



VISUAL STORY

This is a Visual Story to assist your visit to St David's Hall. It is intended to help prepare visitors for a new experience and become familiar with the surroundings.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



St David's Hall
Neuadd Dewi Sant

029 2087 8444
www.stdavidshallcardiff.co.uk

Welcome to St David's Hall where you will be watching and listening to a concert

Main Entrance



Main Entrance

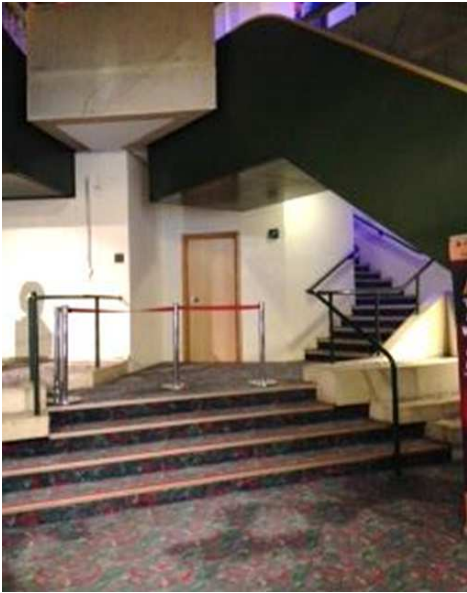
Disabled Access

- St David's Hall is in the centre of Cardiff.
- There are 2 - 5 steps into the building (depending on which door you use).
- The disabled access entrance is next to the main entrance doors.
- When you walk through the main doors you will be on the ground floor.

Ground Floor



- On the Ground Floor is our Box Office.
- If you don't already have your tickets, you will need to collect them when you arrive.
- The Box Office can be busy, and there may be a queue of people waiting to collect their tickets.
- There is also a lift, stairs and escalators to take you up to the other levels.
- It can be busy when everybody is arriving for the concert and leaving.
- St David's Hall has one lift for visitors to use. It will go up to the floors inside the building, usually Levels 2, 3, 4, and 5.
- The lift is on the ground floor next to the Box Office.
- There are mirrors inside the lift.
- There are 2 escalators on the ground floor, and 2 more from Level 1 to Level 2.
- When people arrive and need to go upstairs to go to the concert the escalators will be going up. At the end of the concert, when everyone wants to leave the building the escalators will be going down.



- There is a staircase towards the back of the ground floor foyer. There are a few stairs and then a platform which then continues on to 21 stairs to Level 1 landing.
- Another set of stairs continues onto Level 2.

Level 2



- When you go up to Level 2 you will see photographs of other shows and concerts that have been at St David's Hall.



- There is a sweet shop on Level 2 near the bottom of the stairs. You can buy sweets, ice cream and soft drinks here.



- These are the stairs up to Level 3.
- People can go up or down both sides of the stairs at the same time.

Level 3



- There is a small stage area at one end of the foyer backed by a large stained glass window.
- A bar runs along the side of the foyer space (right hand side as you come up the stairs).



- At the bar you can buy drinks and snacks.
- This area may be busy and there may be a queue of people at the bar buying drinks and snacks to have before and after the concert. You may also hear the noise of the coffee machine.



- These are the stairs which go up to Level 4.
- People can go up or down both sides of the stairs at the same time.

Auditorium Entrance—Level 3 (Door A and Door B)

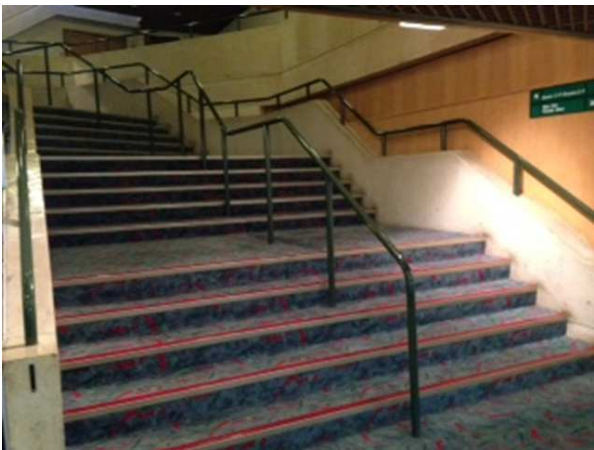


- These are the doors to go into the auditorium to watch the concert.
- There will be performance staff here to help you.
- They may ask to see a ticket so they can show you to your seat.

The Gin Lounge—Level 4



- In the Gin Lounge you can buy drinks and snacks.
- This area may be busy and there may be a queue of people at the bar buying drinks and snacks to have before and after the concert. You may also hear the noise of the coffee machine.
- The Gin Lounge is not always open for afternoon concerts, but will be open for our evening concerts.



- These are the stairs to Level 5.
- People can go up or down both sides of the stairs at the same time.

Level 5



- At the bar you can buy drinks and snacks.
- This area may be busy and there may be a queue of people at the bar buying drinks and snacks to have before and after the concert. You may also hear the noise of the coffee machine.



- This is the pattern that can be found on the foyer carpet throughout the building.

Meet the Staff...



- Box Office staff will be wearing Pink or Black tops.



- Male and Female catering staff will wear black shirts.



- Front of House staff (auditorium, cloakroom, and sweetshop) — Female staff wear red with black, and male staff wear a white shirt with a red tie.

Additional Information

- There is a TV monitor fixed onto the wall on Levels 2, 3 and 5 which will be showing what is happening on stage.
- Assistance dogs are allowed in the auditorium – please let us know at the time of booking so that we can make arrangements.
- There is an infra red hearing system in the auditorium and can be used with or without a hearing aid.
- There are accessible toilets located on Levels 2, 3, 4 and 5. First aid and baby change facilities are available on Level 2. For detailed information on facilities available, please contact: joanne.john@cardiff.gov.uk.
- Standard Male and Female toilets are located on levels 2, 3 and 5.

Auditorium



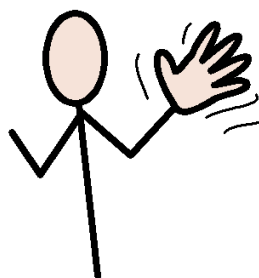
- The main hall is called the Auditorium. This is where you will watch the concert.
- You will be able to go into the auditorium 30 minutes before the concert begins.
- The stage is higher so you can see everything.
- For some concerts the stage will have a black floor, and a big black cloth in front of the seats not in use at the back.





- Your seat will look like this.

We hope you enjoy your visit .



goodbye

If you would like any further information or assistance please contact us at jbailey@cardiff.gov.uk or call 02920 878700



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