG Tickets](#).