

Accessibility

Welcome

The Tramshed Welcomes Deaf and disabled customers to the venue.

Tramshed is keen to promote equality of opportunity for people with disabilities and to take the necessary steps to meet their requirements.

This guide is designed to inform everybody who comes to Tramshed what we can offer customers who may have access requirements.

Contact details

Access Officer: Prudence

Email: accessibility@themjrgroup.com

Phone: 01179259273

We aim to reply to queries within 2-3 working days.

Venue Description

Tramshed has level access throughout the venue. There is a lift and accessible toilets. Assistance dogs are welcome and if you would like to attend with an assistance dog we would welcome knowing in advance.

Bookable Access Facilities

Personal Assistant Ticket

We offer one complimentary Personal Assistant pass per ticket holder.

PA ticket holders should be able to meet the needs and assist the person they are accompanying in the event of an emergency. After purchasing one ticket, send me your order number found in your confirmation email, and I'll arrange the complementary PA ticket.

You will be asked for evidence for the PA ticket to be issued.

We ask for a photocopy/ scan (dated in last 12 months)

DLA/PIP letter

Attendance Allowance Letter

War Disablement Pension

Evidence that registered severely sight impaired

Recognised Assistance dog ID card

Access card

We recognise that the evidence above might not include everyone that has an access requirement. If you do not have any of the above evidence but wish to apply for one or more access provisions, please email us on accessibility@themjrgroup.com stating why you require them.

Viewing Area/Platforms

If you require the use of viewing area and/or seat, please let us know in advance where possible, to ensure we are aware of your access needs.

The balcony affords wheelchair users and those with mobility impairments unobstructed views. This is accessible via the lift in the lobby. We provide padded event chairs for customers to sit on during the shows if requested prior to the event.

There will be a member of security monitoring this area throughout the night.

Toilets

There are 2 accessible toilets in the venue. 1 located on the ground floor in the Waiting Room by the stairs and 1 located 32m from the viewing area on the first floor.

Parking / Travel Guide

Is there parking ?

Unfortunately the venue does not have parking but there is street parking located right outside, these spaces are council operated and are pay and display. The nearest multi-story is the NCP on Wood Street, approx. a 10 minute walk and 643meters from the venue.

Drop off + pick up points

You can be dropped off and picked up on the street directly outside the main entrance to the venue

Nearest public transport

We are 0.5 miles from Cardiff Central Train station and there is a bus stop located on Clare Road which is 276ft away from the venue.

Arrival Guide

Box Office

When you arrive at the box office you will be greeted by a member of staff who will check you in.

If you are collecting a personal assistant ticket please make sure your tickets are out to be inspected and let the member of staff know this has been arranged for you.

Customers who require the accessible viewing area will be greeted at the door by security and given a wristband – they will then be shown to the balcony (either via stairs or lift if required). There will be a member of security at the entrance to the area all night.

Could we provide early entrance upon request?

If you believe you may need early entrance to the venue due to your accessibility requirements please email us on accessibility@themjrgroup.com to discuss this.

Customer with Medical Requirements

We welcome customers who may need to bring medications, food, drink or medical equipment to manage a medical condition. We may be able to keep medication refrigerated for you, so just let us know in advance and we will do our best to accommodate. You'll need to contact us in advance should you need to bring any of these items.

Contact accessibility@themjrgroup.com if concerned

If an emergency arises during an event please approach the closest member of staff and they will be able to help you.

Access to Performance

Tramshed is not currently equipped with a hearing induction loop but this is something we are looking at bringing into the venue soon

At present we do not offer any assisted performance options, but this is something we are exploring.

We do have a lowered area of the bar in our upstairs bar which is located close to the viewing area, but our staff are always willing to help in any way they can.

Assistance Dogs

We welcome assistance dogs into the venue and will happily provide a bowl of water if needed. However, not all events are suitable so please contact us beforehand. We may be able to offer a location where the dog could stay during the gig, but please get in touch to discuss this further.

Strobe Lighting

Lighting varies depending on the event but there will be signs up at the venue during the event stating if Strobe lighting will be used within a show.

Please contact us and if we are aware that strobe lighting will be used in a performance we will let you know

If you have any concerns please do feel free to contact us on accessibility@themjrgroup.com