



— THE IMPERIAL ICE STARS —

# The Nutcracker

## On Ice



The Times



## Where is ICC Wales?

Part of the Celtic Manor Collection, the impressive new International Convention Centre Wales is a major new venue for UK and international events, which open its doors for the first time in September 2019.

International Convention Centre Wales is located within the grounds of the Celtic Manor Resort, adjacent to Junction 24 of the M4 motorway.

## How do I get there?

Located on the outskirts of Newport, South Wales, just off the M4 (J24) and only five minutes from the Prince of Wales Bridge (Second Severn Crossing), International Convention Centre Wales at Celtic Manor is easily accessible by road and rail links.

We are located close to intercity rail services at Newport, with direct trains to Cardiff, London Paddington, Bristol and Birmingham. By car, we are only 30 minutes from both Cardiff and Bristol, 90 minutes from London Heathrow and less than two hours from Birmingham and numerous other UK towns and cities.

For those using GPS the resort's position is 336549 and 191340. Our GPS post code is NP18 2YA. Our Sat Nav post code is NP18 2YB.

## Getting to ICC Wales by car

Exit the M4 at Junction 24. Take the B4237 towards Newport and follow the brown signs to Celtic Manor Resort/International Conference Centre Wales. Turn right at the first set of traffic lights, you will pass a large Celtic Manor sign on your left. Keep left and head over the bridge crossing the M4, then take the 3rd exit towards ICC Wales. Take the first right to car park levels -1 & -2 or head straight to drop off at the main ICC Wales Atrium entrance.

Please note there is no transport available between Celtic Manor reception and ICC Wales, this is a short 5 minute walk which can be made on foot.

## Where can I park?

Underground parking is available at International Convention Centre Wales, with additional parking available at sites throughout the resort. Charges apply for parking in all areas.

## When will I receive my tickets?

Pre-ordered tickets should arrive with you no later than four weeks prior to the performance booked. If you have not received your tickets, please call us as soon as possible on **01633 410250**. For tickets purchased less than four weeks in advance, we will advise you of expected delivery date at the time of booking.

## Do I need to bring my ticket with me?

Yes, you will need to show your ticket on arrival in order to gain entry to the show.

## When should I arrive for a performance?

The venue will open one hour before the performance start time and we suggest you try to arrive at least 30 minutes before the start of the performance to allow time to buy a programme and enjoy a drink in our bar. The theatre doors usually open 20 minutes before a show starts.

## I have booked the Meet the Cast package, what time should I arrive?

Please arrive at International Convention Centre Wales 90 minutes prior to your scheduled performance time. On arrival, a member of our team will be waiting to greet you and show you to our VIP area.

## I have booked a Pre-Show Dining package, what time should I arrive?

For afternoon tea bookings, please arrive at The Olive Tree two hours before your scheduled performance time. This time will be advised on your booking confirmation.

For dinner bookings in Pad or Steak on Six, please arrive at your chosen restaurant for either a 5pm or 5.30pm sitting as advised on your booking confirmation.

## What should I do if I'm late?

We understand that arriving late is sometimes unavoidable. Upon arrival please make yourself known to a member of staff who will advise you when to enter the theatre. If we can get you into the theatre during a late comer point, please be aware that the theatre will be in darkness and an usher will escort you to your seat by torchlight.

## What if I can't make it?

Should you be unable to attend the performance you have booked no refund will be given and tickets cannot be transferred to an alternative date. Please be aware that this policy applies in all circumstances, including inclement weather which may prevent you from travelling to the venue.

## Is the show suitable for young children?

The recommended age guidance for this show is children aged 5 years and older. Children under 2 years are not permitted. All children will require a ticket.

## Do you provide booster seats for children?

Booster seats are not available, but you may bring your own.

## Where can I buy a programme or show merchandise?

Programmes and any show merchandise will be available to purchase in the bar areas before each performance.

## Is there a cloakroom?

Yes, our cloakroom is located in the atrium. This is open before and after every show. Please note that for security reasons, we may conduct random bag searches once the theatre is open. If your bag is too large, we may ask you to put it in the cloakroom.

## Where are the toilets situated?

There are toilets in the atrium and on the first and second floors. The main toilets can become busy before a show and during the intervals but toilets on other levels may well be quieter so it's worth checking. There are also accessible toilets on every level of the building and a changing places toilet is located on the ground floor.

## Is there a dress code?

No, there is no dress code. There may, however, be times when a performance does require a certain dress code but we will communicate this to you in advance.

## How should I behave during the performance?

We want everyone to be able to enjoy the performance so please respect those around you. Talking, singing, humming and clapping can be distracting for other people if done at an inappropriate moment. Clapping should generally be saved for between acts or sets. Some productions have encore pieces, and this is the time when people can clap and sing along as the actual performance has finished.

During the show, coming and going to and from your seats should be avoided unless it's in an emergency. Our ushers will be able to help you with any questions or issues that you may have.

## Can I eat in the theatre?

While we do allow some food items and soft drinks into the theatre, eating during the show may disturb others so we ask you do this before or after the show.

## Can I take photographs and video footage?

No, in line with our policy photography and filming is not permitted in the theatre once a show has started out of respect to the performers.

If you want to take professional photography or film for any reason, then you must seek prior written permission. Please contact us by email at [boxoffice@iccwales.com](mailto:boxoffice@iccwales.com).

## How do I report lost property?

Please email [businesscentre@iccwales.com](mailto:businesscentre@iccwales.com) telling us what you've lost and where. We will get back to you with any information we have.

## What facilities and services do you provide for guests with additional needs?

From car parking to accessible toilets, we want your time with us to be as relaxed as possible.

### + Blue Badge Parking Spaces

There are 20 underground car parking spaces available for disabled visitors to International Convention Centre Wales. These spaces are strictly for blue badge holders only and are subject to availability.

### + Accessible Toilets

Fully accessible toilets for men and women are located on every level. There is also a Changing Places toilet located on the ground floor with a height adjustable adult-sized changing bench and a tracking hoist system. There is adequate space in the changing area for the person who needs it and up to two carers, a centrally placed toilet with room either side.

### + Wheelchair Users and Companions

There are up to 25 spaces for wheelchair users in the lower tier of the theatre and 6 spaces in the upper tier for package tickets only. When booking a wheelchair space please let the ticket office know of any specific requirements. We will be pleased to offer one complimentary event ticket for your companion – you must call our ticket office in advance to book this. For all additional companions or members of your party, full ticket charges will apply.

### + Sound Enhancement

For those with hearing impairments, ICC Wales Auditorium operates a Sennheiser Infra Red Hearing system that broadcasts the audio signal from the event into the seating area of the auditorium. You will need to use a headset which is available free of charge for the duration of your visit, and either use it to listen directly or tie in your own hearing aid to help hear the presentation. Please visit the Sound Enhancement desk in the foyer on arrival to obtain a headset for direct listening, or neck loop for hearing aid use.

### + Medical Assistance

We have first-aid trained members of staff so if you require assistance at any time please ask a member of our team.

### + Assistance Dogs

If you are attending a performance, your assistance dog can be taken into the theatre with you. You will need to book into the accessible seating at the rear of the lower tier. Please request this when booking tickets.

## Can I visit the Celtic Manor Resort before or after the performance?

Yes, you're very welcome to enjoy all we have to offer. From afternoon tea to Sunday lunch, champagne and cocktails to coffee and cake, you'll be spoilt for choice with seven sensational restaurants and bars to enjoy at Celtic Manor during your visit. Whether it's a quick bite before the performance, or dinner and drinks afterwards, take a look at the delicious dining on offer and pre-book online at [celtic-manor.com](http://celtic-manor.com).

We are also pleased to offer a selection of pre-show dining, afternoon tea and meet and greet ticket packages. Please visit our website for full details and to book online.