

elf THE MUSICAL

EVENT INFORMATION 2024

Where is ICC Wales?

Part of the Celtic Collection, the impressive International Convention Centre Wales is a major new venue for UK and international events located within the grounds of the Celtic Manor Resort, adjacent to Junction 24.

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 postcode 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?

All bookings are e-tickets which will be sent to the email address provided as soon as your order is completed.

Do I need to bring my ticket with me?

Yes, you can either show your e-ticket within your emails on arrival which will be scanned in order to gain entry to the show or print your ticket at home and bring this with you.

Please note we are unable to print tickets at the venue.

When should I arrive for a performance?

Doors to the theatre open one hour prior to the performance start time, we suggest you try to arrive at least 30 minutes before the start of the performance to allow time to make your way into the event.

If you have booked the Elf After-noon Tea or the VIP Lounge please arrive at the time indicated on your booking confirmation email.

How long is the performance?

The performance is 130 minutes with a 20 minute interval.

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 traveling to the venue.

The recommended age guidance for this show is children aged 4 years and older. All children will require a ticket.

Do you provide booster seats for children?

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

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 can I buy food and drinks?

From our food stands which you will find onsite.

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.

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.

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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 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.

How do I report lost property?

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

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, delicious dining to coffee and cake, you'll be spoilt for choice with seven sensational restaurants to enjoy at Celtic Manor. Whether it's a quick bite before the performance, or dinner afterwards, pre-book online at celtic-manor.com*

*Pre-booking is essential. Bar is closed to non residents.

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. Parking fees apply.

+ 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 with Carers

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.

For those who are members of the Hynt Card scheme we are pleased to offer one complimentary event ticket. You must call our ticket office in advance to book this, **01633 410 250**. For all additional 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.

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.

+ What is a "Relaxed Performance"

A relaxed performance is where the theatre 'rules' are relaxed. These performances are ideal for people with learning disabilities, autism, or anyone who would benefit from a more relaxed environment. Feel free to enter and leave the theatre throughout the performance.

A relaxed performance will take place December 17th at 6:30pm.

+ BSL Shows

BSL Interpreted Performances are when a BSL interpreter stands on or near the stage and interprets the vocal line of the performance.

BSL Interpreter performance will take place December 27th at 1:00pm.