

ACCESSIBILITY - INTRO

Our aim is to make sure that Unity Festival is fully accessible to anyone who wants to attend. We work closely with Attitude is Everything, a charity that improves disabled people's access to live events.



CONTACT DETAILS

Ellis Wrightbrook is Hijinx's Senior Producer and the Access Manager during the Unity Festival. As we do not run our own festival site, we choose venue partners who are able to offer quality access provision and will most likely be best placed to answer any queries you have.

- Porters
 - Contact form: <http://www.porterscardiff.com/contact/>
 - By email: info@porterscardiff.com
 - Address: Porters, Harlech Court, Bute Terrace, CF10 2FE
 - [///fumes.sheep.translated](http://fumes.sheep.translated)
- Chapter Arts Centre
 - ACCESS PAGE: <https://www.chapter.org/visit/access/>
 - By phone: 029 2031 1050
 - By email: enquiry@chapter.org
 - Address: Chapter, Market Road, Canton, Cardiff, CF5 1QE
 - [///apron.smashes.limes](http://apron.smashes.limes)
- Wales Millennium Centre
 - ACCESS PAGE: <https://www.wmc.org.uk/en/your-visit/facilities-and-access>
 - By phone: 029 2063 6464
 - By email: tickets@wmc.org.uk
 - Web chat: Click the orange 'Can We Help?' box on their website (available Mon – Fri 10am - 5pm, Sat 12pm – 5pm)
 - Address: Wales Millennium Centre, Bute Place, Cardiff, CF10 5AL
 - [///frogs.notes.locate](http://frogs.notes.locate)
- St David's Hall
 - ACCESS PAGE: <https://www.stdavidshallcardiff.co.uk/your-visit/access/>
 - By phone: 02920 878444
 - By email: St.DavidsHallReception@cardiff.gov.uk

- Address: St David's Hall, The Hayes, Cardiff CF10 1AH
 - [///shape.safety.vase](http://shape.safety.vase)
- Pontio Arts Centre
 - ACCESS PAGE: https://www.pontio.co.uk/Online/default.asp?doWork::WScontent::loadArticle=Load&BOParam::WScontent::loadArticle::article_id=3A3DCE02-6D60-4959-9264-FD15FF998A14&menu_id=83DA1F08-BB2D-4DCC-9DAA-6B9A575341C1
 - By phone: 01248 382828
 - By email: info@pontio.co.uk
 - Address: Pontio, Bangor University, Deiniol Road, Bangor, LL57 2TQ
- Ffwrnes
 - ACCESS PAGE: <https://www.theatrusirgar.co.uk/en/your-visit/ffwrnes/access>
 - By phone: 0345 2263510
 - By email: theatres@carmarthenshire.gov.uk
 - Address: Ffwrnes, Park Street, Llanelli, SA15 3YE

If you need assistance or information that cannot be found by either contacting the relevant venue or visiting their webpage, you can contact Ellis:

By phone: If you are happy for Ellis to call you back within 24 hours please call 07521051417 and leave a voicemail with your name, contact number and summary of access query. Please note this call back service is for access queries only.

By e-mail: You can also send an e-mail to info@hijinx.org.uk, please note that it might take up to 48 hours to respond

By post: FAO Ellis Wrightbrook, Hijinx, Wales Millennium Centre, Bute Place, Cardiff, CF10 5AL. Please note this is the slowest method of communication, as Hijinx are not currently operating from the office full-time, and a response may take up to 14 days.

ACCESSIBILITY DOWNLOADS

Download your copy of the Unity Festival Disability Access FAQs here: Word or PDF

Download your copy of the Unity Festival Programme here: PDF

Download your copy of a 'text-only' version of the programme here: Word or PDF

FESTIVAL SITE DESCRIPTIONS AND THEIR GROUND CONDITIONS

Hijinx Unity Festival 2022 takes place across 7 locations in Wales:

- Porters (Cardiff)
 - All events in this venue are FREE and UNTICKETED
 - This venue is a working bar, the audience will be seated at tables
- Chapter (Cardiff)
 - All events in this venue are TICKETED
 - There is a busy café at the heart of this building, and it can sometimes be loud
 - Events will be taking place in one of the cinema screens (indoors) and it is possible to access this location step-free
- Wales Millennium Centre (Cardiff)
 - Some events in this location are TICKETED, other events are FREE
 - This is a large building and a tourist landmark, so it can sometimes be busy.
 - During this festival, a sports event will also be happening in the vicinity, so you can expect crowds.
 - The ticketed performances will be happening in the Weston Studio
 - The free events will be happening both outside the building, and indoors in the Glanfa foyer area.
 - In the case of wet weather, all performances will be relocated to the Glanfa foyer area.
- The Hayes (Cardiff)
 - All events in this location are FREE and UNTICKETED
 - This is a City Centre location, and all stages are outdoors
 - If it is sunny, shade can be found under trees or shop canopies nearby each stage
 - In extreme wet-weather, performances will be cancelled
 - There are 3 stages:
 - Outside the Central Library ([///speaks.rock.dreams](http://speaks.rock.dreams))
 - Opposite the Tabernacle Church & 'Giovanni's' ([///teach.herb.moment](http://teach.herb.moment))
 - Between 'Boss' and 'Miller & Carter' ([///shrimp.ready.deed](http://shrimp.ready.deed))
- St David's Hall (Cardiff)
 - All events in this location are FREE and UNTICKETED
 - Performances will be happening in the foyer area, indoors, directly by the front entrance.
- Pontio Arts Centre (Bangor)
 - This is a building of Bangor University, and relatively new
 - The festival is happening during an academic holiday, so footfall will be lower than usual
 - There is one TICKETED event happening in the Bryn Terfel theatre
 - Other events are FREE and UNTICKETED, happening in and around the centre. Follow festival signs.
 - There is only one stage outdoors and on grass. An alternate stage will be sign-posted if we encounter wet-weather, otherwise it's an even tread with only a small incline from inside the venue to the grass area.
- Ffwrnes (Llanelli)
 - This building is located just outside the town centre, so expect throughfare pedestrians
 - There is one TICKETED event happening in the Main House theatre

- Other events are FREE and UNTICKETED, happening in and around the centre. Follow festival signs to these locations.

Site entrances at all locations are located along level hard standing paths and are entered either via automatic doors, or held open by ushers/volunteers. Where a location has multiple stages, these are all within 500m of each other and can be accessed step-free.

The weather can have a big impact on how easy it is for people to travel to/from festival venues, please take this into consideration when deciding on what equipment to bring with you.

BOOKABLE ACCESS FACILITIES

Some of the following facilities are available only when booked in advance, and subject to availability.

Ground Level Viewing Areas for the STREET THEATRE stages

This is a level hard area for attendees with disabilities who require a less crowded area and/or the option of sitting for short periods of time, with a PA if required. A festival volunteer, wearing a bright orange t-shirt, will be holding a 'lollypop' sign to indicate the viewing area at each location. While we endeavour to provide those using this service with the best sightline, we cannot guarantee it will be an unrestricted view.

Proof of disability is not required to use this area, simply introduce yourself to the volunteer as described previously.

Accessible seats for the TICKETED events

In each location, the ticketed events will be happening in a studio theatre with raked seating. If you require a wheelchair space, these are often first-come-first-served and you need to request this at the time of booking. There is no other accessible seating option, but if there is something that the Unity Festival can do to accommodate you during your visit to one of our ticketed performances, please send your access rider to: info@hijinx.org.uk including the date, time and location of the performance you have booked. Examples of adjustments we have made in the past (non exhaustive): providing a cushioned mat to watch the performance from a lying position, an announcement pre-show to inform other audience members that there are attendees who may make involuntary noises, notes of any particular 'triggers' an attendee wants to be aware of i.e. the length of time from the start of the performance before a loud noise happens, descriptions of any mature themes, headshots of the actors alongside descriptions of their costumes.

BOOKING PROCESS

All ticketed performances are part of the hynt scheme. If you need support or assistance to attend a performance at a theatre or arts centre then you may be eligible to join hynt, which will provide free tickets for as many carers/companions as you are eligible for.

Please note, the Unity Festival does not administrate the hynt scheme. It managed by Creu Cymru in partnership with Diverse Cymru and all enquiries should be directed to info@hynt.co.uk

Read more about the scheme here: <https://www.hynt.co.uk/>

You can apply online here: <https://www.hynt.co.uk/en/join/apply/application-form/>

You can download an application form here: **PDF**
https://www.hynt.co.uk/files/3814/2713/1156/Hynt_application_form_v5.pdf

If successful, you will be issued with a 'hynt card' which is your photo ID and proof of your eligibility. Tickets that are purchased using a hynt card can only be collected from the box office on the day of performance, and you will need to show your card to a member of the box office team.

VALID PROOF OF DISABILITY WHEN SUBMITTING TO HYNT

As part of the Hynt application process, you will need to include evidence demonstrating that you or the person you are completing the application for meets the eligibility criteria:

- Enhanced or Standard PIP Daily Living Component
- High or Middle rate DLA Care Component
- High Rate Attendance Allowance
- Certificate of Visual Impairment
- War Disablement Pension
- Armed Forces Independence Payment (AFIP)
- Direct Payments
- Social Services Care Package
- Continuous Healthcare Package
- Dual Sensory impairment

Hynt will need to see a copy of one of the following documents:

- A letter from the Department of Work and Pensions that confirms that you or the person you are applying for is in receipt of one of the benefits listed in the criteria
- A letter from the relevant Local Authority confirming that you or the person you are applying for is in receipt of Social Services Care Package, Continuing Healthcare Package or registered for Direct Payments
- A Certificate of Visual Impairment

WHAT3WORDS – PLANNING YOUR JOURNEY

The city and town centre locations of our events mean that they are well served by public transport networks and as part of our sustainability plan we urge you to use public transport where possible or even walk.

You'll notice that all locations on our map, and in descriptions above, feature something that looks like this **///onion.bright.ripe**. This is a what3words code, and a tool we encourage you to use when planning your trip to Unity Festival. Street addresses aren't accurate enough to specify precise locations, such as building entrances, and don't exist for parks and many rural areas. This makes it hard to find places and prevents us from describing exactly where you need to be to enjoy the Unity Festival.

You can either download a free app by searching 'what3words' in your Appstore, or use a browser-based version at www.what3words.com. Here you can input the three-word code and it will help you navigate & plan your way to the location.

TRAVEL GUIDE

The Unity Festival does not operate any car parking facilities, but below is a list of the most convenient parking at each location, all of which include blue badge spaces, alongside the nearest public transport link.

- Chapter Arts
 - By bus - You can catch bus numbers 17, 18 direct (Chapter Arts Centre stop) every 5 minutes from Cardiff Central.
 - Parking: Free car park at the rear of the building with six spaces designated for Blue Badge holders.
- Wales Millennium Centre
 - By train: Cardiff Queen St station to Cardiff Bay runs every 12 minutes and takes less than 5 minutes.
 - Parking: Q-Park Cardiff Bay is opposite Wales Millennium Centre on Pierhead Street and is open 24 hours a day, use CF10 4PH to navigate to the correct address.
- For Porters, St David's Hall & The Hayes

- By train: Cardiff Central and Cardiff Queen St both approx 5 min walk
- Parking: Disabled parking on Level 3 at St David's Centre and in John Lewis car park. Attendees can also be dropped off / picked up at Wharton Street, approx 100m from the Hayes & St David's Hall.
- Pontio
 - By bus: The closest stop is Bangor Clock Bus Station which is approximately 5 minutes walk from Pontio.
 - Parking: 11 designated disabled parking spaces; parking is free for disabled badge holders within these spaces. To access the car park turn up Glanrafon Road which is adjacent to Pontio and the car park is available on the left.
- Ffwrnes
 - By bus: Llanelli's main bus station is adjacent to the Ffwrnes. National Express operates services into Llanelli and there are extensive local bus services.
 - Short Stay parking - There is chargeable short term parking at East Gate car park between 8am and 6pm Monday to Saturday. 4 Hours maximum stay is currently £2.00. Parking is free overnight between 6pm and 8am and all day Sunday.
 - Long Stay parking – There are two chargeable long term car parks within 500 meters of the Ffwrnes, these being:
 - Edgar Street Car Park near Old Road surgery. Postcode for this car park is SA15 3HW.
 - Church Street Car Park near Vauxhall Surgery (please note that there are only a limited number of long stay bays). Postcode for this car park is SA15 3BD.

OTHER ACCESS FACILITIES

Box Office

A lowered counter for wheelchair users will be available at each location's box office and they will all be fitted with hearing loops

Access Manager & Volunteers

At each location an info point will be manned by a volunteer in an orange t-shirt. This volunteer has all information regarding access i.e. times of BSL performances, location of access toilets etc. They are the first point of contact for all customer access queries on-site. The Information and Help Point will be clearly signposted on site and highlighted on the event map. The Access Manager (Ellis) will also be contactable on radio during the event, if further assistance is required.

Accessible toilets

Accessible toilets are available at each location:

- Porters – Ground Floor: 1 wheelchair accessible toilet, well signposted
- Chapter – Ground Floor: three wheelchair accessible toilets including one that provides sufficient space and equipment for visitors who are not able to use the toilet independently. All-gender toilets in the café bar and single-gender toilets

along the cinema corridor. Upstairs, one wheelchair accessible toilet and plenty of single-gender toilets. All accessible toilets have baby change facilities.

- Wales Millennium Centre – Ground floor: both left and right transfer accessible unisex toilets, a Changing Places toilet with a height adjustable adult-sized changing bench and a tracking hoist system. There is adequate space in the changing area for the person who needs it and up to two carers, a centrally placed toilet with room either side.
- Pontio - Accessible toilets are available on levels 0, 1, 3, and 5 of the building and are signposted.
- Ffwrnes – Accessible toilets are available on all levels and are signposted.
- St David's Hall - Accessible toilets are available on levels 2, 3, 4, and 5 of the building and are signposted.
- For The Hayes – Inside St David's (Shopping Centre) toilet facilities are located at Eastside on both the upper and lower levels. They include changing facilities for families and adapted facilities for disabled users, including a Changing Places facility.

Charging points for power chairs

Please enquire at the info point or at the venue box office for the location of your nearest charging point

Lowered counters

There are lowered counters inside each venue at the box office, bars, and some food outlets. Provisions will be made where lowered counters are not available.

British Sign Language (BSL), Captions and Audio Description

You can view and download the schedule of our designated accessible performances [HERE](#).

Hearing (Induction) Loops

These are located at the info point and at each venue's own Box Office windows and are identified by a sticker.

Quiet space

This is a space that people can use when they need to get away from the crowd for a while. This space will be signposted, but approach the info point if you need help finding it.

Hidden Disabilities

We understand that a hidden disability is not immediately apparent. If you would like support or advice before attending, please contact us in advance with your questions via info@hijinx.org.uk There will be a limited supply of hidden disability lanyards available (free of charge) from the info point.

A dog spending area for assistance dogs

Assistance dogs are welcome to every event at Hijinx Unity festival. If you require

dog spending area on site please email your request within 14 days of the event to info@hijinx.org.uk

STROBE LIGHTING

The only performance at Unity Festival 2022 that features strobe lighting is BOGUMER (performing at Wales Millennium Centre, 20:00, 25 June). Other show warnings i.e. smoke, bad language, loud noises, or nudity are well advertised.

ATTITUDE IS EVERYTHING

Attitude is Everything improves Deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

Having begun as a pilot project in 2000, Attitude is Everything is now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. They encourage events producers to go beyond the legal obligations set out in the Equality Act and implement best practice, providing a fair and equal service to their Deaf and disabled customers.

Attitude is Everything support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 100 venues and festivals have already signed up.

www.attitudeiseverything.org.uk

www.twitter.com/attitudetweets

www.facebook.com/attitudeiseverything

Become an Attitude is Everything Mystery Shopper

The Attitude is Everything Charter of Best Practice encourages live venue promoters to publicly show their commitment to improving access, and is assessed by a nationwide team of Mystery Shoppers.

To become a Mystery Shopper, you can either register [online](#) or si@attitudeiseverything.org.uk to request the forms and more information.



attitude
is everything