

FAQs

1. Getting to ICC Wales

Where is ICC Wales?

ICC Wales is part of The Celtic Collection and is located within the grounds of the Celtic Manor Resort, adjacent to Junction 24 of the M4 on the outskirts of Newport, South Wales.

Postcode: NP18 2YB

Please [visit our website](#) for useful guidance on driving, public transport and parking information.

Where can I park?

ICC Wales offers convenient underground parking, with additional parking across the wider resort.

Parking charges apply in all areas, please [view our website](#) for more information on parking.

2. Tickets & Arrival

When will I receive my tickets?

All tickets are issued as e-tickets and will be emailed to you as soon as your booking is completed.

Do I need to bring my ticket with me?

Yes. Please show your e-ticket on your mobile device for scanning on arrival, or bring a printed copy if you prefer. We are unable to print tickets at the venue.

When should I arrive?

The theatre doors open 30 minutes before the performance. We recommend arriving at least 30 minutes early to your showtime, as parking and entry can get busy. If you have booked other activities, please arrive at the time indicated on your booking confirmation email and allow for time to park.

What should I do if I'm late?

If you arrive after the performance has started, please speak to a member of staff. They will guide you into the theatre at the next suitable moment. An usher will escort you in the dark using a torch.

What if I can't make the show?

Tickets are non-refundable and cannot be exchanged, including in the event of adverse weather.

3. The Performance

How long is the show?

Performance Time: 2 hours and 10 minutes

- Act 1 - 60 minutes
- Interval - 20 minutes
- Act 2 - 50 minutes

Is this a child-friendly event?

Yes - the show is suitable for families and recommended for children aged 4+. Please note, all children require a ticket.

Do you provide booster seats?

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

Is there a dress code?

No dress code - but festive jumpers are encouraged!

How should I behave during the performance?

We want everyone to enjoy the experience, so please be mindful of others.

- Please keep talking, singing, clapping or moving around to a minimum during the show.
- Applause is best saved for natural breaks or the end of acts.

Our ushers are here to help with any questions.

Can I take photographs or videos?

Photography and filming are not permitted during the show. For professional filming requests, please email boxoffice@iccwales.com.

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4. Venue Facilities

Is there a cloakroom?

Yes - the cloakroom is located in the Atrium and open before and after every performance. Bag checks may take place, and large bags may need to be stored.

Where can I buy food and drinks?

Food stands and a coffee shop are available within ICC Wales.

Can I take food into the theatre?

Some soft drinks and food items are permitted, but we ask guests to avoid eating during the performance as it may disturb others.

Where are the toilets located?

Toilets are situated in the Atrium and on the first and second floors. The main Atrium toilets can get busy during intervals, so other levels may be quieter.

5. Accessibility

We want your visit to be as comfortable and enjoyable as possible.

- Blue Badge Parking

20 designated underground Blue Badge spaces are available (parking charges apply).

- Accessible Toilets

Fully accessible toilets for men and women are available on every level.

- Wheelchair Spaces & Carers

- Up to 25 wheelchair spaces in the lower tier
- 6 additional wheelchair spaces in the upper tier (package tickets only)
- Please advise the ticket team of your requirements at the time of booking.

Hynt Card members may receive one complimentary ticket for a personal assistant - call 01633 410 250 to arrange.

- Sound Enhancement

Our Sennheiser Infrared Hearing System offers headsets or neck loops free of charge. Collect these from the Sound Enhancement desk in the foyer.

- Medical Assistance & Assistance Dogs

We have first-aid trained staff onsite.

Assistance dogs are welcome - please request accessible seating when booking.

- Relaxed Performance

A relaxed performance suited to guests with autism, learning disabilities, or anyone who would benefit from a more informal environment will take place on 20 December at 11:00am. Guests may enter and exit freely.

- BSL Performances

A British Sign Language interpreted performance will take place on 27 December at 1:00pm.

6. Before & After Your Visit

Can I visit Celtic Manor Resort before or after the show?

Yes! Choose from seven restaurants offering everything from afternoon tea to family-friendly dining. Pre-booking is essential at celtic-manor.com.

Please note, Resort bars are **closed** to non-residents.

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.