



# Cardiff City Centre Accessibility at a Glance



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# Contents

Page

●	Cardiff Council Access Focus Group	1
●	Cardiff City Centre	2
●	Sustainable Travel City	2
●	Park and Ride	3
●	Cardiff baycar	4
●	Parking Enforcement	5
●	Car Parks	6
●	Blue Badge Parking/Easy Guide Map	7 & 8
●	Shopmobility	9
●	Accessible Toilets	10
●	Changing Places	11
●	Taxis	11
●	Tourist Information Centre	12
●	St David's Hall	13
●	Cardiff Castle	14
●	New Theatre	15
●	St David's Dewi Sant	16
●	Cardiff Central Library	17

# Cardiff Council Access Focus Group

Cardiff Council set up an Access Focus Group in 2008, in partnership with the Cardiff and Vale Coalition of Disabled People. The Group was set up to make sure that everyone can easily access and enjoy Cardiff's Civic buildings, shops, public places, leisure facilities, streets and public transport network.

The Access Focus Group meets once a month and includes a wide range of disability organisations, equality groups and members of the public who are passionate about access for all.

The Group gives advice on many different aspects of access to the city centre, and has tested facilities like St David's, Park and Ride, Cardiff Castle and Cardiff International White Water to improve accessibility.

The Group has an open membership and welcomes new members. If you are interested in getting involved please contact Dr Robert Gravelle, Cardiff Council Access Officer.

**@ : [equalityteam@cardiff.gov.uk](mailto:equalityteam@cardiff.gov.uk)**

# Cardiff City Centre

Cardiff is a versatile and vibrant capital city that offers a combination of history, culture, entertainment and shopping. Cardiff Council aims to provide an accessible city centre that can be enjoyed by residents and visitors alike.

Cardiff Council would be pleased to hear your views about accessible facilities in Cardiff. Send us your comments to Equality and Diversity Group, Room 223, County Hall, Cardiff, CF10 4UW.

 : (029) 2087 3258 / 2213

 : [accessibility@cardiff.gov.uk](mailto:accessibility@cardiff.gov.uk)

# Sustainable Travel City

Cardiff is Wales' first Sustainable Travel City and is committed to improving sustainability with park and ride services and public transport networks.

 : [www.keepingcardiffmoving.co.uk](http://www.keepingcardiffmoving.co.uk)

Park and Ride services are available from the following sites:

- Cardiff East (Pentwyn)
- Cardiff South (County Hall)
- Cardiff West (Leckwith) is operated by Cardiff City Stadium

All services provide low floor buses and assistance for disabled passengers. Each location is monitored by CCTV.



Contact Connect 2 Cardiff to check opening times.

 : (029) 2087 2087

 : [www.cardiff.gov.uk/park&ride](http://www.cardiff.gov.uk/park&ride)

# Cardiff baycar



The baycar bus service runs from the city centre to Cardiff Bay every day. Disabled passengers can benefit from low floor buses, an induction hearing loop, wheelchair access and next stop information. The service runs:

Day	Time
Monday to Friday	every 10 minutes (day time)
Monday to Friday	every 15 minutes (evening)
Saturday and Sunday	every 15 minutes



Contact Traveline for details.

 : 0871 200 2233

 : [www.cardiffbus.com](http://www.cardiffbus.com)

# Parking Enforcement



The Council has launched a new parking enforcement scheme which will reduce illegal parking across the city.

The campaign will benefit the disabled community by making sure accessible parking spaces are not misused. The Council aim to reduce problem parking by fining drivers who park illegally.



 : (029) 2087 2087

 : [carparking@cardiff.gov.uk](mailto:carparking@cardiff.gov.uk)

 : [www.cardiff.gov.uk/keepingcardiffmoving](http://www.cardiff.gov.uk/keepingcardiffmoving)

Cardiff provides a range of accessible parking spaces across the city. The following car parks offer parking spaces suitable for disabled people.

<b>Car Park</b>	<b>Capacity</b>	<b>Accessible spaces</b>
St David's Dewi Sant	2,000	140
John Lewis	500	21
Capitol Shopping Centre	420	24
Marriott Hotel	86	7
Great Western Lane (Wood Street)	520	4
Adam Street	427	20
Rapports	130	2
Central Station Pay and Display	426	20
Quay Street (Westgate Street)	336	4
Greyfriars Road	244	4
Dumfries Place	954	14
Pellet Street	297	4

# Blue Badge Parking



 = Existing Blue Badge Parking Places

(Blue Badge users may also use any on-street pay-and-display space without payment)



= Accessible Toilets



= Car Parks



= Shopmobility

# Easy Guide Map





The Cardiff Shopmobility Centre is now located on level 3 of St David's Dewi Sant car park. Mobility Scooters can be borrowed by customers for the duration of their visit, they are provided on a charitable basis where customers make a donation.

Car parking for Shopmobility customers will be charged at the St David's Dewi Sant parking rates. Opening hours are:

<b>Day</b>	<b>Time</b>
Monday - Friday	9.00 am to 8.00 pm
Saturday	9.00 am to 6.00 pm

For more details about Shopmobility contact:

 : (029) 2039 9355

 : [info@shopmobilityuk.org](mailto:info@shopmobilityuk.org)

 : [www.shopmobilityuk.org](http://www.shopmobilityuk.org)

# Accessible Toilets



A number of venues across the city centre provide accessible toilets:

- St David's Dewi Sant
- Coach park – Sophia Gardens
- Frederick Street
- Capitol Shopping Centre
- Queen's Arcade
- House of Fraser
- St David's Hall

## Royal Association for Disability and Rehabilitation (RADAR)

You may need a **RADAR** key to gain entry to some of the above facilities. Keys can be purchased from Cardiff Council's:

- Adult Services on **(029) 2057 5570**
- County Hall Reception on **(029) 2087 2000**
- C2C Help Centre on **(029) 2087 2087**

For more details on RADAR contact:

 : **(020) 7250 3222**

 : **[www.radar.org.uk](http://www.radar.org.uk)**

 : **[c2c@cardiff.gov.uk](mailto:c2c@cardiff.gov.uk)**

 : **[www.cardiff.gov.uk](http://www.cardiff.gov.uk)**

# Changing Places



Changing Places toilets are available in the Cardiff city centre and Cardiff Bay, for details contact **(020) 7696 6019** or visit **[www.changing-places.org](http://www.changing-places.org)**

## Taxis



A large fleet of licensed Hackney Carriages is available for disabled passengers. Approximately 480 vehicles are adapted to carry a person in a wheelchair and can be booked over the phone. Customers can book taxis by text on their mobile phones, with some taxi companies also offering telephone relay services for deaf people.

Taxis are able to drop off and pick up disabled customers at Wharton Street which is a short distance from St David's Hall. The companies below provide accessible taxi services:

<b>Dragon Taxis</b>	 : <b>(029) 2033 3333</b>
<b>Delta</b>	 : <b>(029) 2020 1010</b>
<b>Capital Cabs</b>	 : <b>(029) 2077 7777</b>
<b>Premier Taxis</b>	 : <b>(029) 2056 5656</b>

Details  
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January  
2011

The Tourist Information Centre (TIC) is based in the Old Library and is accessible to wheelchairs using a ramped entry on the east side of the building. Guide dogs are welcome. The Centre provides:

- Accommodation bookings
- Left luggage facilities
- Welsh gifts and souvenirs
- Internet access
- Agents for sightseeing tours
- Free tourist information
- Free city centre maps
- Multilingual staff

Disabled visitors can benefit from:

- Passenger lift with Braille markings, emergency telephone and easy access to all floors within the Old Library
- Accessible reception and accommodation booking desk
- Easily accessible toilets on the basement level accessed via the passenger lift from Spring 2011

 : (029) 2087 3573

 : [visitor@cardiff.gov.uk](mailto:visitor@cardiff.gov.uk)

 : [www.visitcardiff.com](http://www.visitcardiff.com)



Situated in the heart of Cardiff opposite the Old Library, St David's Hall is the National Concert Hall and Conference Centre of Wales.

- Accessible toilets in the Restaurant and Levels 2 to 5
- Low level counters at the Box Office, Cloakroom and Level 3 lounge
- Wheelchair users plus one companion can book seats at the rear of the stalls
- Infrared loop system in the auditorium can be used with a headset available from the front desk
- Event information and brochure available in Braille and large print
- Assistance dogs welcome, inform the Box Office when you book
- Close to St David's Dewi Sant
- Lift access to the Hayes and John Lewis car park
- Normal parking fees apply with discounted rates after 5pm at St David's Dewi Sant and John Lewis car park

 : (029) 2087 8542

 : [SDHReception@cardiff.gov.uk](mailto:SDHReception@cardiff.gov.uk)

 : [www.stdavidshallcardiff.co.uk](http://www.stdavidshallcardiff.co.uk)



Located in Cardiff's city centre, Cardiff Castle is one of Wales' leading heritage attractions where visitors can discover 2,000 years of history.

- The Interpretation Centre is fully accessible to wheelchair users with lifts to all levels
- Accessible toilets are located on level 2 of the Interpretation Centre
- The Education Centre and Undercroft are accessible to wheelchair users
- Level access around the Battlement Walks
- Audio Guides available in 10 languages around the Castle grounds and Norman Keep
- Audio guide available for visually-impaired visitors
- Deaf visitors can enjoy a British Sign Language tour on multi-media guides for the grounds and Norman Keep

The Castle Apartments and Norman Keep are not accessible to wheelchair users due to the number of steps.

 : (029) 2087 8100

 : [cardiffcastle@cardiff.gov.uk](mailto:cardiffcastle@cardiff.gov.uk)

 : [www.cardiffcastle.com](http://www.cardiffcastle.com)



The New Theatre is located on Park Place in the city centre of Cardiff and offers performances and shows to suit all the family.

- Accessible parking spaces outside Park Thistle Hotel
- Setting down space on Greyfriars Road
- Level access for wheelchair users
- Ground floor accessible toilet facilities
- Wheelchair positions can be pre-booked
- Infrared system to assist patrons with hearing and audio descriptions
- Headsets available for a returnable deposit. Book in advance on **(029) 2087 8790**
- Some performances interpreted in British Sign Language
- Live audio descriptions on selected performances
- Programmes for selected performances available in large print from the Box Office
- Assistance dogs are welcome
- Reductions for disabled patrons and their companions at selected performances

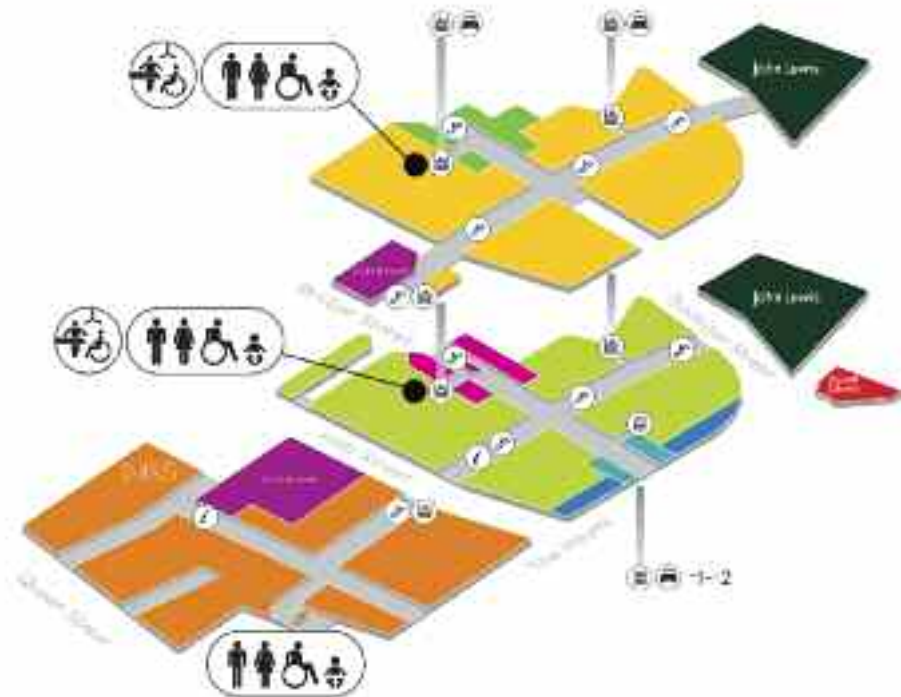
 : **(029) 2087 8889**

 : **ntmailings@cardiff.gov.uk**

 : **[www.newtheatrecardiff.co.uk/access](http://www.newtheatrecardiff.co.uk/access)**



- 24 hour car park in St David's Dewi Sant with 140 accessible parking spaces
- Shopmobility car park
- Lifts with audio and Braille instructions plus direct access to the Hayes
- Accessible toilets including Changing Places adapted toilets



 : (029) 2036 7600

 : [www.stdauidscardiff.com](http://www.stdauidscardiff.com)



The new Cardiff Central Library is a modern, spacious venue with a choice of 3,000 large print books and 1,500 talking books.

- Lifts to all floors
- Accessible toilets on most floors in the building
- Large print books
- Talking books
- Braille signage
- Bilingual large print and audio guides available

The library provides information leaflets in Braille, offers PCs with magnification, text-to-speech software and a CCTV document reader. All guiding is tactile and in Braille.

Visitors can also choose from 10,000 CDs and DVDs, Welsh language items and community language items and much more.

 : (029) 2038 2116

 : [centrallibrary@cardiff.gov.uk](mailto:centrallibrary@cardiff.gov.uk)