

VISITOR INFORMATION GUIDE

DATE: 23 March 2023

VENUE: The University of Worcester Arena

UCAS



GETTING HERE

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The exhibition is being held at the University of Worcester Arena. Entrance to the Arena is off Hylton Road, Worcester. The postcode for the venue is WR2 5JN.

TRAVELLING BY CAR OR COACH?

Due to construction works taking place at the Arena there will be no availability for coaches to park at the Arena, free coach parking will be available at our Lakeside Campus, WR6 6NH.

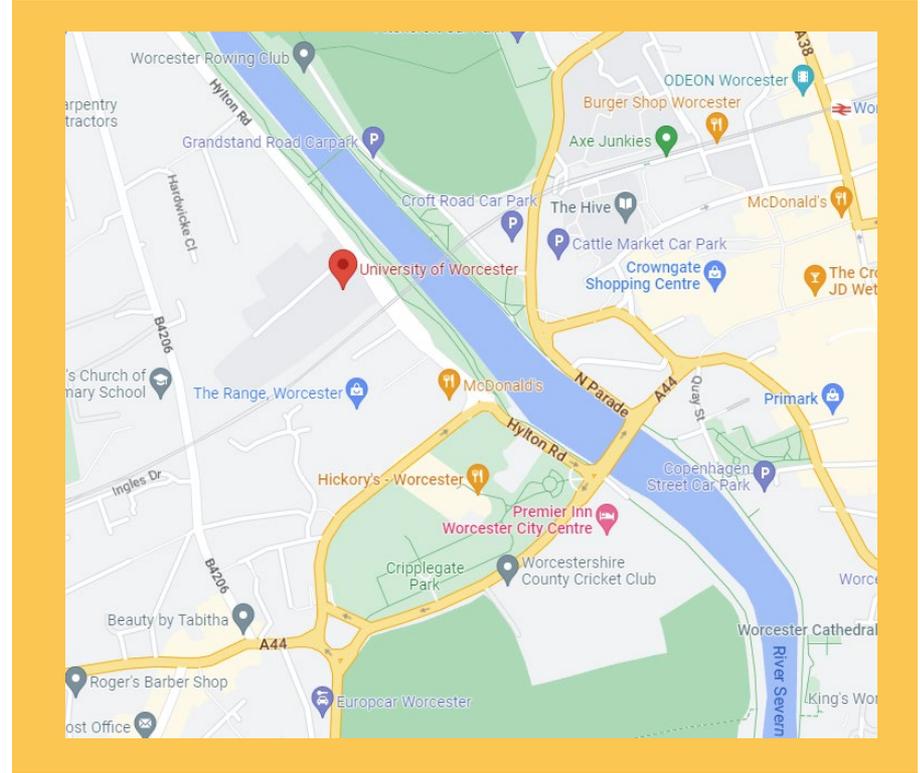
If you're travelling by coach, there is a designated drop-off and pick-up area located at the Arena. Please follow the directions of the traffic marshals on arrival.

Traffic marshals will direct your coach driver and tell you when to disembark.

When you are ready to leave the exhibition, please ensure all your students are together and proceed to the coach pick-up point. Due to the large number of coaches and the small space available, it is essential to always follow the traffic marshals' instructions.

Parking information for Worcester City Centre can be found here [Croft Road Car Park \(Coaches/Lorries\) - Worcester City Council](#).

Please inform Annabel Collins of the number of coaches you will be using on the day for **drop off and collection purposes only**: a.collins@worc.ac.uk



WHILST YOU'RE HERE

WHEN YOU ARRIVE



On arrival, please head to the University of Worcester Arena main entrance. Please have your ticket ready for inspection. If you don't have a ticket on arrival, please report to the registration desk at the main entrance.



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.



The time slot you have chosen on the on-line booking system is your time of entry to the exhibition. For health and safety reasons, entry to the exhibition will not be permitted until your allocated time slot is reached.



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WIFI

There is no wifi network available for visitors. We recommend visitors taking a screen shot of their ticket barcode before arriving.

ACCESSIBILITY

The venue is fully accessible with accessible toilets in the entrance foyer.

The Big Q&A and Subjects Talks

Student talks will be running throughout the day. These will be signposted but please ask member of staff for directions. A full programme of events can be found on the [event webpage](#).

CATERING

There will be refreshments available for visitors to purchase in the Joel Richards Conference Suite located on the first floor of the University of Worcester Arena. Payments can be made using cash or card.

Teachers' refreshments: Complimentary tea, coffee, water, and biscuits will be available from the Exhibitor Lounge (situated opposite the Exhibition Hall) throughout the day. You will also be able to purchase sandwiches and other food from here.

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.



JUST IN CASE

UCAS

ORGANISERS

If you wish to speak to the event organiser, they will be based at the exhibition helpdesk, and can also be identified by UCAS branded t-shirts. If you need to speak to the organiser prior to the event, please email a.collins@worc.ac.uk

ACCIDENTS & NEAR MISSES

If you are involved in, or witness an accident or near miss while on-site, please report it **at the front reception.**

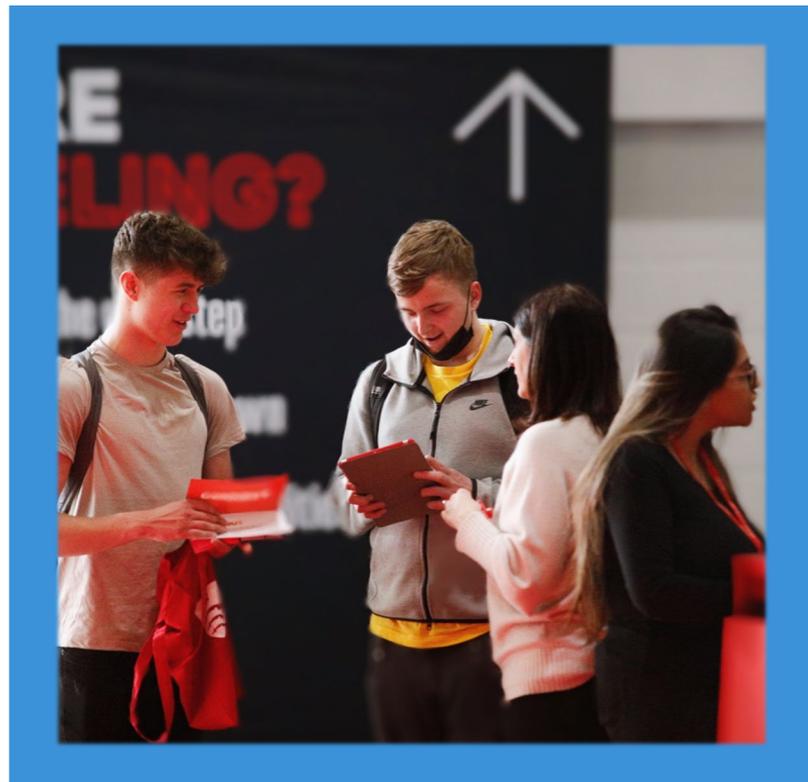
EMERGENCY PROCEDURES

On hearing the fire alarm, please proceed in an orderly manner to all accessible fire exits. In the unlikely event of an emergency and evacuation, exhibition staff will guide visitors to the nearest emergency exit.

Please note wheelchair access exits are located at the front and rear of the building. The exits on the left side of the exhibition hall have steps down to the ground floor..

FIRST AID

Event staff working at the exhibition can provide first aid assistance if required. Please report any incidents to a member of exhibition staff and the appropriate course of action will be taken.



FREQUENTLY ASKED QUESTIONS

- **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?**

If any property is lost or found in the venue, please report it to exhibitor helpdesk located in the main hall.

Items of lost property not collected on the day will be sent to main reception at our St John's campus where it will be logged.

- **CAN I SMOKE/VAPE ON SITE?**

Please note, throughout the build-up, duration, and break down of the exhibition, there is a strict policy of no smoking/vaping or drinking of alcohol on the University campus.

- **WHAT SECURITY IS THERE?**

Security is present at the event throughout. If you are a victim of theft, please report it to the venue reception immediately.

- **WHERE CAN I GET A COPY OF THE RISK ASSESSMENT FOR THE EVENT?**

The organiser has completed a risk assessment for the event and this will be uploaded to the group bookers enet account.

CONTACT DETAILS

VENUE

The University of Worcester

a.collins@worc.ac.uk

CONTACT DETAILS

Prior to the exhibition

01242 544 808 or email

events@ucas.ac.uk

ON SITE

GENERAL

ENQUIRIES

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

Thank you for registering to attend the **Event** UCAS Discovery exhibition.

