

# Access Statement for Principality Stadium

(This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer to all our guests/visitors)

## **Introduction**

The Principality Stadium is a 74500 seated capacity multi-event stadium in the centre of Cardiff, a short distance from the train station and the bus station. We are surrounded by tarmac streets and have ramps to all access gates and turnstiles. Prior to each event there will be a road closure in place that prevents any vehicles accessing the stadium directly and as such any drop off point may be some distance from the stadium (variable in each direction).

<http://www.principalitystadium.wales/information/disabled-facilities>

We look forward to welcoming you. If you have any queries or require any assistance please phone 0844 249 1999 or email [info@principlaitystadium.wales](mailto:info@principlaitystadium.wales).

## **Pre-Arrival**

- Spectators should make the necessary arrangements to travel to Cardiff and allow time for accessing the stadium.
- Spectators should be aware that the road closure around the stadium prevents direct drop off and pick up and should plan accordingly.
- All spectators should be aware that they may be searched upon arrival, and have tickets ready to present to the stewards ahead of the main turnstile lines.
- Spectators should aim to head to the correct gate as identified on their ticket to avoid being refused entry at the wrong gate.
- Spectators should allow sufficient time ahead of the kick off or the time of the event to pass through the turnstile lines.

## **Car Parking Facilities and Arrival**

- Parking facilities are limited at the stadium and are only open to disabled spectators. The disabled parking facilities can only be booked in advance and should be booked via - [access@wru.wales](mailto:access@wru.wales)
- Other car parking can be found in the city and travel to the ground can be achieved via the park and ride system this is well sign posted throughout the city.

### **Ticket Office**

- The ticket office is located in a separate building to the front of the main stadium on Westgate Street Access is via the Welsh Rugby Union Shop there are stairs and accessible lifts. The ticket office is on the first floor of the building. On event days, stewards are available for assistance and guidance.

### **Entering the Stadium**

- The turnstiles are located on six gates (gates 1,2,3,5,6 and 7) all are accessible for able bodied and disabled spectators for rugby matches, concerts and other events there are no specific entry points for home and away spectators.
- When the stadium holds football matches the relevant home and away entry points will be notified to the ticket holders.
- Hospitality and VIP spectators enter by a separate turnstile on each of the gates which is clearly sign posted.
- all accessible turnstiles are clearly marked

### **Viewing Areas**

- The viewing areas are located on three main levels, level 3, level 4 and level 6. Each area is ticketed and it is stewarded by

- specialist stewards. All of the viewing areas have positions for wheelchair access and carer seating.
- Total designated wheelchair user spaces (home and away)?  
148(92 Lower,28 Middle,28 Upper tier)

## **Toilets**

- There are accessible toilets on all levels of the building with a full adult changing place facility on the lower tier. All bars and food and beverage units have accessible counters.
- The disabled steward team will offer to purchase spectators food and beverages on their behalf and deliver them to the seats as necessary.
- We operate the Radar key system on all of our accessible toilets and steward teams carry keys for those who do not possess them.
- All toilet blocks are fitted with a cubicle that is equipped for the ambulant disabled.

## **Catering**

- All levels have food and beverage outlets on them located throughout the concourses there are separate bars and separate food outlets but the food outlets will only provide soft drinks.

## **Additional Services**

- Match radios are available upon request for those who need to receive match commentary.

- If any customer is not satisfied with the service that they are receiving it should be reported to the nearest steward at the earliest opportunity. Failure to do this result in the stadium being unable to rectify the issue.

### **Contact Information**

Access Manager: D Crossman

Address: Principality Stadium Westgate Street Cardiff  
CF10 1NS

Telephone: 0844 249 1999

Email: [info@principlaitystadium.wales](mailto:info@principlaitystadium.wales)

Website: <http://www.principalitystadium.wales/home.php>

Hours Of Operation: Normal working hours 0900 to 1700, event times are advertised as specific times

Local Public Transport: Cardiff Bus - <http://www.cardiffbus.com/> Arriva Trains (Wales) - <http://www.arrivatrainswales.co.uk/>