

ACCESSIBILITY - THE GLEE CLUB CARDIFF

Address: Glee Club Cardiff, Mermaid Quay, Cardiff, CF10 5BZ

If you have any **medical condition** or **disability** that you think will affect your visit, we will do our best to help and accommodate your needs in a respectful and (if required) confidential manner. We are committed to ensuring that everyone can experience our venues with comfort and ease.

You will need to contact us before you make a booking, and book your tickets directly through the Box Office to ensure access. To book tickets by phone, call us between 9.30am and 5.30pm, Monday to Friday on 0121 693 2248 or email access@glee.co.uk with your access requirements and the show you wish to see. **Feel free to request a call back** from our friendly team. We will aim to respond to any emails within 2 working days. Spaces may be limited and will be sold on a first come first-served basis.

If you are a **wheelchair user**, it is really useful for us to know what type and size of wheelchair you have when you contact us, in order to place you in the best position possible for you to enjoy the show. Please be aware we have a **limited amount of wheelchair spaces**, which will be sold on a first come first-served basis. In most instances, these are available to book directly online - please select as many 'Wheelchair Show Entry' tickets as the number of wheelchair spaces needed. For example, if you are looking to book one wheelchair space and one standard seat, please select one 'Wheelchair Show Entry' ticket and one 'Show Entry Ticket'.

Our venue is above ground level, and **step-free level access is available** via the lift next to Mermaid Quay Management Suite. This will take you to the atrium outside our venue, and the venue is all on one level from there. Access to our **disabled toilet** is available with a radar key. When you arrive at the venue (the earlier the better), **please make yourselves known to the staff on the door**, who will gladly assist you and your party with access.

Companion / Personal Assistant tickets are available free of charge for customers who cannot attend a show without support or assistance. In order to register yourself as eligible for free Companion / Personal Assistant tickets, please email access@glee.co.uk with your contact details, which event you are looking to attend and a copy of one of the following documents: Access Card (with +1 Symbol), Blue Badge (both sides), PIP letter / DLA Letter confirming entitlement to benefit, doctor's note confirming entitlement or Hynt Card.

Spaces are limited, and you must contact us before you make a booking, and book your tickets directly through the Box Office to ensure access for you both. Please call the box office on 0121 693 2248 or email access@glee.co.uk.

Most events are pre-allocated seating so please let us know if you have any **specific requests regarding where you'd prefer to be seated**. For most events, we can

reserve aisle seating or seating near the exits or our facilities as needed, where available.

Assistance dogs are welcome in the venue. Some shows can include loud music / flashing lights. Please let us know in advance.

If you are **hearing impaired**, please let us know, as we can arrange for the use of an individual portable hearing loop (telecoil / t-setting required). Please let us know no later than two weeks in advance of the show you are attending, so we can ensure it is available for your use.

Strobe lighting is not used in any of our All In Comedy, Friday Night Comedy & Saturday Night Comedy shows. Please be aware that some touring productions may employ strobe effects. In these instances, we will endeavour to alert customers by online announcement, signage at the box office, or public announcement.

If you have **difficulty queuing**, or wish to request **early access to the venue**, please let us know in advance by contacting the box office, and we can arrange queue-jump entry for you. Please note it is not always possible to admit entry before the advertised door times

Please feel free to contact us about any queries or requirements on **0121 693 2248** or access@glee.co.uk.

Getting Here

By Foot:

The Glee is located in Mermaid Quay, a waterfront development with great parking, bars, restaurants and shops.

When you arrive there are maps of the site and you will find us at the end of Bute Street opposite Zizzi's.

By Car:

Postcode: CF10 5BZ

If you're coming from outside Cardiff it's easy to reach Mermaid Quay from the M4 motorway.

From the East:

Exit the M4 at Junction 29 taking the A48 (M) signposted Cardiff (E&S)/ Caerdydd (Dn a D)
Continue onto A48

Take exit toward Cardiff (E)/ Caerdydd (Dn)/ Docks/A4232

Follow signs to Cardiff Bay

From the West:

Exit M4 at Junction 33 onto A4232 signposted Cardiff W/Barry/Penarth/A4232

Follow A4232 over the River Taff Bridge

Take the first exit over the bridge (signed Techniquest)
Follow signs to Mermaid Quay car park.

Parking:

Please note the Mermaid Quay car park will be closed for refurbishment until April 2026.

The closest car-park is Q-Park on Pierhead Street, details here:

<https://www.q-park.co.uk/en-gb/cities/cardiff/cardiff-bay/>

There's limited on-street parking on Bute Street and Mount Stuart Square, free after 6pm.

A little further from the club, the nearest car park offering Blue Badge Holders free parking is Havannah Street. Details here:

<https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/parking/Car-parks/Pages/Car-Parks.aspx>

By Train:

Frequent rail services operate Mondays to Saturdays with connections at Queen Street station from the rest of the Valleys and Cardiff local routes network.

For details contact National Rail Enquiries:

T: 0845 748 4950

T: 0845 604 0500 (Welsh Language Service)

T: 0845 605 0600 (Textphone)

W: www.nationalrail.co.uk - National Rail Enquiries

By Bus:

The Baycar Bendybus operates every 10 minutes during the day Monday to Friday, and every 15 to 20 minutes on Sundays and during the evening. The service links Cardiff Bay with Cardiff Queen Street Station, Dumfries Place, Greyfriars Road, St. Mary Street and Cardiff Central railway station.

Route 8: Buses operate 15 minutes during the day (Monday to Saturday) and every 30 minutes on Sundays and during the evening. The service runs from the Heath Hospital and Crwys Road, City Road, Dumfries Place, Greyfriars Road, Castle Street to Cardiff Bay.

Route 35: Buses operate every 15 to 20 minutes during the day Monday to Saturday from Greyfriars Road and Cardiff Central Bus Station to Cardiff Bay and the International Sports Village.

For more information on all these routes visit www.cardiffbus.com

By Boat:

Aquabus provides a waterbus service travelling from Mermaid Quay to Cardiff Castle via Penarth.

The waterbus runs from the City to Mermaid Quay every hour at half past, and from Penarth to Mermaid Quay every hour at twenty minutes past.

The bus has full wheelchair access, as well as level access for infirm or elderly passengers, with no steps to negotiate.

More information regarding the service and timetables contact:

T: 029 20 72004 or 029 20 481222

E: info@aquabus.co.uk

W: www.aquabus.co.uk

Mermaid Quay is located adjacent to the Roald Dahl Plass visitor moorings. For further information and other marine facilities please visit www.cardiffharbour.com

By Taxi:

There are a number of taxi companies serving Cardiff Bay. We recommend Dragon Taxis, who you can call or order a cab through their Uber-style app.

Dragon Taxis

Tel: 02920 333 333

www.dragontaxis.com

Uber also now operates in Cardiff - download the app and away you go. See here for further details - uber.com/ride/

Other firms:

Capital Cabs

Tel: 02920 777 777

www.capitalcabs.co.uk

Bay Cars

Tel: 02920 350 350

www.bay-cars.com

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