

Accessibility Guide

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1. Before You Arrive: Planning your visit and personal assistance

Access Support Team

We have an excellent team of trained team members to assist visitors access to the Ice Pad and our other services. There is no charge for any additional assistance we provide, our aim is to ensure that everyone enjoys their visit to our venue. Your Support Team are easily identifiable in green Sweat Shirts or Jackets.

When on site a member of staff is always close at hand to offer you all/any assistance required. If you have any queries with regards your visit please contact the team via 02920 099087 or email access@ice-skate.co.uk

Pictures of the site, and a 360 tour can be found at www.cardiffswinterwonderland.com.

Assistance Dogs

Assistance dogs are welcome at all our venues and water is available for them outside the box office. Please note dogs are not allowed on the ice and must be supported by a friend or family member whilst you enjoy your skating session.

Essential Companions/Personal Assistants/Carers

If you have essential companion/personal assistants to help you, there is no admission charge for them. Tickets may be purchased in advance via our website or via the Ticket Box Office. Please note we reserve the right to request identification evidence i.e Hynt Card, Access Card, PIP/DLA evidence or Blue Badge or similar.



Wheelchairs

Wheelchair Companions

All wheelchair users must be accompanied on the ice by a companion aged 16 years or older. Ice grips and skates/blades are provided 'free of charge'. Due to traction control, it is very difficult to control a motorised wheelchair on the ice. We do allow motorised wheelchairs on the ice however these must be switched to manual control and must be accompanied by a companion.

Note: Soft sole shoes are strictly **NOT** permitted on the ice surface, where blades/skates are not worn -- we strongly advise that ice grips should be worn. Personal safety and the safety of others is paramount. Decisions to use the Ice Pad without appropriate footwear is taken at your personal risk and we do not accept any liability on your behalf.

WHEELCHAIR SAFETY ON THE ICE

A wheelchair, can glide, often uncontrollably on the ice, due to the lack of traction on the slippery ice surface. Thus, it is important all skaters and their companions must adhere to the Ice Pad safety standards and guidelines.

All skaters, by entering the ice pad do so entirely of your own free will, and entirely at your own risk. Where the skater is under 16 it is deemed that the responsible adult/carer/companion takes overall responsibility for suitably assessing the inherent risks associated with recreational skating.

How to get to Winter Wonderland

Please check directions on the website which includes information on how to get here on foot, by bike, car, public transport, or from the airport.

Full information with regards to accessibility of Cardiff City can be also found at:

https://www.cardiff.ac.uk/_data/assets/pdf_file/0008/235772/1580.11519.file.eng.pdf

2. When you Arrive

Parking

There is plenty of parking at Winter Wonderland, all parking around the Civic Buildings is within a close distance. Nearest spaces are in front of the Museum and City Hall however please note these are public parking spaces and may be very busy on times. Limited dedicated spaces for blue badge holders are in front of the Museum

If you have any questions about accessible parking and access issues please call our Access helpline on 02920 099087.

Public Transport

Bus

From Cardiff Central Bus Station take bus number 53 or 85 to the Museum. From Cardiff Bay take the Bay Car bus number 6. You can plan your journey using the [Traveline Cymru website](#) or by calling their helpline on 0300 200 22 33.

Train

The nearest train station is Cathays Station, approximately 5 minutes walk from the Museum. For train travel information please visit [National Rail Enquiries](#) website.

Drop-off Points

If you need to drop off someone there is a drop-off area outside Cardiff City Hall – for directions just ask any of our team. If further assistance is required please call the team on 02920 099087.

Taxi Drop-off

The taxi drop off point is Cardiff City Hall.

Coach Drop-off

The coach drop off point is National Museum of Wales or Castle Mews Car Park (opposite Cardiff City Hall – please note subway access must be used for Castle Mews Car Park)

3. Ticket & Information Office

Ticket & Information Office is a covered area. This area has flat level access. Hearing Loop is also present for use by those that are Hard of Hearing.

Booking Office has a low access level service area.

Accessible toilets are available on site, and information on how to access this toilet will be available from the box office and information point.

Below is a list of all the changing places units in Cardiff City Centre -

LOCATION	DISTANCE
1) National Museum Cardiff Cathays Park Cardiff , CF10 3NP Tel: (029) 2057 3000 Location Details	.08 Miles View Map
2) St David's Shopping Centre 11 Bridge St Arcade Cardiff, CF10 2EF Tel: 02920 367600 Location Details	.45 Miles View Map
3) Millennium Stadium Westgate Street, Cardiff, CF10 1NS Tel: 0870 013 8600 Location Details	.54 Miles View Map
4) Wales Millennium Centre Bute Place, Cardiff Bay, CF10 5AL Tel: 02920 634630 Location Details	1.57 Miles View Map
5) National Assembly for Wales Cardiff Bay Cardiff, CF99 1NA Location Details	1.58 Miles View Map

Use of Accessible Toilet Not on Site

If you need to leave the site during your session and wish to return to complete your session. Please discuss your personal requirements with one of the Access Stewards.

Seating

Additional seating is located around the venue, seating is located in the bar areas and within the skate hire section.

4. During your Visit

a) Getting Around

Gradients and Surfaces

A variety of surfaces are located at Winter Wonderland and a variety of gradients, always team members are available to provide support if required. Path surfaces on site inside and outside the site are mainly tarmac with down kerbs however please note in wet weather area can be prone to puddles. Please note that the upper area of the venue, whilst accessible, is a decked area, so could prove bumpy for some mobility vehicles/wheel chairs. The inner areas of marquees are carpeted.

If you experience, or think you might experience problems please contact a member of staff either before your visit or whilst you're here and they will be pleased to support you in every way possible.

Recommended Routes

The flattest access route to the venue is via Gorsedd Gardens however please remember our team members are happy to support you at any time, whilst you are at the venue.

b) Accessible Services and Facilities

To help provide you with the best possible service if you have any additional requirements we ask you to provide any access requirements you may have when booking your tickets. The box office staff are fully trained to help with any information regarding access.

<http://www.cardiffswinterwonderland.com/en/tickets/>

c) Viewing Area

We are pleased to offer a viewing area. A maximum of 3 people may use the area at any one time. The platform has limited seating and will support 3 wheelchairs. We ask that when using the platform only 1 PA or companion accompany you in order that we can ensure as many people as possible gain benefit from the area.

d) Toilets

All toilets on site are easily accessible and offer accessible facilities. They are located behind the bar area. An accessible toilet will be available

throughout the duration of the event and will be located next to the male and female toilets on site.

e) Hearing Loops

Hearing loops are available at the Box Office and within the Skate Hire Area. They will be shown by the T and ear symbol sign on the desks.

e) Information (large print, Braille, audio information)

There is a Braille information guide translation available and audio information. This can be obtained at the box office, or by post by emailing access@ice-skate.co.uk

f) Food and Drink

The food vendors offer a range of food and drink from alcoholic to non-alcoholic beverages, to snacks and hot food.

g) Seating and Shelter

We have plenty of sheltered and indoor spaces as well as outdoors space and activities. There are also plenty of places to take a rest.

h) Medical Assistance

If you require medical assistance please speak to a member of the Team who will call a member of the First Aid Team.

5.Sensory Highlights

Winter Wonderland is a feast for all the senses. However, we are aware that this may cause challenges for some visitors. If you have any concerns or want more information please contact any of our team members personally or ring the ticket office for assistance.

- **Sight**
White, blue and an array of sparking lights. Other skaters using the ice pad and spectators. The reflection of lighting/sunlight on the ice. Lights reflecting from the rides at the venue will also offer sight stimulus. During dedicated relaxed sessions unless otherwise requested it is our policy that lights around the Ice Pad will be dimmed or switched off and no music will be played.
- **Touch**
The Ice Pad offers a sensory experience as your move through the different areas of the attraction onto the ice pad itself. The surface of the ice may hold surface water, which will present different textures. Materials utilised across the attraction may also present other sensory experiences.
- **Sound**
Music, Ice Pad machinery and groups using the attraction will generate varying levels of sound. The proximity to the rides at the attraction may also present other noises and sounds. Ear defenders are available for loan.
- **Smell**
Food outlets and surrounding traffic presents varying levels of smells.
- **Taste**
Enjoy the fresh taste of local produce at all of the food vendors. Venues at the attraction will cater for a selection of dietary needs and appreciate that personal dietary needs may vary, attempts will be made to cater for your needs if the relevant stock is available.

6.Ice Aids

Penguins

Price: £5 per session

Our penguins are ideal for helping young skaters to gain confidence on the ice. They can be hired for any public skating session, but pre-booking online is advisable.

The penguins are 91.5cm tall and although there is no minimum height restriction, the user does need to be able to stand and reach the handle. The maximum height for use is 120cm (3' 11¼" or 1.2 meters). The charge covers the full session and there are no refunds or part-refunds if the penguin is not used or is only used for part of the session. Bookings are non-refundable.

Ice Skates

Skaters are welcome to bring their own ice skates to use. Please note that socks must be worn with skates and we do advise that an extra pair of socks is worn for comfort.

Skate sizes start at child size 8 (EU 25) and go up to adult size 14 (EU 49.5). Socks must be worn with skates and we do advise that an extra pair of socks is worn for comfort.

7.Dedicated Sessions

Skating sessions for schools and nurseries

During term time, teachers can take advantage of Ice Pad use and skating sessions. Find out more about school skating sessions check out our website.

*Please note Skaters must be over 3 years of age.

Age restrictions and guidance

Children aged 14 years and over can be unaccompanied both on site and on the ice. Children aged 3 to 7 years need a parent or guardian on the ice rink. Over 7 years can be unaccompanied both on site and on the ice.

Relaxed Access Sessions

Numbers using the ice during these sessions will be limited and 11th Hour Ice reserve the right to adjust the numbers on an adhoc basis to maintain safe access and use of the ice for all.

It is advisable to book your places on all Relaxed Access Sessions, to avoid disappointment, as numbers on the ice will be limited and strictly maintained.

Dates:	Session Time:
Nov 15	1600H
Nov 19	1215H
Nov 22	1600H
Nov 27	1215H
Nov 29	1600H
Dec 4	1215H
Dec 6	1600H
Dec 11	1215H
Dec 13	1600H
Dec 18	1215H
Dec 20	1600H
Jan 1	1100H
Jan 3	1600H



To book tickets and for more information –

Email: Access@ice-skate.co.uk

Phone: 02920 099087

Visit: www.cardiffswinterwonderland.com