

SWANSEA
ARENA
ABERTAWE



A Visual Journey for Swansea Arena

Visual Journey

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This document is a visual resource for children and adults with an Autism Spectrum Condition visiting Swansea Arena. It is intended to help prepare any visitors for a new experience and to help them to become familiar with the surroundings.

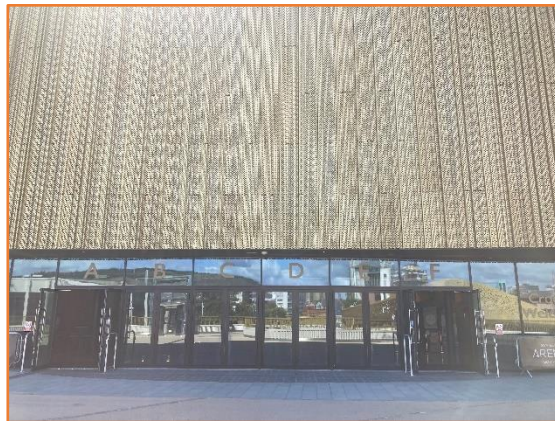
This visual journey contains lots of images and information to help you to prepare for your visit including:

- Photographs of Swansea Arena and how to find your way around
- Descriptions and pictures of the main entrances and exits in the venue
- What you can expect from different performances at the Arena
- Descriptions of the quiet space

We hope you enjoy your visit!

1. Arriving

Welcome to Swansea Arena. The Arena is located on **Oystermouth Road**, and the entrance to the Arena is found on the same level as the coastal park and the Copr Bay Bridge. This is what the front of the venue looks like. You will have to take the stairs or the lift up to this **main entrance**.



When you arrive for your visit, you can approach the entrance from lots of different points. You may park in the Copr Bay South Car Park, just off Oystermouth Road. From here, you can either use the stair case up to the coastal park, or the lift.



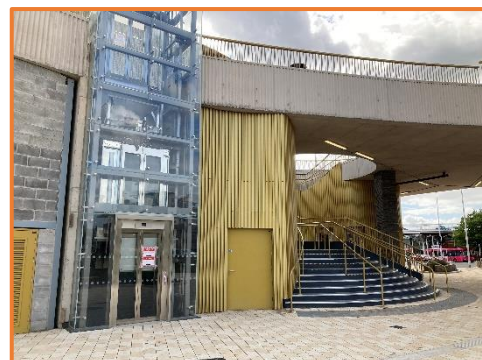
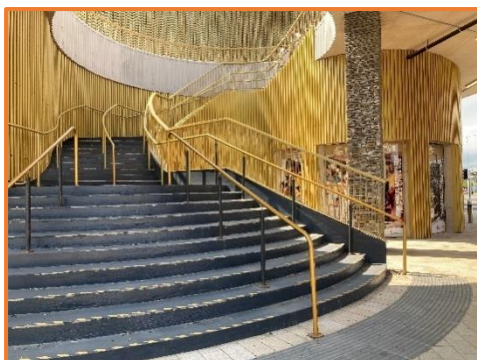
Another popular way to the Arena is over the Copr Bay bridge. This is the easiest way to find the front doors if you are coming to the venue from the city centre by foot. This is called Cupid Way. Once you have crossed the bridge, you will be facing the front doors.



Some visitors to the venue will park a little further away and walk over to the Arena. If you are doing this, there are three easy ways for you to reach the front doors. The coastal park next to the venue has a step free public walk way that you can access from **Paxton Street Car Park**. You will pass through some bollards and walk up the path, passing The Green Room Bar & Kitchen. Keep to the left and follow the building around, and you will reach the front doors. Paxton Street Car Park is also the dedicated taxi pick-up and drop-off point for the Arena.



If you are planning to access the Arena from Oystermouth Road, there are two ways that you can reach the front doors. Just underneath the Copr Bay bridge, there is a gold spiral staircase which takes you to the front doors of the building. Just to the left of the staircase, there is a glass lift which will also take you up to the entrance of the venue.



2. Entering the venue

Once you arrive at the front doors, you will see barriers organised for the queues which will look like this. You may see a lot of people waiting here to see the show. It could be loud and busy.



You will need to join this queue so you can have your tickets scanned. You can either show this on your phone, or you can print it off at home and bring it with you.

One of our stewards will scan your ticket. A steward is someone who works at the Arena. They will be wearing Swansea Arena polo shirts. If you are coming to a relaxed performance, some members of staff will be wearing yellow t-shirts. They are there to help with any questions.



Once you have reached the front of the queue, you will go to one of the doors, where a member of our team will be there to scan your ticket. They will use an electronic device with a bright light to scan your ticket, which you can either present to them on your phone or you can print them off at home to present to them on paper.



Once you have had your ticket scanned, you will go through security. The security team are there to keep everyone safe who is entering the venue. The security guards will have blue jackets or polo shirts on and will look like this. You will walk through arches which are big metal detectors like you would see at an airport. They will have a look through your bag to check for items like alcohol or anything dangerous, but this is just to keep you safe.



Sometimes, security might use electric wands to search. These are just to check that there is nothing dangerous on you, and it is nothing unusual.

If you are booked into the VIP Lounge, the entrance will be separate to the main doors. It is to the left of the main doors. You will have your ticket scanned here, and there will be a member of Arena staff as well as security staff at the door to let you in. They will search your bag here and then show you to your table.

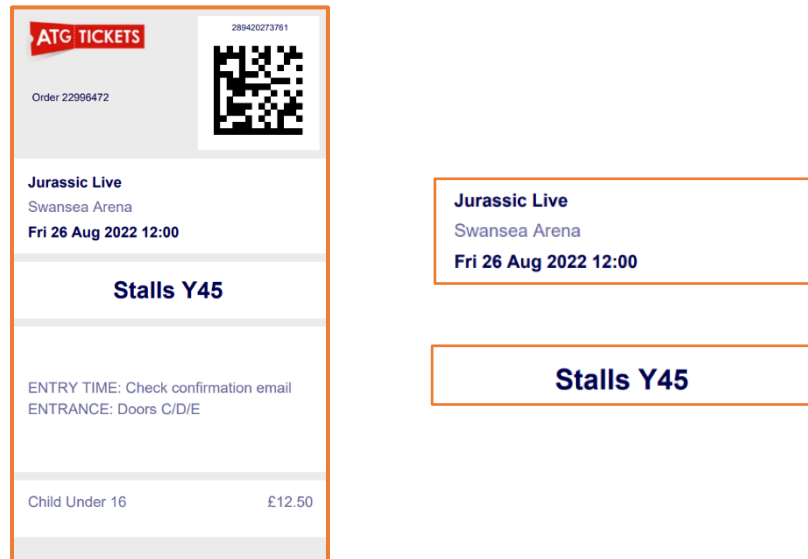


The VIP Lounge will look like this. There may be lots of people inside, and you may hear some music too. If this is too loud, talk to a member of staff behind the bar.



3. E-tickets

As we mentioned before, you will be sent your tickets via email before your event, and these can either be printed off at home or kept on your phone. This is what your e-ticket will look like. It includes lots of useful information.



It will tell you the show name, what time the show starts and the date. It also shows you where your seat is. You have to sit in this seat as it is the one that has been given just to you. When you arrive at the Arena, there will be TV screens to help you find your seat. You can always ask a member of staff if you can't find it.

If you need any help with your tickets, our box office is just inside the front doors and they will be able to help you. This is what it looks like, and a member of staff with an Arena polo shirt will be there to help you.



4. Inside the foyer

We have a merchandise stand next to our box office where you can buy a variety of different items from the show. On this same level, we have a coffee shop where you can buy hot and cold drinks as well as snacks. We also have a bar here. You may hear music and loud talking in this area, and see lots of people queueing to pay for their items.



On this level (level 2), we have a changing places toilet which you are welcome to use. You will need a radar key to open the door which is kept at our box office. They will be able to open the door for you.



We have two more bars in the foyers at the Arena. Downstairs on Level 0, we have another big bar as well as a food stall where you can buy hot food like chips and hot dogs. All of our bars have dropped counter tops.



We also have another bar and food kiosk on Level 3 of the Arena, which look like this. You can take the stairs to all of the bars, or we have lifts to each level of the venue.



We also have two bars inside the auditorium. These are called wing bars and are found on the ground floor of the auditorium.

If you need a reminder of where you are, or need some help to find anything, we have these posts on Level 00 and Level 02 to help you find what you need. You may also hear a member of staff talking over the speaker system to provide information about the show starting.



5. Inside the auditorium

Your seat to watch the show will be inside the **auditorium**, which is a large room where everyone sits to watch the show. Our auditorium is very big, and when there is no one inside, it looks like this.



These are the **front stalls** and **rear stalls**. They are on the ground floor of the auditorium. Sometimes, for concerts, this area turns into a standing area and there are no seats.



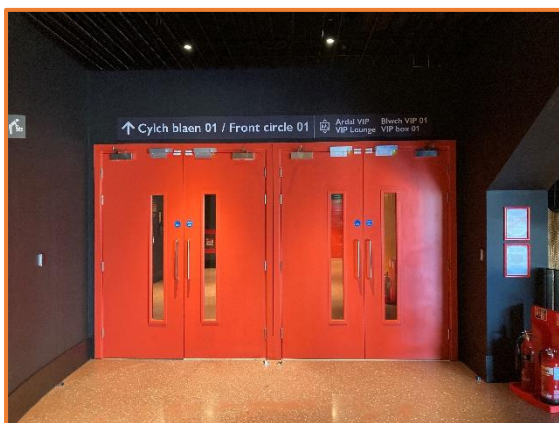
To find these seats or the standing area, you will have to go down 38 steps, or take the lift down to level 0 and enter through one of these doors.



This is the **front circle**. This is where a lot of our access seating is.



To reach these seats, you will not need to go up or down any stairs as it is on the same level as the front doors. You need to go through these red doors, and then through a second red door to find your seat.



This area is the **rear circle**, which is at the top of the auditorium.



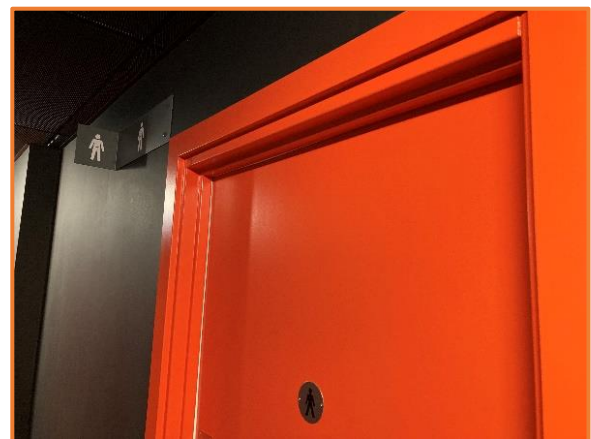
There are two different ways to reach this, depending on where your seat is. All our rows are arranged by letter from A to Z, each with roughly 58 seats. To find Rows G to T and beyond, you will have to go up 27 steps, or take the lift up to level 3. If by stairs, you will enter through red double doors, and then a single red door. If by lift, you will on find one red door between the lifts and the auditorium. This area of the Arena is very high up. If you feel that it is too high, please talk to a steward.



This is what the stage will look like. Performers will walk onto the stage when the show starts. This is what it looks like when there is no one on stage, and when there is a show.



If you need the toilet, you will need to look for these signs. We have toilets on each level of the arena. There might be a queue outside of the toilet, and there may be loud noises coming from the hand dryers.



Before the show starts, the lights in the auditorium will turn off. There might be some loud noises when the show starts. For some shows, mobile phones will need to be turned on silent or off entirely and you will need to be quiet, so that everyone can hear the show.

6. The show

At Swansea Arena, we have lots of different types of performances. We have **music** shows, **comedy** shows, **theatre** shows, **dance** shows and more.

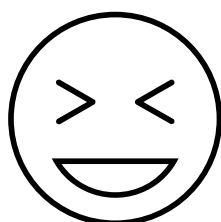
At **music** shows and some **theatre** shows, the band or person will be singing and the sound will be very loud. There will also be lots of lights, including flashing lights. There may also be lots of people around you singing along, dancing and clapping. You can sing and clap along and dance if you'd like to. You do not have to if you do not want to.



If the music is too loud, you can cover your ears with your hands or wear headphones, or maybe if the lights are too bright, you can ask a steward to take you to the **quiet area**.

The quiet area will vary from show to show, and could be a meeting room, bar area or office space. It will be a space to escape the bright lights and loud noise, and you can stay here for as long as you want to. If you want to go back to the auditorium, you can ask a steward to take you back to your seat.

During **comedy** shows and some theatre shows, you may hear people around you laughing, and you can laugh too if you want to. It's ok if you don't want to laugh.



Sometimes in **theatre** shows, actors may say or do something that makes you feel sad. You can feel sad if you like, that's ok. If you want to, you can ask an steward to take you to the quiet space.



At the end of shows, people might stand up to clap and cheer to show the performers that they enjoyed the show. You can clap your hands too if you want to, but you don't have to if you don't feel like clapping. Clapping can sometimes be quite loud. You can cover your ears with your hands if it is too loud, or ask a steward to take you to the quiet space.



At the end of the show, the lights will come on and everyone will start to leave the Arena. There will be a lot of people leaving all at the same time. You can stay in your seat until all of the people have left if you want to. Then you can leave, once you are happy and comfortable enough to.