

Cardiff Essentials A to Z

Below you'll find a handy A to Z resource of all the essential practical information you'll need on your visit to Cardiff.

A

- **Accessibility** – For information about disabled access and accommodation in Cardiff visit <http://www.visitcardiff.com/gettinghereandaround/getting-around/> Most Cardiff buses have easy access and priority seating for disabled and elderly passengers, many with dedicated areas for wheelchairs. Visit <http://www.cardiffbus.com> for more information. The three main taxi companies in Cardiff each offer large cabs with wheelchair space. See **Taxis** for more information.
- **Accident and Emergency** – In the event of a serious accident, fire or incident, call 999 and specify whether you require an ambulance, the fire service or the police. If you require an A&E department, University Hospital of Wales (UHW) has a 24 hour casualty department, which is situated in Heath Park, Cardiff, CF14 4XW. Telephone +44(0)29 2074 7747. For general health related advice contact NHS direct. This service is available 24 hours a day, 365 days a year. Telephone +44(0)845 4647 <http://www.nhsdirect.co.uk>
- **Afternoon Tea** – The traditional afternoon tea is an institution in the UK and Cardiff is no different. It consists of tea or coffee served with a variety of sandwiches, cream cakes and pastries. Go to www.visitcardiff.com/afternoontea for a list of venues.
- **Airports** – the main airport in Wales is Cardiff International <http://www.cardiff-airport.com/>. Cardiff city centre is easily accessible from Cardiff Airport. The T9 Cardiff Airport Express Bus Service operates every 20 minutes and there is a train service connecting the Cardiff Airport to Cardiff Central <http://www.nationalrail.co.uk> & <http://www.arrivatrainswales.co.uk/>
- **Anthem** – The Welsh National Anthem is 'Hen Wlad fy Nhadau' which means 'Land of my Fathers'. Go to www.visitcardiff.com/welshnationalanthem for the lyrics detailed phonetically.
- **Arcades** – Cardiff offers a whole spectrum of shopping with charming Edwardian and Victorian Arcades and ultra-modern shopping centres. Go to <http://www.visitcardiff.com/shopping> for more information

B

- **Baby Changing** – Facilities are readily available across Cardiff in many public toilets throughout the city, as well as major department stores and supermarkets. Many restaurants, bars and cafes will also offer changing facilities, but its best to check first.
- **Banks** – Opening times are generally from 9.30am – 4.30pm Monday to Friday. Some branches are open on Saturday 9:30am – 12am. All the major UK banks are easily located along Queen Street in the city centre. Most have ATMs.
- **Bank Holidays** – The 2015 Bank Holidays for England and Wales are:
Summer Bank Holiday – 31 August
Christmas Day – 25 December
Boxing Day – 28 December (substitute day)
For Bank Holidays in 2016 and beyond, go to www.direct.gov.uk
- **Beach** - There are several beaches situated less than hour away from Cardiff city centre:
Whitmore Bay Beach - Barry, CF62 5TQ
Made famous by Gavin and Stacey. A sand beach and nearby amusement arcade.
Lifeguards on duty throughout the summer. Distance from Cardiff: 10.6 miles
Penarth Beach - Penarth CF64 3BA
A sand and rock beach which has a dog ban and no lifeguard service operates. Distance from Cardiff: 4.6 miles.
For lifeguard information across all South Wales beaches go to <http://rnli.org/aboutus/lifeguardsandbeaches/Pages/Job-site-content/Lifeguard-season-dates.aspx>
- **Bicycle hire** – see Cycling
- **Brains Beer** – The national brewer of Wales, it was founded in 1882 and controls more than 250 pubs in Wales. SA Brain & Col Ltd, Crawshay St, Cardiff CF10 +44(0)29 2040 2060
<http://sabrain.com>
- **British Summer Time (BST)** – Summer begins on the last Sunday of March and marks the time during which the clocks are advanced one hour from Greenwich Mean Time (GMT). BST ends on the last Sunday of October.
- **Breakfast** – A traditional English Breakfast is called ‘The Full English’ and is always served in hotels and guest houses throughout Cardiff. It is sometimes referred to as a fry-up. Go to <http://www.visitcardiff.com/bestbreakfasts>
- **Buses** – Cardiff Bus runs an extensive system throughout Cardiff and the local area, travelling to Penarth, Barry and Cardiff Airport. Within the city centre, most buses move around the city in an anti-clockwise direction. Please note that exact change is required on Cardiff buses. A regular bendy bus service connects the city centre with Cardiff Bay. For the latest information and fares go to <http://www.cardiffbus.com> Stagecoach run services to surrounding areas and the Valleys, Newport Bus run services to Newport.

- **Bureaux de change** – Cardiff offers the usual opportunities to change currency. Check rates to make sure you are getting the best deal. Try:
No.1 Currency Exchange, 40 Queen Street, Cardiff CF10 2BY +44(0)29 2023 5747 also featured on the Cardiff Visitor Card and Card holders get a 1% enhanced in store rate for currency exchanged into sterling £.

C

- **Camp Sites** – The main camp site serving Cardiff is Cardiff Caravan Park
<http://www.visitcardiff.com/wheretostay/cardiff-caravan-park>
- **Cardiff Castle – See Key to the Castle**
- **Cardiff Visitor Card** – Pay less and discover the very best of Cardiff and the region. Discounts available at a variety of top attractions, accommodation establishments, restaurants, cafes, shops, activities and sightseeing tours. Get your Cardiff Visitor Card now online www.visitcardiff.com/card
- **Car Hire** – Most car hire firms insist drivers are over 21 years of age, with a minimum of one year's driving experience, as well as a current and full driving licence with no serious endorsements. To hire a car in Cardiff city centre try:
Enterprise Rent-A-Car, 45 Penarth Road Cardiff CF10 5DJ +44(0)29 20389222
Avis Car Hire, 14-22 Tudor Street, Cardiff, CF11 6AF +44(0)844 544 6047
Hertz Rent-A-Car, Bessemer Road, Cardiff CF11 8BA +44(0)870 844 8844
- **Car Parks** - There are plenty of car parks in Cardiff. For 24 Hours a day facilities try:
NCP Car Park – Marland House, Great Western Lane, Cardiff, CF10 1EP
John Lewis Car Park – St. Davids, They Hayes, Cardiff, CF10 1EG
St. David's Centre Car Park – Mary Ann Street, Cardiff, CF10 2EQ
Mermaid Quay Car Park – Stuart Street, Cardiff Bay, CF10 5BS
Pierhead Car Park - Cardiff, CF10 4DJ Cardiff Visitor Card holders receive 10% off parking tariff (applies to a maximum 12 hour stay). For a full list of maps and car parks in Cardiff visit <http://www.visitcardiff.com/gettinghereandaround/maps/>
- **Cemeteries** – There are two main Cemeteries in Cardiff:
Cathays Cemetery – Fair Oak Road, Cardiff, CF24 4PY
Western Cemetery – Cowbridge Road West, Cardiff, CF5 5TG
- **Chemists** – See Pharmacies
- **Churches** – See Places of Worship
- **Cinemas** – Cardiff has 4 cinemas
Cineworld Cinemas, Mary Ann St, Cardiff, CF10 2EN <http://www.cineworld.co.uk>
Vue Cinemas, Stadium Plaza, Wood St, CF10 1LA <http://www.myvue.com>
ODEON Cinema Cardiff, The Red Dragon Centre, Hemingway Road, CF10 4JY
Chapter Arts, Market Road, Canton, CF5 1QE <http://www.chapter.org/whats-on/film>
- **Climate** – see Temperature

- **Clothing Sizes** – In the UK women’s clothing sizes are traditionally indicated by numbers ranging from size 8 to 32. The table below details UK Clothing sizes in comparison to their equivalents in the US and Europe

UK	8	10	12	14	16	18	20
US	6	8	10	12	14	16	18
Europe	38	40	42	44	46	48	50

- **Coaches** – National Express www.nationalexpress.com operates coach services as well as other destinations in Wales. Due to the temporary closure of Cardiff Central Bus Station all coaches depart and arrive in Cardiff are made from/to Sophia Gardens, Cardiff CF11 9XR.
- **Credit Card Loss** – Report lost or stolen cards immediately to both the bank and the police. 24 hour phone lines for major credit cards are listed below:
American Express – 01273 696 933
Mastercard – 0800 190 0011
Visa – 0800 891 725
- **Currency** – The British currency is the pound sterling (£). The pound is divided into 100 pence. Current coins are 1 penny, 2 pence, 5 pence, 10 pence, 20 pence, 50 pence, 1 pound and 2 pounds. Current notes are the 5 pound, 10 pound, 20 pound and 50 pound notes.
- **Customs** – Citizens entering the UK from outside the EU are allowed 200 cigarettes or 100 cigarillos or 50 cigars or 250g of tobacco, 2 litres of still table wine plus either 1 litre of spirits or strong liqueurs (over 22% abv) or 2 litres of fortified wine (under 22%abv) sparkling wines or other liqueurs, 60 cc/ml of perfume, 250 cc/ml of toilet water; and goods to the value of no more than £145. Visit <http://www.hmrc.gov.uk> to confirm details, as allowances may change.
- **Cycling** –Cycling is easy in Cardiff with manageable flat terrain across the city. **Fun Fact: Cardiff is one of the flattest cities in Britain.** For bike hire try Cardiff Pedal Power, Cardiff Bay Barrage, Cardiff CF10 4PA +44(0)29 2037 0713 or +44(0)7775 616411.
- **Cwtch** – *noun* WELSH: 1. A cupboard or cubby hole 2. A cuddle or hug

D

- **Dental Emergency** – In a dental emergency, call the Dental Helpline on +44(0)29 20 2047 7747 and specify that you’re in pain. They will give you an appointment at the University Dental Hospital, NHS Trust Heath Park, Cardiff, CF14 4XT. This service is not available on evenings, weekends or bank holidays.
- **Disabled** – See Accessible
- **Doctors** – Should you require a doctor whilst in the city, you can be treated as a temporary patient if you are in the UK for longer than 24 hours. You must contact the surgery by

telephone first. For a directory of GP surgeries in the Cardiff area go

to <http://www.wales.nhs.uk/ourservices/directory/cardiffvaleuniversityhealthboard/gps>

- **Doctor Who** – A long-established British institution, the television series is filmed in Cardiff at the BBC studios in Porth Teigr, Cardiff Bay. Doctor Who tourist attractions:
The Doctor Who Experience, Discovery Quay, Heol Porth Teigr, Cardiff Bay, CF10 4GA +44(0)844 801 3663 <http://www.doctorwhoexperience.com/>
Doctor Who Walking Tour – Meeting point at Wales Millennium Centre, Bute Place, Cardiff Bay, CF10 5AL <http://britmovietours.com/bookings/doctor-who-cardiff-walking-tour/>
- **Dogs** – For details on dog-friendly hotels and places to walk your dog, visit www.visitcardiff.com/dog-friendly
- **Driving** – If you are from overseas, remember that people drive on the left in the UK. Driving around Cardiff is relatively easy, but as with most cities, it can become congested at peak times. If you do decide to drive there are plenty of car parks dotted around (see **Car Parks**) however on street parking can be difficult to find in the city centre.

E

- **Eco** – Cardiff offers a good choice of green hotels and activities, as well as a choice of eateries serving locally sourced food. Try vegan restaurant Milgi 213 City Road, Cardiff, CF24 3JD +44(0)29 2047 3150
- **Electricity** – The UK electricity supply is 220-240 volt, 50 cycle AC. Visitors from outside of the UK will require an adaptor to run their own appliances such as hairdryers or phone chargers.
- **Embassies and Consulates** – For a list of embassies and consulate offices, go to the Yellow Pages www.yell.com. All embassies and consulates are based in London. Most (the US is an exception) do not accept callers without an appointment.

F

- **Fastest growing UK City and rated Number 1 in the UK for Quality of Life.**
- **Film Location** – Cardiff is a popular film location, most notably for the Emmy award production Sherlock as well as the leading BBC prime time production Doctor Who. See **Doctor Who** for more information. **Fun Fact: The First ever British news film was filmed in Cardiff in 1896 when the Prince & Princess of Wales opened an extension to the Central Library. This was also the first ever motion picture of the Prince.**
- **Fish and Chips** – The classic British takeaway meal usually contains cod, haddock or plaice, deep fried in flour batter and served with chips heavily seasoned with salt and malt vinegar. For an extensive selection of takeaway restaurants visit Caroline Street, CF10 1FG or as it's known to local residents 'Chippy Lane'.

- **Flag** – The National symbol of Wales is the Welsh dragon which is the focal point of the Welsh flag. The National Flag of Great Britain is the union jack.

G

- **Gay – See LGBT**
- **Getting Around** – Cardiff is a compact city that is easy to get around, so once you're here you might find it easier to explore the city on foot. If not, the city is served by a comprehensive bus service and taxis are also easily available. Cycling is another greener option. For further information on getting around Cardiff go to <http://www.visitcardiff.com/gettingaround>
- **Greeting Etiquette** – A handshake is the most common form of greeting in Cardiff and is customary when you are introduced to someone new. Hugging is only for friends. Informal greetings in Cardiff are “Hiya” and sometimes “Cheers” instead of thank you.
- **Guided Tours** – Official guided tours offer an informative way to see the culture and heritage of Cardiff. For more full directory download the current Cardiff Essential Guide Magazine here http://issuu.com/visitcardiff/docs/cardiff_essential_guide

H

- **Hospitals** – The main hospital in Cardiff is University Hospital of Wales (UHW), Heath Park, Cardiff, CF14 4XW +44(0)29 2074 774. A 24 hour casualty operates here.
- **Highest point** – The highest point in Wales is Snowdon (3559ft). Snowdonia National Park is located in Penrhyndeudraeth, Gwynedd, LL48 6LF.

I

- **Internet Access** – Public internet access is available through Cardiff Free WiFi and Cardiff Street WiFi. It is available throughout a number of public buildings across the city including libraries, leisure centres, community centres, civic buildings, youth centres, visitor centres, theatres and other public buildings. Street WiFi is currently available in high footfall areas of the City Centre and Cardiff Bay. For more information visit www.btwifi.com/terms/cardiff
- **I Loves the Diff** – Cardiff's cult brand. For more information go to <http://www.ilovesthediff.com/>

J

- **Jacobs Antiques Market** - Jacobs sells second-hand and antique furniture and vintage clothes from more than 50 stalls across four floors. West Canal Wharf, Cardiff, CF10 5DB +44(0)29 2031 0939 For more information go to <http://jacobsmarket.co.uk>
- **Jobs** – Cardiff is one of the UK's most competitive cities and is one of the highest skilled cities in the UK
40% of the workforce in Cardiff are qualified to degree level and the average salary in Cardiff costs 26% lower and the office occupancy costs 40% lower than in London.

K

- **Key to the Castle** – If you live or work in Cardiff you can apply for a Castle key which gives you free admission to the world-class heritage site for 3 years!
<http://www.cardiffcastle.com/castle-key/>
Cardiff Castle is an iconic landmark located in the heart of the city centre. **Fun Fact: Cardiff Castle was used as an air raid shelter during World War II.** Castle Street, Cardiff CF10 3RB +44(0)29 2087 8100 <http://www.visitcardiff.com/seedo/cardiff-castle/>

L

- **Language Schools** – Cardiff has a great choice of language schools, most within easy access of the City Centre. Try:
Celtic English Academy
18 Park Grove, Cardiff, CF10 3BN +44(0)29 2034 4805 <http://www.celticenglish.co.uk/>
Cardiff and Vale College
The Parade, Cardiff, CF24 3AB +44(0)30 30 30 10 10 <http://www.cavc.ac.uk/en/>
- **Launderettes** – There are a number of laundrettes and dry cleaners in Cardiff. Try:
Drift-in Laundry and Dry Cleaners
104 Sailsbury Road, Cardiff, CF24 4AE +44(0)29 2023 9527 <http://www.drift-in.co.uk/>
- **Left Luggage** – Safe and secure locker facilities are available at The Cardiff Story Museum, The Old Library, Trinity Street, Cardiff CF10 1BH +44(0)29 2078 8334 for more information visit <http://www.visitcardiff.com/seedo/the-cardiff-story/>
- **LGBT** – Like the city itself, Cardiff's gay scene is small and compact – but with something for everyone. The main venues are focused around Charles Street and Churchill Way in the City Centre, all within walking distance of each other. Gay friendly accommodation includes the 4-star Park Plaza, Greyfriars Road, Cardiff CF10 3AL +44(0)29 2011 1111 <http://www.parkplaza.com/cardiff> and guest house Ty Rosa B&B 118 Clive Street, Cardiff, CF11 7JE +44(0)29 2022 1964 <http://www.tyrosa.com/contact>. For more options visit <http://www.visitwales.com/holidays-breaks/gay-friendly-wales/gay-cardiff>

- **Lesbian & Gay Switchboard** - For LGBT support and information contact +44(0)1273 204050 or visit <http://www.switchboard.org.uk>
- **Libraries** – The main library in Cardiff is the Central Library Hub, The Hayes, Cardiff, CF10 1FL. Opening Hours Monday to Wednesday 9:00am-6:00pm, Thursday 10am-7pm and Saturday 9am-5.30pm. The library is closed on Sunday. For a full list of Cardiff libraries visit <https://www.cardiff.gov.uk/ENG/Resident/Libraries-and-archives/pages/default.aspx>
- **Llandaff Cathedral** – The Cathedral Church of SS Peter & Paul is the mother church of the Diocese of Llandaff and dates back from 1107. The Cathedral Green, Llandaff, Cardiff, CF5 2LA +44(0)29 2056 4554 <http://www.llandaffcathedral.org.uk>

M

- **Maps** – For free, downloadable maps of Cardiff go to <http://www.visitcardiff.com/gettinghereandaround/maps/>
- **Marina** – Cardiff Marina is situated on the River Ely on the International Sports Village, Watkiss Way, Cardiff Bay CF11 0JL. There are lots of activities within close proximity to the marina and you can sail over to Mermaid Quay to explore the wide range of restaurants and bars.
- **Markets** – Cardiff offers a range of markets throughout the year. Some, such as the Riverside Farmers Market take place monthly, whilst others like the Christmas Market on the Hayes are seasonal. There are also a few permanent second-hand markets which take place in St. Mary's Street and Splott. For more information go to <http://www.visitcardiff.com/shopping/>
- **Meal Times** – We have three main meals a day in Cardiff
Breakfast is between 7:00am and 10:00am
Lunch is usually served between 12:00 and 2:00pm
Dinner is the main meal and can be eaten anytime between 6:00pm and 10:00pm
For a full list of restaurants, cafes and bars go to <http://www.visitcardiff.com/eatdrink>
- **Mobility Assistance – City Centre Mobility Assistance** is an electric vehicle scheme for those who need help accessing the city centre. The vehicles can carry up to 3 passengers each and travel around the city centre on a flexible route. Monday to Friday 11am-3pm. Flag down a vehicle and get a list of book a vehicle in advance on +44(0)29 2087 3888.
- **Money** – See currency
- **Museums** – From the National Museum of Wales to the Cardiff Story, there are plenty of places to visit to discover Cardiff's heritage and history. For a full list of Cardiff museums go to <http://www.visitcardiff.com/seedo>

N

- **National Parks** – Cardiff is the gateway to Wales, there are 3 National Parks which are all easily accessible from Cardiff.
Brecon Beacons National Park is located in Brecon Powys, LD3 +44(0)1874 624437
Pembrokeshire Coast National Park is located in Pembroke Dock, Pembrokeshire, SA72 6DY +44(0)845 345 7275
Snowdonia National Park is located on Penrhyndeudraeth, Gwynedd, LL48 6LF +44(0)1766 770274
- **NHS Direct** – For health related advice and information contact NHS Direct. The service is available 24 hours a day, 365 days a year +44(0)845 4647 <http://www.nhsdirect.nhs.uk> For emergencies see **Accident and Emergency**.

O

- **Opening Hours** – In general, business hours are 09.00am – 5.30pm Monday-Friday. Most shops are open 09.00am – 5.30pm Monday – Saturday and from 10am-4pm Sunday. The St. Davids Shopping centre is open from 9.30am – 8:00pm Monday to Friday, 9:30am – 7:00pm Saturday and 11:00am – 5:00pm on Sunday.
Officially closing time for pubs is 11:00pm although most pubs have licences to sell alcohol until 1:00am.
- **Opticians** – Cardiff offers the usual high street opticians. Try:
Vision Express
22 Cathedral Walk, St. Davids Centre, Cardiff CF10 2DS +44(0)29 2066 4696
Specsavers Opticians
90 Queen Street, Cardiff City Centre, CF10 2GR +44(0)29 2031 0297
The Optic Shop
2 St. Mary Street, Cardiff City Centre, CF10 1AT +44(0)29 2034 3600

P

- **Parking** – For a list of Car Parks in Cardiff see **Car Parks**. For more information on street parking go to <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/Parking-in-Cardiff/On-street-parking/Pages/On-street-parking.aspx>
- **Parks** - Cardiff is a city of parks. For a full list of city parks go to <http://visitcardiff.com/seedo> **Fun fact: Cardiff has more green space per person than any other UK core city.**
- **Petrol** – Petrol (Gas) in Britain is one of the most expensive in the world. For up to date information go to <http://www.petrolprices.com/>
There are several 24 hour petrol filling stations in Cardiff. Try:

Tesco Petrol Filling Station – Excelsior Road, Cardiff, CF14 3AT +44(0)345 677 9128

Cardiff Service Station – 145 Newport Road, Cardiff, CF24 1AG +44(0)29 2049 7175

- **Pharmacies** – There are independent pharmacies on most high streets and a large Boots in the City Centre. For late-night pharmacies try:

Asda Pharmacy, Asda Superstore, Longwood Drive, Coryton, Cardiff CF14 7EW +44(0)29 2054 4612 Opening Hours 5:30pm – 10:00pm

For a full list of late-night pharmacies go to

<http://www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Pharmacy>

- **Places of Worship** – Cardiff offers an eclectic mix of Churches and faith buildings. For a full directory of religious organisations in Cardiff go to

<http://www.celticenglish.co.uk/cardiff/useful-information-for-life-in-cardiff/place-of-Worship.html>

- **Police** – In the unfortunate event that you are a victim of crime call 999 if you require an urgent response or call 101 to report a non-urgent crime or to make a general enquiry.

Cardiff Central Police Station is located on King Edward VII Avenue, Cardiff CF10 3NN +44(0)29 2022 2111

For more information go to <http://www.south-wales.police.uk/en/>

- **Post Offices** – Post offices are usually open 09:00am – 5.30pm Monday to Friday and 9:00am – Noon on Saturdays. The main post office in Cardiff is located in the Queens Arcade, Queen Street, CF10 2BY. For a list of all Cardiff branches go to

<http://www.royalmail.com/branch-finder>

Q

- **Queen Elizabeth** – Although the Queen is no longer responsible for governing the country, she carries out many important tasks on behalf of the nation. See **Royals** for more information.
- **Queuing** – Queuing is an institution in the UK and Cardiff is no different. If you are going to a concert, waiting to buy a train ticket or boarding a bus expect to wait in line!

R

- **Rain** – Contrary to popular belief, it doesn't rain every day in Wales. However it is always advisable to bring some form of waterproof clothing. The best months to travel in Cardiff are from May to October as they have generally pleasant temperatures. See **Weather** for more information.
- **Radio** – The main radio stations in Wales are:
Real Radio - <http://www.heart.co.uk/southwales/>
BBC Radio Wales - <http://www.bbc.co.uk/radiowales>

BBC Radio Cymru- <http://www.bbc.co.uk/radiocymru>

- **Rail Travel** – See Trains
- **Religion** – See Places of Worship
- **Roald Dahl** – Best-selling children’s author Roald Dahl was born in Llandaff, Cardiff and was christened in the Norwegian Church. For more information go to <http://www.visitcardiff.com/seedo/norwegian-church-arts-centre/>
- **Royals** – Wales has a strong connection to the British Royal Family.
Llywelyn ap Gruffydd (1223 – 1282) – The last Prince of independent Wales before Edward I conquered.
Owain Glyndwr (1349 – 1415) – He led a rebellion against the crown and his supporters proclaimed him Prince of Wales.
Henry V (1387 – 1422) – Henry defeated the French at the battle of Agincourt, where Welsh archery played a crucial role.
For more information go to <http://www.visitwales.com/explore/traditions-history/royalty-and-wales>

S

- **Sexual Health** – The Cardiff Department of Sexual Health and HIV is based in the Cardiff Royal Infirmary, Glossop Road, Cardiff, CF24 0SZ +44(0)29 2049 2233
Opening hours: Monday – Friday 9:00am – 4.30pm
For more information go to <http://www.cardiffandvaleuhb.wales.nhs.uk/CRI>
- **Shopping** – **Fun Fact: Cardiff is the UK’s 6th best Shopping destination.** For more information go to <http://www.visitcardiff.com/shopping>
- **Sightseeing** – See Tourist Information
- **Smoking** – Legislation to ban smoking in enclosed public places was introduced in Wales in 2007. However many bars, cafes, restaurants and pubs have outside seating areas suitable for smoking.
- **St. David’s Day** – People in Wales and those of Welsh origin celebrate the life of their patron saint, St. David and the Welsh culture on March 1st each year. Many people pin a daffodil or leek to their clothes and some, especially children, wear traditional Welsh costumes. For more information go to www.visitcardiff.com/stdavidsday
- **Stamps** – The portrait of HM Queen Elizabeth II is on the standard issue of all British postal stamps. The most popular stamps are the Gold First Class and the blue second class. See **Post Offices.**
- **Sport** – Cardiff has become one of Europe’s most popular sporting destinations and hosts to many a sport including favourites Rugby, Football, Cricket and Ice Hockey. For more information go to www.visitcardiff.com/sport

T

- **Tax Refunds** – In the UK, Value Added Tax (VAT) is charged on many goods and services. If you are visiting from another country you may be entitled to a refund of the VAT on goods you buy from shops that offer Tax Free Shopping (also known as the Retail Export Scheme). Tax Free Shopping allows travellers leaving the European Union (EU) to get a VAT refund on goods they buy here and take home. It cannot be used for services. Visit www.hmrc.gov.uk/ for further details.
- **Taxis** – A quick way to get around the city, taxis are available 24 hours a day. There are a number of taxi ranks dotted around. To hire a taxi try:
Dragon Taxis +44(0)29 2033 3333 <http://dragontaxis.com/>
Premiere Taxis +44(0)29 2055 5555 <http://www.premiertaxis.net/>
Capital Cabs +44(0)29 2077 7777 <http://www.capitalcabs.co.uk/>
Go to <http://www.visitcardiff.com/gettinghereandaround/getting-around/>
- **Telephones** – The area code for Cardiff is 02920. International codes are as follows:
Australia: 61; Belgium: 32; Canada: 1; France: 33; Germany: 49; Ireland: 353; Italy: 39;
Japan: 81; Netherlands: 31; New Zealand: 64; Spain: 34; USA: 1;
Public pay phones are available around the city – payment is usually via cash, phone card or credit card.
- **Temperature** – Cardiff has a temperate climate
- **Time** – Cardiff operates on Greenwich Mean Time (GMT). Clocks go forward by one hour to run on British Summer Time on the last Saturday in March and return to GMT on the last Saturday in October.
- **Tipping** – It is normal to tip 10-15% in taxis, restaurants and some bars, but it is not expected in pubs. Always check your bill before tipping, as some restaurants and bars automatically add a service charge to the bill.
- **Toilets** – There are many public toilets across the city. Major department stores also offer customer toilets around the city centre.
- **Tourist Information** – For general Cardiff Tourist Information and details of where to stay and what to see and do in Cardiff go to www.visitcardiff.com or drop into the Tourist Information Centre at Wales Millennium Centre, Bute Place, Cardiff Bay, CF10 5AL. Open daily 10:00am – 6:00pm. It is closed on 25th and 26th December and 1st January. Go to <http://www.visitcardiff.com/discover/touristinformationcentre/>
- **Ticketing** – Purchase your tickets for popular Visitor Attractions, Sightseeing Tours, Cardiff Bus and the exclusive Cardiff Visitor Card at the Tourist Information Centre. See **Tourist Information**.
- **Trains** – Cardiff is served by the mainline railway station at Cardiff Central, Central Square CF10 1EP. Regular trains run from Cardiff's Queen Street station to Cardiff Bay and city stops including Cathays, Ninian Park and Llandaff North. Trains from Cardiff Central link to the Valleys and Vale of Glamorgan as well as high speed links to London and other cities in the UK. For National Rail Enquiries +44(0)8457 484950.

- **Travel Passes** – If you're planning on making several bus journeys during one day it's worth buying a Day to go ticket which allows unlimited day travel on the Cardiff bus network. Go to <http://www.cardiffbus.com/english/faresandtickets.shtml>

U

- **Universities** – Cardiff is home to 75,000 students! **Fun Fact: Cardiff University is one of the UK's leading higher education institutions.**

There are 3 Universities in Cardiff:

Cardiff University, Cardiff, CF10 3XQ +44(0)29 2087 4000 <http://cardiff.ac.uk>

Cardiff Metropolitan University, Cardiff, CF5 2YB +44(0)29 2041 6070

<http://cardiffmet.ac.uk>

The University of South Wales, 86-88 Adam Street, Cardiff CF24 2FN +44(0)345 576 0101

<http://southwales.ac.uk>

V

- **Vets** – Should you require an emergency vet whilst in the city, try V.E.T.S, a 24 hour emergency veterinary care service located on 180 Merthyr Road, Cardiff, CF14 1DL +44(0)29 2052 9446 www.v-e-t-s.co.uk
- **Visas** – EU Citizens do not require a visa to visit the UK; citizens of the USA, Canada, Australia, South Africa and New Zealand can also enter without a visa for tourist visits of up to six months, as long as they can demonstrate they can support themselves during their stay and plan to return to their own country. Refer to www.ukvisas.gov.uk to check your visa status before you travel. You can arrange visas online at www.fco.gov.uk
- **Visitor Information Contact Service** – For tourist information related telephone or email enquiries contact the Visitor Information Contact Service on +44(0)29 2087 3573 email: visitor@cardiff.gov.uk
- **Visitor Information Point** – In addition to the Tourist Information Centre in Cardiff Bay, there is one official Visitor Information Point located at the Cardiff Story Museum, the Old Library, They Hayes, Cardiff, CF10 1BH +44(0)29 2078 8334

W

- **Weather** – For the latest 5 day weather outlook for Cardiff, go to www.visitcardiff.com/weather
- **Wheel Chair Hire** – **Shopmobility**, P3 St. David's Shopping Centre, Mary Ann Street, Cardiff, CF10 2EQ +44(0)29 2039 9355 <http://shopmobilityuk.org>

- **WiFi – See internet access**
- **Welsh Language** – As you travel around Cardiff you will often hear Welsh spoken and see Welsh signs everywhere. Helpful Welsh phrases:
Welcome – **Croeso** (croyso)
Thank you – **Diolch** (deeallch)
Good Morning - **Bore Da** (bore-rare-daa)
Good Afternoon - **Prynhawn Da** (prin-haun-dah)
Good Night - **Nos Da** (nos-daa)

X

- **X-Treme Sports** – Cardiff has a wide variety of adventure sports and activities. Try: **Cardiff White Water**, International Sports Village, Watkiss Way, Cardiff, CF11 0SY +44(0)29 2082 9970 <http://ciww.com>
- **Xiamen** – Xiamen in China has been twinned with Cardiff since 1983. Cardiff is the first UK City to undertake such a partnership.
For more information go to <http://visitcardiff.com/cardiffconnections>

Y

- **Y Lofa** – A Welsh bookshop dating back to the 1960s and acted as a unofficial printers to the new activist Welsh Language Society +44(0) 1970 832 304 <http://ylofa.com>
- **Ynys Mon** – Ynys Mon is Welsh for the isle of Anglesey where there is a wide variety of beaches and attractions. **Fun Fact: Prince William and the Duchess of Cambridge lived there.** Cardiff is the gateway to Wales and for more information about exploring Wales go to <http://visitwales.com/explore>

Z

- **Dewi Zephaniah Philips** - He was a leading proponent of Wittgensteinianism philosophy of religion and was born in Morriston, Swansea.
- **Fun Fact: The Zoological collection at the National Museum Wales ranges from tiny insects to the skeleton of a Humpback whale.**