Accessibility at a Glance

Cardiff City Centre
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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 Rafting Centre 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.

@ citizenfocus@cardiff.gov.uk
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 Citizen Focus, Room 412, County Hall, Cardiff, CF10 4UW.

📞 (029) 2087 3258 / 2213
✉️ citizenfocus@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.
Park and Ride services are available at 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 (C2C) Contact Centre to check opening times:

📞 (029) 2087 2087  
🌐 www.cardiff.gov.uk/park&ride
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:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday to Friday</td>
<td>every 10 minutes (day time)</td>
</tr>
<tr>
<td>Monday to Friday</td>
<td>every 15 minutes (evening)</td>
</tr>
<tr>
<td>Saturday/Sunday</td>
<td>every 15 minutes</td>
</tr>
</tbody>
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Contact Traveline for details:

📞 0871 200 2233
➢ www.traveline-cymru.info
➢ www.cardiffbus.com
Cardiff provides a range of accessible parking spaces across the city. The following car parks offer parking spaces suitable for disabled people.

<table>
<thead>
<tr>
<th>Car park</th>
<th>Accessible spaces</th>
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<tbody>
<tr>
<td>St David’s Dewi Sant</td>
<td>140</td>
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<tr>
<td>John Lewis</td>
<td>21</td>
</tr>
<tr>
<td>Capitol Shopping Centre</td>
<td>24</td>
</tr>
<tr>
<td>Marriott Hotel</td>
<td>7</td>
</tr>
<tr>
<td>Great Western Lane (Wood Street)</td>
<td>4</td>
</tr>
<tr>
<td>Adam Street</td>
<td>20</td>
</tr>
<tr>
<td>Rapports</td>
<td>2</td>
</tr>
<tr>
<td>Central Station Pay and Display</td>
<td>20</td>
</tr>
<tr>
<td>Quay Street (Westgate Street)</td>
<td>4</td>
</tr>
<tr>
<td>Greyfriars Road</td>
<td>4</td>
</tr>
<tr>
<td>Dumfries Place</td>
<td>14</td>
</tr>
<tr>
<td>Pellet Street</td>
<td>4</td>
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The Cardiff Shopmobility Centre is 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. The centre provides scooters on a charitable basis.

Car parking for Shopmobility customers is charged at the St David’s Dewi Sant parking rates. Opening hours are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday to Friday</td>
<td>9.00 am to 8.00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.00 am to 6.00 pm</td>
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For more details contact Shopmobility:

📞 (029) 2039 9355
✉️ info@shopmobilityuk.org
☑️ www.shopmobilityuk.org
A number of venues across the city centre provide accessible toilets including:

- St David’s Dewi Sant
- Coach park – Sophia Gardens
- Frederick Street
- Capitol Shopping Centre
- Queens Arcade
- House of Fraser
- St David’s Hall
- John Lewis
- Tourist Information
- Cardiff Central Library
- Old Arcade, 14 Church Street, CF10 1BG
- 33 Club Windsor Place, CF10 3BZ
- Barocco, Wharton Street, CF10 1AG
- The Duke Of Wellington, The Hayes, CF10 1AJ

Automated toilets are provided at Frederick St and also the Hayes.
You may need RADAR key to access some of the toilets. You can buy a key from Cardiff Council’s:

• Adult Services on (029) 2057 5570
• County Hall Reception on (029) 2087 2000
• Connect to Cardiff (C2C) Contact Centre on (029) 2087 2087

For more details on RADAR contact:

📞 (020) 7250 3222
✉️ www.radar.org.uk
📧 c2c@cardiff.gov.uk | www.cardiff.gov.uk
📞 (029) 2087 2087

Changing Places

Changing Places toilets are available in:

• National Museum Cardiff
  Cathays Park CF10 3NP 029 203951
• National Assembly for Wales
  Cardiff Bay CF99 1NA
• St David’s Shopping Centre
  11 Bridge St Arcade CF10 2EF 02920 367600

📞 (020) 7696 6019
📧 www.changing-places.org
The Tourist Information Centre (TIC) is based in the Old Library and is accessible to wheelchair users via a ramp on the east side of the building. Assistance 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
• accessible toilets on the basement level accessed through the passenger lift.

☎️ (029) 2087 3573
@ visitor@cardiff.gov.uk | www.visitcardiff.com
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
🌐 cardiffcastle.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.
- Ramped access from The Hayes to ground floor, and lift access to upper levels.
- 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 at the lowest available price for that event.
- Infrared loop system in the auditorium can be used with a headset available from the front desk
- Event information and brochure in Braille and large print
- Assistance dogs welcome, inform the Box Office when you book
- Drop off point at the bottom of Wharton St for taxi or mini-bus, or private car with voucher which may be pre-booked with your tickets at the box office.

📞 (029) 2087 8542
✉️ SDHReception@cardiff.gov.uk
🌐 www.stdavidshallcardiff.co.uk
• 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.stdavidscardiff.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 toilets
- 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
- Captioning offered at 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. Free seats available for Personal Assistants (carers).

(029) 2087 8889
ntmailings@cardiff.gov.uk
www.newtheatrecardiff.co.uk/access
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
Located in the heart of the city centre, this museum tells Cardiff’s fascinating history, from a small market town on the banks of the River Taff to the major capital city we know today. The Cardiff Story is fully accessible and provides:

- ramped entrance via Tourist Information Centre
- lift to all floors
- accessible toilet facilities
- hearing loops on all audio guides
- English and Welsh Subtitles in on all films
- transcriptions of all audio material are available
- labels and graphics are in large print
- tactile maps of the museum are available
- signage in Braille and raised lettering
- assistance dogs are welcome.

The museum provides information in alternative formats and languages on request.

📞 (029) 2078 8334
✉️ cardiffstory@cardiff.gov.uk
🌐 www.cardiffstory.com
A large fleet of licensed Hackney Carriages is available for disabled passengers. Approximately 480 vehicles are adapted to carry a wheelchair user 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:

- **Dragon Taxis** (029) 2033 3333
- **Tiger Taxis** (029) 2020 2020
  - mail@mytigertaxi.com
- **Capital Cabs** (029) 2077 7777
  - capitalcabs.co.uk/book.html
- **Premier Taxis** (029) 2055 5555
  - info@premiertaxis.net

Details correct June 2011
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  
@Web carparking@cardiff.gov.uk  
@keepingcardiffmoving.co.uk
People with a mobility difficulty can use a free mobility buggy in the city centre. There are 2 ‘golf type’ buggies which can carry 3 passengers each and run mainly in the pedestrian areas.

Mobility buggies can be flagged down and will take people to their chosen destination within the city centre. The buggies can also be booked in advance.

- The service runs from 9.30am to 5.30pm Monday to Friday.
- Family, friends and carers may also use the service.
- The buggies can carry fold up wheelchairs.

For more information or to book contact:

📞 (029) 2087 3888
✉️ citycentre@cardiff.gov.uk