

# Techniquiest

Science Discovery Centre

Access Statement

Techniquiest

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## KEY POINTS

### **Before arrival**

- For a quick overview, general information about our Access and Facilities is available online at [www.techniquest.org/visit/access-and-facilities/](http://www.techniquest.org/visit/access-and-facilities/)
- There is also a **3D Tour** to view online which can be found on the same link, that can provide a better understanding of the environment you will encounter once on site
- In addition, there is a short video on the [What's Inside](#) section of the website that shows some of the exhibits we have in action
- You can also find some helpful pre-visit information on our [Before you arrive](#) page on the website
- If you have any queries regarding your upcoming visit, you can contact our friendly team by email or phone: [info@techniquest.org](mailto:info@techniquest.org) / 029 2047 5475.

### **Arrival and Parking**

- If travelling from outside of Cardiff, heading south and east towards Cardiff Bay from the M4 using Junction 33, Techniquest is easy to find with brown tourist signs to 'Techniquest Museum' situated nearby on the A4232. This turn-off to Techniquest is approximately five miles from the M4, immediately prior to the Bute Tunnels.
- Travelling south and west from the M4, use Junction 29 and take the third exit off the A48. Follow signs to Cardiff Bay where there are several car parks to choose from.
- The what3words location for our main entrance is [fairly.occupy.trucks](#).
- Cardiff Bay train station is situated approximately half a mile, or just under 1 km from the main entrance.
- There is a bus stop immediately outside the building and several others in the Cardiff Bay area. Visit our [Getting Here](#) page on the website to see links to up to date bus information.
- We have no customer parking on site, with the exception of one accessible parking space for Blue Badge holders. This is clearly marked on hard-standing at the side of the building and must be booked in advance.

**Please call 029 2047 5475 to discuss your intended visit date so that a member of our team can advise on whether or not that space can be reserved for you. If available for your visit, they will then provide you with instructions on how to access this space on the day.**

- There are public car-parks very close to the centre:

- Havannah Street car-park is situated just behind the building, approximately 220m from the main entrance, which has several free bays set aside for accessible parking
  - Unfortunately, Mermaid Quay car park opposite Techniquest is currently closed and undergoing a major redevelopment, due to reopen in April 2026.
- Additional parking is also available at [various sites around Mermaid Quay](#).

### **On arrival**

- If a member of your party has mobility issues, or if you have other access concerns, please highlight this to our staff on arrival so that they can help you to get the best from your visit.
- The main entrance is situated at the Eastern end of the building, facing towards the central Mermaid Quay area of Cardiff Bay, [adjacent to the waterfront](#).
- There are several benches outside in the open air, close to main entrance.
- The front doors are automatic and 194cm wide when fully open.
- It is also possible to enter our foyer through the coffee shop next door, Coffee Mania. Doors between the main Techniquest foyer and the coffee shop are open whenever Techniquest itself is open. These doors are 152cm wide between the coffee shop and the main entrance, and 147cm wide to access the coffee shop from outside.
- The front desk is 75.5cm high. Staff are able to move around the counter to offer assistance.
- There is a hearing loop in operation at a designated position on the front desk.
- There is level access through the main front entrance and throughout the main exhibition space on the ground floor, with 'pedestrian gates' separating the entrance foyer from the exhibition floor, which are 93cm in height.
- There is a manual wheelchair that may be borrowed for use on site (on a first come first served basis) – just ask a member of staff.
- There are several sets of seating available in each of the exhibition zones, but actual points may vary dependent on activities taking place on the floor.
- There are hand sanitation points in the main foyer and throughout the exhibition space.

### **Animals**

- Only Assistance Dogs are permitted on site.
- Water bowls can be provided if required, please ask at front desk.
- Please note though that Techniquest reserves the right to require dogs to be taken off the premises in the case of poor or dangerous behaviour that may impact on other visitors.

### **Sensory Bags**

- These are available from our front desk for those who need them, and include:
  - Sensory Map
  - Visual Story
  - Ear defenders
  - Sunglasses
  - Emotional octopus
  - Sensory slug
  - Spinner
  - Stretchy unicorn
  - Emotions fan
  - Planetary popper
  
- A deposit of £20 will secure a bag for the length of your visit — please return it to the front desk when you leave.

### **Bags, Pushchairs and Carriers**

- There is a cloakroom on the right-hand side as you pass through the main gated foyer to the ground floor exhibition area, where items may be left at the owners' risk.
- There are also lockers available in this area. Keys for these require a £5 deposit and may be acquired at the front desk on arrival (cash or card).
- Coat hooks are available in the same area.
- Buggies and carriers may also be left in the cloakroom.
- During Toddler days there is an overflow buggy park on the exhibition floor.

### **Main Exhibition Area: Ground Floor**

- On your right, as you enter the main exhibition area, you will find two maps of the centre on a large screen — one in English and one in Welsh — with some key exhibits highlighted along with all of our standard facilities.
- A few metres further along, there is a water station on your right-hand side
- The first area of exhibits you pass through is one that focuses on chemistry and physics, also known as the Material Matters Zone (yellow).
- At its far end, this leads into an area focused on Bio-medical exhibits to the right — also known as the Your Body Zone (red) — or if you head instead to the left, a slight ramp leads up and across to the Retro Area where a range of puzzles and original interactive exhibits are available to use.
- There is a lift to the first floor situated around the corner to your right as you exit the Material Matters Zone (yellow) and head into the Your Body Zone (red).

- On your right-hand side as you enter the Your Body Zone (red), there is a large 'feature' wooden staircase providing access to first floor via the steps on the far right-hand side of the structure.
- On the left-hand side of the staircase is a large silver tube slide.
- There is occasional seating positioned around the exhibition floor.

### **Main Exhibition Area: First Floor**

- The first floor has level access throughout, with ramped access to the external Sensory Garden on the East Terrace.
- Entry to this garden area is through one of two sets of manual double doors which are 150cm wide when both are opened together, or 73.5cm wide if only one is used.
- The set on the right-hand side as you face the doors has a single width ramp in place, the set on your left-hand side has a double width ramp in place.
- Seating is available in the sensory garden area on wooden garden furniture.
- Also on the first floor is another water station. This is situated at the opposite end to the Sensory Garden, as you head towards the toilets, and opposite the Mini Metro Zone role play area.

### **Toilets**

- We have an accessible toilet on the ground floor which is suitable for forward diagonal (right hand) transfer.
- We have an accessible toilet on the first floor which is suitable for forward diagonal (left hand) transfer.
- Taps and toilet within the WC are lever operated.
- All toilets are lit by LED lighting.
- Hand dryers are electric and automatic.
- Taps and toilets are hands free to operate in the main facilities adjacent to the accessible toilet on the ground floor.
- Taps are twist taps on the first floor and toilets are lever operated.
- The floors inside all toilet areas are vinyl.
- Coffee Mania, the coffee shop reached through our gift shop / main foyer also has an accessible toilet for its customers' use.

### **Baby Changing Facilities**

- There are three changing units available on the ground floor: one in the Baby Change room adjacent to the female toilets, one just opposite that room, inside the accessible toilet, and a small changing space on the right hand side as you approach the 'Show Portal' corridor (please see [map](#)).

## Noise Levels

- During busy times, especially school holidays, noise levels can be high given the number of families with children who attend at these times. Ear defenders are available from the front desk should you need them.
- The Hurricane experience on the first floor runs at 96 decibels for up to 10 seconds at a time (decibel readings taken directly next to the fan).
- The sound of the air-powered rocket launch exhibit can be sudden and quite loud for a very short time (and can reach 92.5 decibels).
- A few other exhibits also emit some sounds and/or musical notes such as our Molecules in Motion exhibit in the Material Matters Zone (yellow) and the Giant Piano, Pipes of Pan, Augmented Reality Screen, Wiggly Wire and Theremin in the Retro Area.
- Tannoy announcements, which are preceded by two short notes, are in use at intervals throughout the day to inform customers about show times, as well as for customer service information.

## A Quiet Space

- For anyone who may experience any kind of sensory overload and needs some quiet time away from the main exhibition floor – or would like to breastfeed, or take time out for prayer – there is a small room called **The Pod** which is along the corridor that runs between the Retro Area and the Science Theatre, on the left hand side as you move towards the Science Theatre.

## Exhibits and Screens

- Wherever possible, newer exhibits have been designed to be accessible for wheelchair users – please ask a member of the team for guidance if required.
- Some exhibits have loud sounds and voiceovers playing; ear defenders are available from the front desk should you need them.
- Many of the newer exhibits in the Science Capital extension rely on digital touch-screens, and some exhibits show colourful, moving patterns.
- There is a large augmented reality screen in the Retro Area, as well as an LED screen with a regularly rotating Techniquest logo (or other seasonal designs).
- Some exhibits have individual display screens as part of their function.
- Please be aware that due to the nature of Techniquest being a hands-on activity centre, some exhibits may experience ‘down time’ while awaiting repairs, so it is always possible that your favourite exhibit may not be operational at the time of your visit. You can check ahead online for any that we know in advance that are likely to be awaiting repair on the [Before you arrive](#) page on the website.

## **Lighting**

- The entrance foyer is lit by LED and natural light.
- Fluorescent LED lighting strips and a variety of LED spotlights are present throughout the newer Science Capital exhibition areas including the first sections you will pass through on the ground floor and on the first floor.
- The Retro section of the building is totally glass-fronted and natural light is prevalent throughout this area - in darker conditions, a mixture of LED, filament, halogen and fluorescent tube lighting is used throughout the space.
- Halogen spot lights with LED colour changing lighting is used inside the Science Theatre.
- Notices will be placed on the entrance doors to the theatre to inform on the use of strobe lighting – this will also be noted on our website as part of the live science show’s general information, along with any other pertinent warnings.
- Inside the Planetarium, halogen lights are set under seats and blue halogen spot lights are set in the floor.
- Inside the KLA Lab, LED lighting is used throughout.
- Set within the Retro Area is a designated Low-Light Zone where you can find a few exhibits that rely on low lighting to be seen at their best.

## **Surfaces**

- Carpet tiles cover the majority of the floor on both levels of the main exhibition area.
- In the main entrance foyer and cloakroom the floor is vinyl, as is the wet area in the retro section.
- On the ground floor, the area leading to the toilets and learning hub is tiled.
- An adjacent picnic area has a combination of vinyl flooring and block tiles.
- The corridors leading to the science theatre, Lab and planetarium are carpet-tiled
- On the route through to the Planetarium, the level has a gradual rise corridor with a 180-degree bend to the main doors which are 85cm wide.
- The inside of the Planetarium is carpet tiled.
- The inside of the Lab is vinyl flooring.
- Inside the Science Theatre is wooden floor on the stage area, with the stairs and seating areas being carpeted.
- Externally, the area closest to the building is mostly a flat resin surface.
- Between the car park situated closest to Techniquest and our main entrance:
  - Approaching from Havannah Street car park, the surfaces are a mixture of paving, tarmac and resin, with a small access road to cross before reaching a fully pedestrianised area, leading to the main entrance on the east side of the building

## **Science Theatre**

- The science theatre is able to accommodate two wheelchair users for each live science show. These spaces are positioned on the floor of the presenting area itself, below the first row of the seating section, and on the same level as the presenter. These may be booked online ahead of your visit.
- A designated carer is able to sit directly behind these spaces, but should they require to sit alongside the wheelchair user instead, please mention this to the presenter when you arrive.
- Entry to and exit from the Science Theatre is through a set of double doors measuring 137.5cm.
- The remaining seats are amphitheatre-style and reached through stepped access (please see 3D tour online for clarity).
- Wheelchair users who are able to transfer and take a few steps are welcome to do so if the allocated spaces are full. However, please do check the [3D tour online](#) in advance to gain a fuller understanding of what this entails, as the depth of each step is approximately 29cm and the height of each step is approximately 19.5cm
- For other guests, there are a total of three rows in the theatre, each with two steps separation.
- Some live science demonstrations may be accompanied by specific warnings – such as for those using pacemakers. Please check the individual show information on the website for details.
- Some live science shows include loud noises and/or strong smells.
- The Theatre is dimly lit compared to the rest of the centre, and bright lights may be used in the show itself.
- If strobe lighting or similar effects are to be used in a show, notices will be placed on the entrance doors as a warning — and will also be noted on the website — as will notes regarding loud noises and/or explosions that may take place as part of the demonstrations.

## **Planetarium**

- There is space for one wheelchair user inside the 360° Planetarium
- This is reached through the corridor which slopes gently to the entrance door.
- The space allocated for a wheelchair user is immediately on the left-hand side once through the door.
- Lighting levels are very low in the Planetarium and on the approach to it, to help your eyes adjust.
- When the Planetarium show begins, some people may feel a little dizzy or motion-sick but for most people that this affects, looking down and away from the screen briefly should resolve this.

## **The Lab**

- There is level access into the Lab from the ground floor exhibition space and corridor.
- We are able to host a maximum of two wheelchair users for each lab workshop.
- As chemicals are used in this area for hands-on experiments, some manual dexterity is required to take part.
- Children must be accompanied by an adult at all times in the Lab. Age restrictions apply to each activity and this information can be found online and at the front desk when booking.

## **Gift Shop**

- This is located in the main foyer, on the way out of the building, on level access from the exhibition floor, through a final set of 'pedestrian gates' which are approximately 1m high.
- The counter is 90cm high and is stepped down to 75cm high at the right-hand side. Staff can also come round to the front of the counter if required and can assist with reaching merchandise that is displayed at a higher level than is comfortable for you to access.
- The area is lit by LED and natural light.

## **Coffee Shop**

- There is level access through to the coffee shop situated next door to us, via the gift shop.
- They have an accessible toilet for their customers' use.
- A designated accessible table on level access is available inside the coffee shop, and several tables are available on the level surface outside.
- Access to the counter itself is reached by two steps which are five inches and six inches high, but staff will provide table service as required to the accessible table at the bottom of the steps or to an outside table.
- Lighting in this area is lower than the foyer space you may have come through from and is a mix of halogen, LED and tungsten lamps, and natural light.
- Refreshments offered include gluten-free and vegan options.

## **Fire and Evacuation Information**

- Should you hear the fire alarm sound, please evacuate immediately through one of the clearly marked fire exits. Please do not try to collect any personal belongings before exiting the building.
- Staff will ensure all areas of the building are cleared.

- We have six fire exits on the ground floor, two on the first floor and two on the second floor.
- Guest with mobility issues on the ground floor should be able to leave immediately through exits on level access.
- Guests on the first or second floor may be asked to wait for a short period in a refuge point whilst the alarm condition is being investigated.
- The meeting point location for guests and staff is approximately [40m from the main entrance to Techniquest](#), in the direction of the Mount Stuart pub.
- In the event of an evacuation, the route to the meeting point must avoid the glass-fronted section of the building, so staff will be on hand to direct guests to the safest way to navigate this and provide further instructions.
- Once at the meeting point, please follow instructions from Techniquest staff who will keep you informed of the situation and explain any readmission process to follow.