

# VISITOR INFORMATION GUIDE

**Date:** 16 – 17 March 2023

**Venue:** Derby Arena

**UCAS** **DISCOVERY** **UK TOUR**



# GETTING HERE

## Travelling by car or coach?

Derby Arena is located on Pride Park, just outside Derby city centre. Derby Arena is signposted on all major routes.

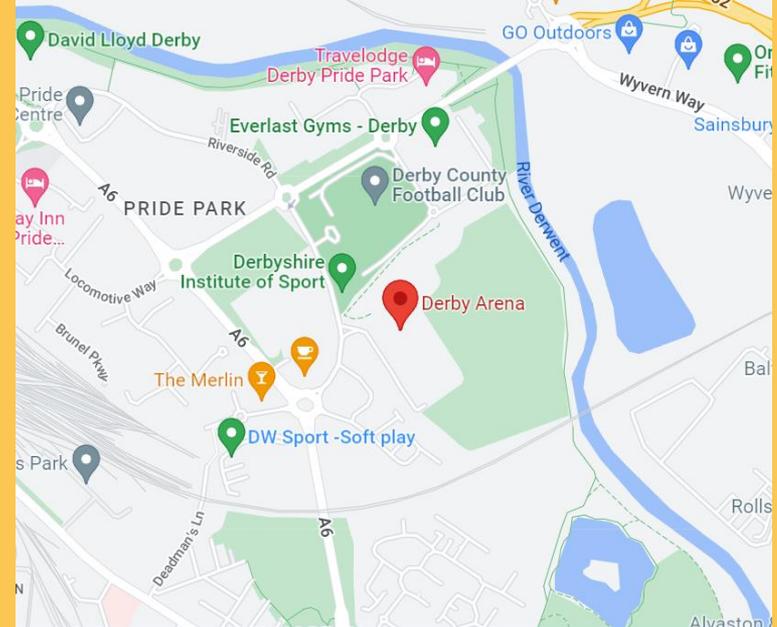
For sat nav purposes, please follow postcode DE24 8JB. For further directions please click [here](#).

## Where can I park my car?

Car parking is available at the Derby Arena. Parking is free for the first 3 hours but you must input your car registration into the car parking pod in the Derby Arena reception on arrival.

Parking over 3 hours is charged at £3 per day. You can purchase parking in advance by clicking [here](#) or by downloading the MIPERMIT app. There is also a pay machine in the car park to pay on arrival, which accepts cash only.

Although there are ample spaces in the car park, please be aware they are available on a first-come, first-served basis.



# GETTING HERE

UCAS



## Where can I park a coach or minibus?

Please follow the instructions of the traffic marshals once on site. Coach parking is available onsite at the Derby Arena. The coach drop-off point and parking is around to the left hand side of the venue. Due to the busy nature of the event, please make sure your group moves quickly and safely to the entrance of the venue once you have been dropped off. When your group has finished at the event, please meet your coach in the coach parking area of the car park.

Your school will be sent a coach pass a week before the event – please display this in the front of your coach.



## Travelling by Train?

Derby Arena is located a short 15 minute walk from Derby train station or via a 2 minute taxi journey. Direct rail services connect Derby with London St Pancras (from 93 minutes), Birmingham, Bournemouth, Bristol, Cardiff, Dundee, Edinburgh, Leeds, Leicester, Newcastle, Nottingham, Oxford, Sheffield, Southampton, Plymouth and many other destinations.



# WHILST YOU'RE HERE

UCAS

## When you arrive



On arrival, please head to the main entrance of Derby Arena – you will see UCAS flags. Please have your ticket ready for inspection. Everyone will need to have pre-registered and have downloaded their ticket before they enter the venue. If you have issues with a cracked phone screen, please bring a printed copy of your ticket to be scanned.



Your exhibition ticket is personal to you and should not be passed on to other group members, as this could compromise the security of your data. To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to be readmitted.



Please be aware, the venue will be conducting random bag and wand searches. We thank you for your patience while this takes place.



# WHILST YOU'RE HERE

UCAS



## WiFi

An open WiFi network is available at this event, however, a reliable connection cannot be guaranteed.



## Accessibility

Full details on accessibility can be found on the Derby Arena Webpage, by simply clicking [here](#).

## Catering

There will be refreshments for visitors in the venue, with a variety of items available. Be aware, this area may be busy at times due to the number of visitors attending the exhibition.

## Event staff

For general queries during the event (e.g. directions to facilities), ask any of the event staff, who can be identified by their UCAS-branded t-shirts.

## The Big Q&A and Subjects Talks

Student talks, workshops, and performances will run throughout the event within our main stage and mini stage. These can all be found in the main hall and will be signposted. A full programme of events can be found on the [event webpage](#).



# JUST IN CASE

UCAS

## Organisers

The organiser's office is located on the ground floor. Please see the floor plan for its location. A member of the Events Team will be in the office throughout the event.

## Accidents & near misses

If you are involved in or witness an accident or near miss while on-site, please report it to the organiser's office immediately, on the ground floor.

## Emergency procedures

In the event of an emergency please follow the instructions of the security staff.

## First aid

The venue has a medical room, staffed by qualified first aiders. If you need medical assistance, please contact the organiser's office.



# FREQUENTLY ASKED QUESTIONS

UCAS

- **Is there anywhere I can store my coat and bags?**

There are no cloakroom facilities available at this venue.

- **What insurance is in place for the event?**

The organiser has adequate public and employee liability cover. While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

- **What happens to any lost property?**

All property found at the exhibition will be handed in to the organiser's office. If items have not been claimed during tenancy, they will be passed to venue personnel, and retained for six months. If, after three months, no claim has been made, venue staff shall consider title to property has been abandoned and shall receive the rights to offer property for sale.

- **Can I smoke/vape on site?**

Derby Arena operates a strict no smoking policy in the venue.

- **What security is there?**

Security is present throughout the event. If you are a victim of theft, please report it to the organiser's office immediately.

- **Where can I get a copy of the risk assessment for the event?**

The organiser has completed a risk assessment for the event. A copy of this can be found when logging into your E-net account or be requested by emailing [events@ucas.ac.uk](mailto:events@ucas.ac.uk).



UCAS

# CONTACT DETAILS

## Venue

Derby Arena  
Royal Way  
Derby  
DE24 8JB

## Contact details

Prior to the exhibition  
01242 544 808 or email  
[events@ucas.ac.uk](mailto:events@ucas.ac.uk)

## On site general enquiries

Event ambassadors, wearing UCAS t-shirts, will be available to offer help and advice if you have any queries

Thank you for registering to attend the Derby UCAS  
Discovery exhibition.

