



THE MOON

ACCESS STARTS ONLINE VENUE ACCESS INFORMATION

INTRODUCTION – We're a fully inclusive venue and welcome Deaf and disabled customers.

ACCESSIBILITY CONTACT DETAILS – Email: info@themooncardiff.com
Tel: 029 2019 0804 Website: <http://www.themooncardiff.com>

Download this document as a pdf: <https://www.themooncardiff.com/The-Moon-Access-Starts-Online-Venue-Info.pdf>

VENUE DESCRIPTION – step-free access from the street and through the venue.

ACCESS FACILITIES AND HOW TO BOOK

Personal Assistant Tickets – We provide a free Personal Assistant ticket to anyone who needs support to attend. Please contact us on the details above to arrange.

Accessible Viewing Area – Although we don't have a dedicated viewing area, we can help you find a suitable position for the show. If you require a seat we can provide either a bar stool (tall or short) or a chair nearer the front. Please contact us on the details above or when you arrive.

TRAVEL AND ARRIVAL GUIDE, ACCESSIBLE PARKING

There is an NCP car park at the top of Womanby Street which has plenty of accessible parking bays, and is 120 metres from the venue.

If you are arriving by taxi you can be dropped off by our front door. After the show, there is a taxi rank at the top of our street, 95 metres away, towards the castle.

Opening times vary for each event, please refer to your ticket for opening times.

On arrival you'll meet either our security staff or a cashier, who can escort you in. If you require any access facilities such as a seat, please inform staff on arrival.

If you'd like early entry to the venue, please contact us on the details above.

TOILETS – There is an accessible toilet in our venue. If this breaks at any point you will be informed, but there are additional accessible facilities next door in the Gatekeeper pub (Wetherspoons), on their first floor via a lift.

CUSTOMERS WITH MEDICAL REQUIREMENTS – We welcome any customers who may need to bring medication, food, drink or equipment to manage a medical condition. If there are security staff present please advise them on arrival.

ASSISTANCE DOGS are welcome at our venue.

STROBE LIGHTING – On the rare occasion that acts may use strobe lights, we'll inform customers in advance on social media, on our website and on venue signs.

OTHER INFORMATION – We'd like to cater for anyone interested in live music where possible. If you have any other requirements not already mentioned (including for performers), please contact us on the details above to discuss.