

## **WELSH LANGUAGE CHARTER**

Welsh Language Standards have been introduced to ensure individuals can access services in Welsh when they get in touch with certain bodies in Wales.

At Welsh National Opera, we are committed to achieving those standards. Our Welsh heritage and language is important to us and it is what makes us unique.

We will make sure Welsh is not treated less favourably than English, when we:

- Write letters or emails
- Receive phone calls
- Organise meetings and events
- Promote our work in print or on-line
- Use social media
- Issue any public documents
- Provide reception service during our productions

You can get in touch with us in Welsh or English...

On the phone            029 2063 5000

By letter                Welsh National Opera  
Wales Millennium Centre  
Bute Place  
Cardiff CF10 5AL

Email                    Any staff member

If you are not satisfied with our Welsh language service provision you can give us feedback by emailing [cymraeg@wno.org.uk](mailto:cymraeg@wno.org.uk).

We will promote our Welsh language services and opportunities to use Welsh with WNO. For more information on this and how we are delivering on our Welsh language standards, please visit our website.