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**1. INTRODUCTION**

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.



**2. CONTACT DETAILS**

**Sami Dunn** is Hijinx’s Access Lead 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.

**Chapter Arts Centre:**

* + **ACCESS PAGE:**[Chapter | Access & Facilities](https://www.chapter.org/visit/access-facilities)
  + **By phone:** 029 2031 1050
  + **By email:** [enquiry@chapter.org](mailto:enquiry@chapter.org)
  + **Address:** Chapter, Market Road, Canton, Cardiff, CF5 1QE
    - [///apron.smashes.limes](https://what3words.com/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](mailto: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](https://what3words.com/frogs.notes.locate)



(Image: grahamwell / Graham Flickr)

**Pontio Arts Centre:**

* + **ACCESS PAGE** [Accessibility (pontio.co.uk)](https://tickets.pontio.co.uk/Online/default.asp)
  + **By phone:** 01248 382828
  + **By email:** [info@pontio.co.uk](mailto:info@pontio.co.uk)
  + **Address:** Pontio, Bangor University, Deiniol Road, Bangor, LL57 2TQ



(Image: Bangor University)

**Ffwrnes:**

* + **ACCESS PAGE:** <https://www.theatrausirgar.co.uk/en/your-visit/ffwrnes/access>
  + **By phone:** 0345 2263510
  + **By email:** [theatres@carmarthenshire.gov.uk](mailto: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 Sami:

**By phone:** If you are happy for Sami to call you back within 24 hours, please call 07742883564 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](mailto:info@hijinx.org.uk), please note that it might take up to 48 hours to respond

**By post:** FAO Sami Dunn, 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.

**3. FESTIVAL SITE DESCRIPTIONS AND THEIR GROUND CONDITIONS**

Hijinx Unity Festival 2024 takes place across 4 locations in Wales:

**Chapter (Cardiff):**

* + The event in this venue, Requiem, is TICKETED
  + There is a busy café at the heart of this building, and it can sometimes be loud
  + Requiem will be taking place in Seligman Stiwdio

**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 Food and Drink event will also be happening in the vicinity, so you can expect crowds
  + The ticketed performances will be happening in the Weston Studio and Cabaret
  + The free events will be happening both outside the building, and indoors in the Glanfa foyer area
  + In the case of extreme wet weather, festival production will make a decision on whether outdoor events go ahead

**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
  + The events at Pontio are FREE and UNTICKETED, happening in and around the centre from 4pm. Follow festival signs.
  + Most of the performances will take place outdoors at the front of the building; one performance will take place in Bocs Gwyn indoors. The journey between both outdoor performance areas is step free (lift access to Bocs Gwyn). An alternate performance space will be sign-posted if we encounter wet weather.
  + Bangor University and Pontio Arts Centre are **cashless** venues.

**Ffwrnes (Llanelli):**

* + This building is located just outside the town centre, so expect through-fare pedestrians
  + The events at Ffwrnes are FREE and UNTICKETED. There will be one stage outside the front entrance of Ffwrnes.

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.

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.

**4. 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 wearing a backpack with a large white flag with a symbol of a wheelchair on it 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:**

Weston Studio – WMC

Ticketed events will be in a studio theatre with raked seating. If you require a wheelchair space, you can state this at the time of booking.

Cabaret – WMC

Flexible cabaret seating that accommodates wheelchairs.

Chapter

Ticketed events will be in a studio theatre with raked seating. You do not need to request a wheelchair space in advance.

There are no other accessible seating options, 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 requirements to: [info@hijinx.org.uk](mailto:info@hijinx.org.uk) including the date, time and location of the performance you have booked.

**5. 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](mailto: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

**6. 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.

**7. 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:**

* + 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 18 minutes and takes less than 5 minutes.
  + By bus: The number 6 Baycar bus is fast and direct between City Centre and Cardiff Bay, leaving every half an hour.
  + 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.

**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.
  + Parking – Llanelli council has approved free parking in Llanelli Town on Saturday 29 June 2024. You will still need to obtain a ticket and display it as normal. Parking information outside of this date is detailed below.
  + 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.

**8. 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 volunteers (in orange t-shirts) and/or staff (in pink t-shirts). The information point has all information regarding access on-site i.e. times of BSL and AD performances, location of access toilets etc.

It is also where you can pick up a sunflower wristband or pinbadge which indicates to festival staff that you may need assistance during performances (e.g. seated positions/unrestricted sightlines etc.).

The Information and Help Point will be clearly signposted on site and highlighted on the event map. The Access Manager (Sami) will also be contactable during the event, if further assistance is required.

**Accessible toilets:**

Accessible toilets are available at each location:

* **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, however there is **not** a changing place available during the Llanelli events.

**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 from our access page.

**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.

**Chill out 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](mailto: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 ask staff or a volunteer

**9. CONTENT WARNINGS**

All show warnings i.e. smoke, bad language, loud noises, or nudity are well advertised for the ticketed events.

**10. 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](http://www.attitudeiseverything.org.uk/)[www.twitter.com/attitudetweets](https://twitter.com/attitudetweets)[www.facebook.com/attitudeiseverything](https://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](http://www.attitudeiseverything.org.uk/mystery-shopping/registration) or [si@attitudeiseverything.org.uk](mailto:si@attitudeiseverything.org.uk) to request the forms and more information.

