



VITALITY STADIUM ACCESS STATEMENT

AFC BOURNEMOUTH

WELCOME

We look forward to welcoming you to Vitality Stadium.

We are committed to ensuring all our disabled supporters and visitors have as much access as reasonably possible to all goods, services and facilities provided or offered to the public by the club.

If you have any queries, then please do not hesitate to contact me.

Alice Jeans



Disability Access Officer

Telephone Number: **01202 726311**

E-mail: **disability@afcb.co.uk**



Photo: Raised Viewing Platform

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VITALITY STADIUM

STADIUM ADDRESS

AFC Bournemouth
Vitality Stadium
Dean Court
Kings Park
BH7 7AF

Telephone: 0344 576 1910

Email: enquiries@afcb.co.uk

The Vitality Stadium is situated within the heart of Kings Park.

Park land surrounds both the south and main stand, with the east and north stands backing onto residential areas. Vitality Stadium is approximately 3.2 miles from Bournemouth Town Centre, and 7.8 miles from Poole. AFC Bournemouth takes much pride in welcoming visitors to our stadium, and wish you an enjoyable matchday experience.



Photo: Vitality Stadium

PURCHASING TICKETS

To buy tickets supporters must be registered with the ticket office and have the correct number of loyalty points required for that match. Details of the points required, and the on-sale details can be found at the following link- <https://www.afcb.co.uk/tickets/on-sale-dates>

If in receipt of the required number of loyalty points, supporters can purchase tickets by calling the ticket office on 0344 576 1910, option 1, in person at the ticket office or online at <https://tickets.afcb.co.uk/Online/>.

You may be asked to provide proof of eligibility for your complimentary personal assistant's ticket. The club accepts the following documents-

- Receipt of the higher or middle rate of Disability Living Allowance (mobility and/or care component)

- Receipt of standard or enhanced rate of Personal Independence Payment (PIP) for mobility, and/or care
- Receipt of either Severe Disablement Allowance or Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement pension for 80% or more disability
- Blind or partially sighted registration certificate (BD8 or CV1 certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind people (RNIB) website

The ticket office is based in the Superstore away from matchdays.

PERSONAL ASSISTANTS

Supporters receiving anyone of the above will be entitled to a free match ticket for their personal assistant to accompany them on matchdays. The personal assistant should be

capable of supporting the disabled person's needs in the event of an emergency.

Please note, the club reserves the right to request evidence to support this where necessary and require the disabled supporter and their PA to enter the ground and sit together.

Seats for personal assistants are located next to the disabled supporter's seat. The club's health and safety policy requires that disabled supporters who attend in a wheelchair remain in their wheelchair during the game.

OPENING TIMES ARE:

Monday – Friday: **9am – 5pm**

Non-matchday Saturday: **9.30am – 4pm**

Sunday: **10am – 3pm**

Saturday matchday: **9am - kick-off (open 30 minutes after match)**

Midweek matchdays: **9am - kick-off (open 30 minutes after match)**



Photo: Sample AFC Bournemouth Home Ticket

TRAVELLING TO VITALITY STADIUM

BY CAR

The club's postcode is BH7 7AF. Following a sat navigation will lead you to the stadium.

When driving to the ground, follow the brown road signs with a football logo to get to Vitality Stadium. Please note, some of the signs may refer to the ground as Dean Court. Supporters are advised to travel in plenty of time for the game.

Directions from the north: Follow the M6, exiting onto the M42 towards London, Warwick and Solihull, exiting at junction 3a onto the M40. Leave the M40 at junction 9, taking the A31 / A34 exit. At the Wendlebury Interchange, take the 3rd exit onto the A34 towards Oxford / Newbury.

At the roundabout, take the third exit onto the M3. Follow the M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout, into King's Park Drive. The ground is on the left.

Directions from the south east: Follow the A27, M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout into Kings Park Drive. The ground is on the left.

Directions from the south west: Follow the A35 to the A338. On the A338 take the slip road to the Springbourne Roundabout signposted Kings Park. Take the third exit off the roundabout and at the fire station stay in the left hand lane and turn left onto Holdenhurst Road. Stay to the left and go straight through at the traffic lights (the Queens Park Pub should be on your right). Take the third exit at the small roundabout and into Kings Park itself.

ACCESSIBLE PARKING

The club offers 41 accessible parking spaces on site at the Vitality Stadium. These are issued on a seasonal, free of charge basis and are prioritised by season ticket status and rate of mobility received.

Parking is also available to the south of the ground for just £1 for the duration of the match. The club's policy is to reserve a bay for the use of disabled supporters for as long as possible. The fee is payable on entrance to the car park upon production of a valid match ticket. Supporters wishing to park at the ground are advised to arrive early as the car park usually reaches capacity around 75 minutes before kick-off. Supporters may experience delays in leaving the car park after the final whistle. Please be aware, there is a left turn at the exit of the south end of the car park, which will bring you out on to Gloucester Road in Boscombe. Access from this car park to the Stadium is step free and up to 100m in distance.

TRAVELLING TO VITALITY STADIUM

ACCESSIBLE PARKING (cont)

Free matchday parking is available at Harewood College, which is a 10-minute walk across the park to Vitality Stadium – highlighted on the map A. This parking facility has the advantage of being away from the congestion around Kings Park, and will be manned by a steward until kick-off. The postcode for Harewood College is BH7 6NZ.

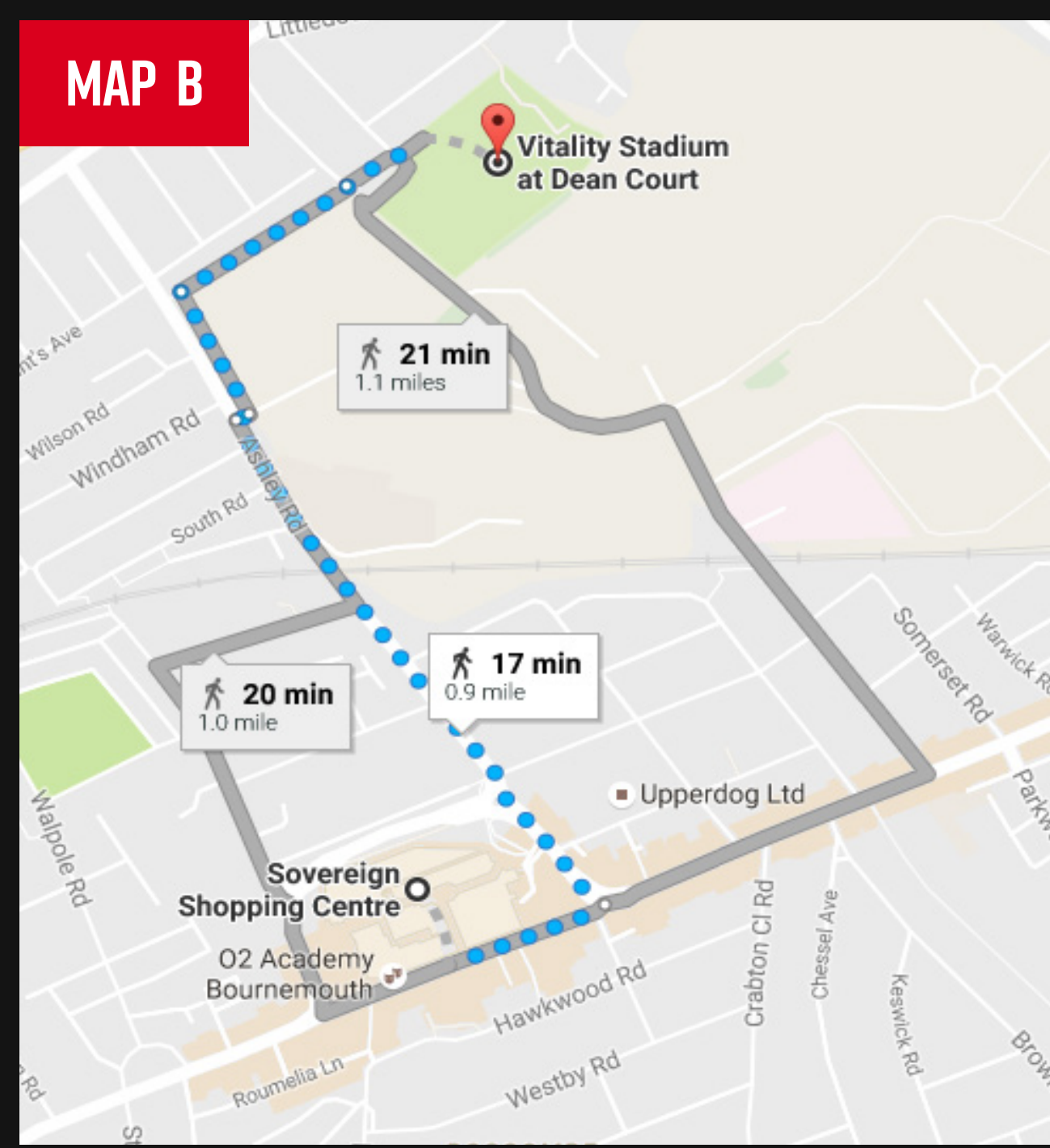
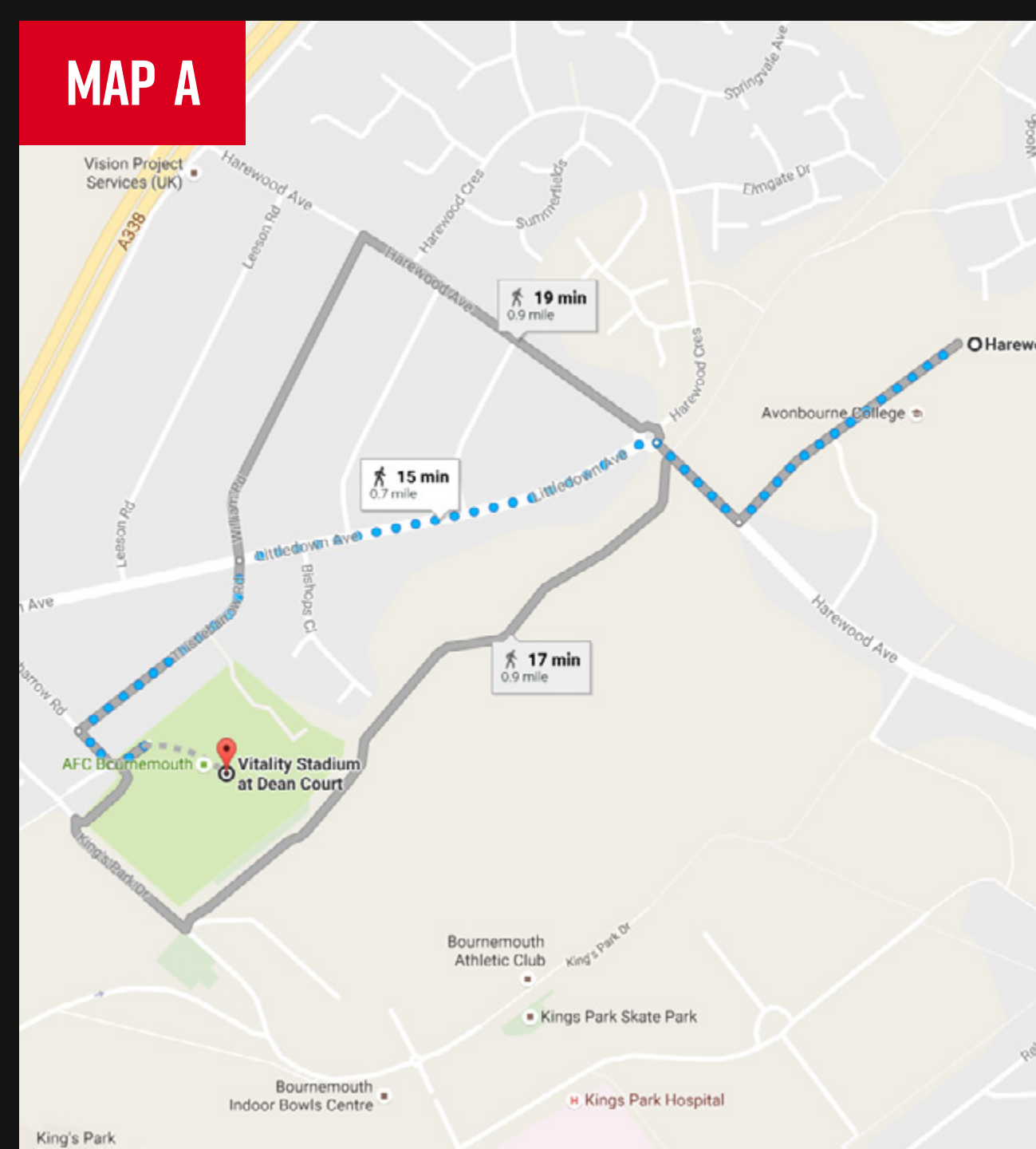
Alternatively, the Sovereign Shopping Centre on Christchurch Road, which is approximately a 15-minute walk from the ground – highlighted on the map B, offers low cost easy parking (£2 for 4 hours), with 600 spaces. This parking facility has the advantage of being away from the congestion and has cafés for food and snacks.

Several residential roads adjacent to the ground have parking restrictions, which the club asks supporters to adhere to. Please be mindful of existing drive entrances and avoid

parking illegally as this can cause particular problems for residents and is a safety hazard. Parking enforcement officers and police will respond to residents' complaints.

Car parking is also available upon request to visiting disabled supporters. Visiting supporters will need to contact the DAO in advance of the matchday, should they wish to book a car parking space by either calling 01202 726311 or e-mailing disability@afcb.co.uk.

The matchday parking attendants do allow for disabled supporters without parking to be dropped off in the main car park. Thistlebarrow Road is also recognised as a main pick up point, providing it is not within the coned areas.



TRAVELLING TO VITALITY STADIUM

BY TRAIN

Pokesdown Station

The nearest train station to the stadium is Pokesdown, which is roughly a mile from the ground and around a 15-minute walk away. This station is not currently accessible for wheelchair users. There is no step free access or staff assistance currently at Pokesdown Station. Exit the station and turn right down the main Christchurch Road (A35) for 400m and turn right into Gloucester Road. Follow signs for Kings Park to arrive at Vitality Stadium.

**Address: Christchurch Road,
Pokesdown, BH7 6DL**

- Helpline contact - 0800 52 82 100
- Staff help available - No
- Ramp for train access - No
- Step free access - No
- Wheelchairs available - No

For more information go to nationalrail.co.uk/stations_destinations/POK.aspx



Photo: Bournemouth Central Train Station

Bournemouth Central

A large majority of trains arrive at Bournemouth Central, which is 1.3 miles from the stadium and a 30-minute walk. Bournemouth Central is accessible and offers step free access and ramp access onto trains. Wheelchairs are available and the station is staffed 24 hours a day, they also have a fitted induction loop. To get to the stadium, leave the station by the south exit, (facing Asda) and turn left to head towards the main road. Turn left again and walk straight up Holdenhurst Road for around 25 minutes, until you reach a roundabout at which you turn right into Kings Park Drive. The ground is on the left.

**Address: Holdenhurst Road,
Bournemouth, BH8 8HX**

- Helpline contact - 0800 52 82 100
- Staff help available - Yes Monday - Sunday, 24 hours a day
- Ramp for train access - Yes
- Step free access - Yes, there is step free access from both station entrances to both platforms. Interchange is via either a stepped footbridge or a ramped underpass. A buggy is available for passenger use on request.
- Wheelchairs available - Yes

For more information visit nationalrail.co.uk/stations_destinations/BMH.aspx.

TRAVELLING TO VITALITY STADIUM

BY BUS

Yellow Buses

The 2/2a/2b Yellow Bus service is accessible from the train station and runs up to every 20 minutes. Alight at Ashley Road to get within 5 minutes of the ground. A step free access route is available through the park from Ashley Road to the stadium, and Yellow Buses offer enough room for one wheelchair. If you want to make a day out of your trip, then this bus also serves Bournemouth Pier and Bournemouth Square where you can find plenty of shops and places to eat and drink before heading to the ground, with an adult day ticket priced at £4. To plan your journey or for more information go to <https://www.bybus.co.uk/accessibility/>.

More Buses

The M1/M2 More Bus service runs from Pokesdown Station and brings supporters



Photo: Yellow bus

closer to the stadium via Boscombe. All supporters with a valid match ticket can receive a £1 discount on dayrider tickets, which makes unlimited travel between Bournemouth, Boscombe and the ground just £3.10 (prices for other travel zones may vary). All the buses are equipped with free wifi and USB charging facilities. To plan your journey or for more information go to <http://morebus.co.uk/page.shtml?pageid=1030>.



Photo: More bus

BY TAXI

United Taxis are adapted so they're easily accessible. Their taxis include-

- Fold out ramps with extension.
- Four-point wheelchair restraint belt with over centre clamp.
- Intermediate non-slip step.
- Built in induction loop and intercom.
- Easy release and lit exterior door handles.

All supporters can receive a 10% discount with United Taxis upon production of a valid match ticket. United Taxis take bookings 24 hours a day, 365 days a year so call 01202 556677 to take advantage of this offer. Please note fares may vary on traffic going to and leaving the ground. For more information please visit <http://www.556677.com/wheelchair-accessible/3606530>.

TRAVELLING TO VITALITY STADIUM

BY AIR

Bournemouth Airport is 4.5 miles' distance from the stadium. There is a taxi rank located outside of Bournemouth Airport and it takes 10 minutes by car but you may wish to add an additional 15-20 minutes to account for matchday traffic. For more information on the accessibility arrangements at Bournemouth Airport, please visit- <http://www.bournemouthairport.com/help-and-advice/airport-accessibility/>.

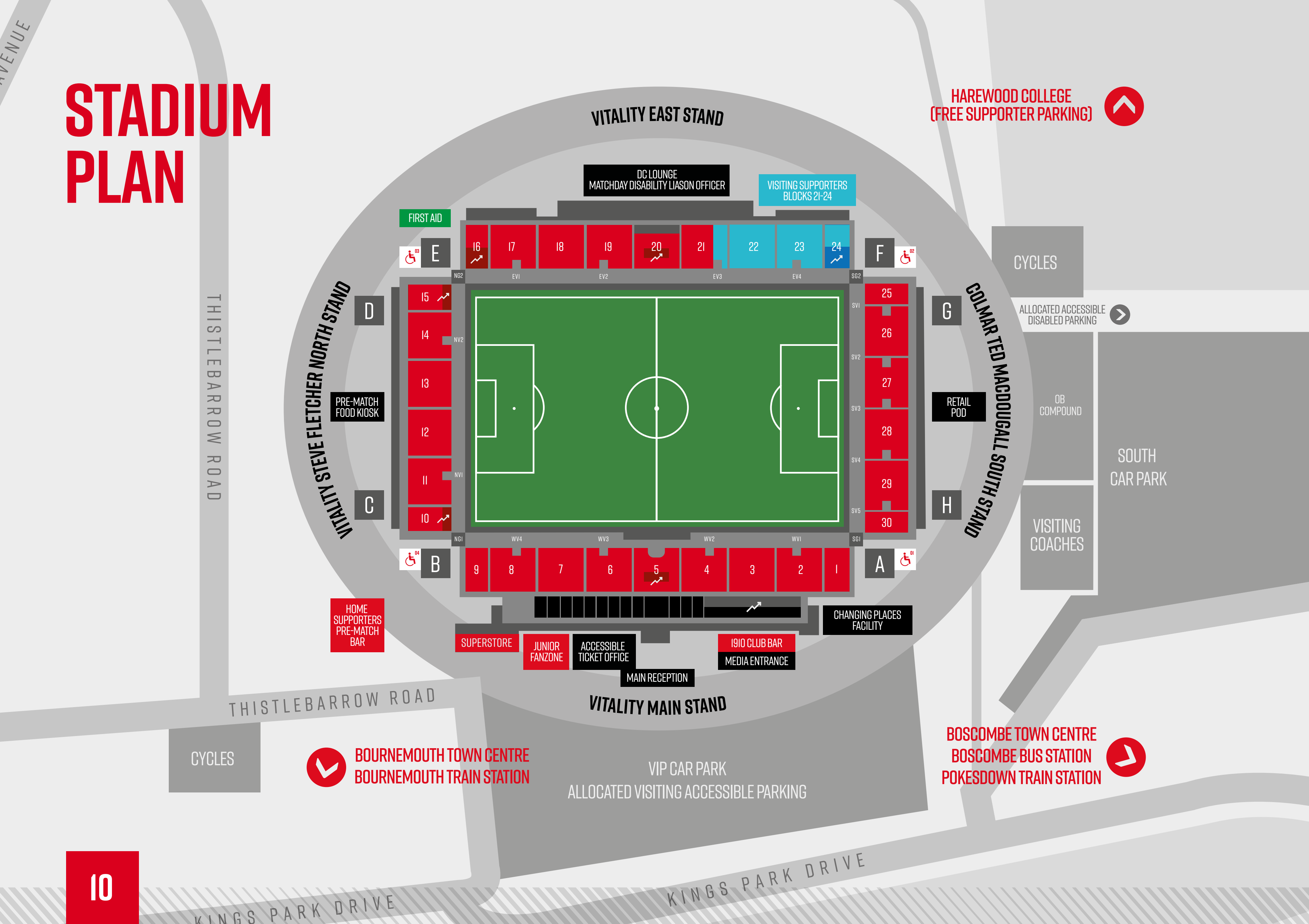
DISABLED VISITING SUPPORTERS ARRIVING BY COACH

Generally visiting coaches are instructed to park at the designated area within the car park behind our South Stand. Access from this car park to the visiting supporters accessible entrance is step free.



Photo: Bournemouth Airport

STADIUM PLAN



ARRIVING AT THE STADIUM

MATCHDAY TICKET OFFICE

The matchday ticket office is located within the CORETX Main Stand. The ticket office, is situated to the left of main reception as you approach the stadium.

- There are 6 service points, two of which are lowered (closest to main reception).
- The rest of the 4 counters are 103cm (3ft 5in) high.
- The route is accessible, and step free.
- There is a portable hearing loop available at the lowered counters.
- Staff are available to help, and have undertaken Open4Business online disability awareness training.

MATCHDAY OPENING TIMES:

Saturday matchday: **9am - kick-off (open 30 minutes after match)**

Midweek matchdays: **9am - kick-off (open 30 minutes after match)**



Photo: Ticket Office Matchday Counters

ARRIVING AT THE STADIUM

SUPERSTORE

The superstore is located at the North-West corner of the stadium, and can be accessed via wide manual double doors, or through the single door with an accessible touch pad entry system.

Inside it is spacious, and level. The superstore can get extremely busy on a matchday. It will be quieter at least 2 hours before kick-off and 30 minutes after the game, and non matchdays are considerably quieter.

Store staff are available on the shop floor and are very happy to assist supporters if required.

- The doors are single width and the opening is 85cm (2ft9in) wide.
- The access is not level into the superstore but there is a permanent moderate slope.
- The counter is 4m (4yd 1ft) from the entrance.



Photo: Superstore exterior

- There is level access to the counter from the entrance.
- The height of the counter is 90cm (2ft 11in) and unfortunately there is no lowered section.
- There is a portable hearing loop available at the main counter.
- A managed queuing system is used on matchday.

OPENING TIMES ARE:

Monday – Friday: **9am – 5pm**

Non-matchday Saturday: **9.30am – 4pm**

Sunday: **10am – 3pm**

Saturday matchday: **9am - kick-off (open 30 minutes after match)**

Midweek matchdays: **9am - kick-off (open 30 minutes after match)**



Photo: Superstore interior

ARRIVING AT THE STADIUM

1910 CLUB BAR

Home disabled supporters are welcome to use the 1910 Club Bar which is based in the CORETX main stand. The bar is located on the first floor, and lift access is available through main reception. The bar is open from 3 hours before kick-off on matchday.

Hot food, and drinks are available, and there is a bistro area with tables and chairs available in the corner area of the bar. The majority of televised fixtures on a home matchday will be shown on a big screen, and various smaller TVs around the room. There is an accessible toilet also located on the same floor as the 1910 club bar.

The 1910 club bar reopens after the match for 1 hour 30 minutes.

DC LOUNGE

The DC Lounge is open to both home and visiting disabled supporters pre-match. The DC Lounge is based on the ground floor and first floor in the Vitality East Stand for the use of disabled supporters and their PA's.

This offers Sky/BT Sport TV showing the live match, a refreshment service of complimentary hot drinks, team sheets and a matchday quiz to test your footballing knowledge(!). There are also two accessible toilets, located on the first floor and a lift service is available.

There is level access into the entrance, and the main door(s) open towards you (pull). The doors are double width, and the opening is 160cm (5ft 3in) wide.

The DC Lounge has proved a really popular place for disabled supporters to meet and socialise.



STADIUM ACCESS

ACCESSIBLE ENTRANCES

There are four accessible entrances into the stadium, all of which offer level access to front row wheelchair accessible seating. The entrances are located at each of the four corners of the stadium, and are clearly signed. Entrances open approximately one hour 30 minutes prior to kick off. Stewards are present at each of the accessible entrances to offer assistance. Tickets are checked and scanned at each entrance with readers.

Entrance 1 – South West corner of the stadium, for blocks; 1, 2, 3, 4, 28, 29, 30 (Home supporters)

Entrance 2 – South East corner of the stadium for blocks; 25, 26, 27, 21, 22, 23, 24 (Home and visiting supporters)

Entrance 3 – North East corner of the stadium for blocks; 16, 17, 18, 19, 20, 21, 13, 14, 15, (Home supporters)

Entrance 4 – North West corner of the stadium for blocks; 10, 11, 12, 6, 7, 8, 9 (Home supporters)



Photo: Vitality Stadium Wayfinding



Photo: Accessible Entrance Sign (in tactile & braille format)

STADIUM ACCESS

ACCESSIBLE VIEWING AREAS

The club provides a number of dedicated viewing areas for disabled supporters, situated in all four stands. The club has 199 home wheelchair viewing positions, and 27 visiting wheelchair positions. Of this 37 home positions are on elevated platforms, and 4 visiting positions are on elevated positions.

With the majority of positions located pitch-side, ponchos and blankets (subject to availability) are available during inclement weather. All elevated viewing positions are fully undercover.

All personal assistants sit adjacent to wheelchair users.

Service to seat is available to all of the elevated platforms and both card and cash are accepted methods of payment. Food and drink orders will be taken by concourse staff during the first half and delivered to your seat at half time.

Elevated positions in the East Stand block 16, and visiting block 24 can be accessed via platform lifts within the stands.

Elevated positions in the centre of the East Stand are accessed by a lift from the DC Lounge.

Elevated positions in the Main Stand are accessed by a lift in main reception.

Supporters should contact the DAO to book a place on the elevated viewing platforms. Alternatively supporters purchasing tickets on a match by match basis, can book directly onto one of the elevated platforms when purchasing tickets with the ticket office.

Bookings should be submitted in advance of the match and places will be allocated and confirmed 2 days prior to the match to ensure use of the platform is fairly distributed across the season.

Wheelchair storage is available for all supporters. To book supporters are required to contact the Disability Access Officer.



Photo: Main Stand Raised Viewing Platform



Photo: North Stand Viewing Platform

STADIUM ACCESS

AMBULANT DISABLED SUPPORTERS

All ambulant disabled supporters are able to enjoy the game with their personal assistants, from seats of their choice.

If you require easy access seats or have any specific seating requirements, please contact the Club's Disability Access Officer or ticket office to discuss. Every effort will be made to accommodate such requests, subject to availability.

SUPPORTERS WITH VISUAL IMPAIRMENTS

In-stadium commentary for visually impaired supporters is available for all areas of the Stadium. Complimentary headsets can be ordered in advance through the Club's Disability Access Officer. The club encourages supporters to bring their own earphones/headphones, but can also supply if required. In addition, matchday programmes are available in alternative formats on request via the Club's Disability Liaison Officer.

Accessible toilet, lift and accessible entrance signage is all in tactile and braille formats.



Photo: Superstore Hearing Loop

SUPPORTERS WITH HEARING IMPAIRMENTS

The Club have portable hearing loops in several customer contact points. They are located at the matchday ticket office, superstore, main reception, 1910 club bar, and each of the lowered concourse counters.

On matchdays, information including team line ups, substitutions and goal scorers will be shown on the electronic scoreboard and via the public address system.

ASSISTANCE DOGS

The club does allow supporters to bring assistance dogs into the stadium, but asks that the supporter contacts the club in advance to make the appropriate arrangements.



Photo: Ticket Office Hearing Loop

STADIUM ACCESS

SUPPORTERS WITH AUTISM

The club operates a 100% searching policy on matchday, if supporters attending have any concerns in respect of the searching procedure and entering the stadium, they should contact the DAO before the match so that alternative arrangements can be made.

We are also pleased to confirm that over 100 club stewards and frontline staff have undertaken autism awareness training which was conducted by Autism Wessex in October.

The club and Community Sports Trust are delighted to be able to offer sensory packs for supporters. The packs have been designed for supporters, particularly those with Autism who attend matches to make the matchday experience more accessible, comfortable and enjoyable for them.

The sensory pack comes in an AFC Bournemouth draw string bag and includes-

- Club branded mini soft football.
- Autism Awareness card and keychain, which can be shown to matchday staff and stewards to ask for assistance when in the ground, including a map of the stadium.
- Club-branded noise-cancelling headphones.
- Menu for concourse food which can be shown at the concourse to order.

Sensory packs need to be pre-ordered prior to matchday. This can be done by completing the following application form, [here](#).

Once ordered supporters will receive a confirmation e-mail, with the pack available for collection two hours prior to kick off from the DC Lounge at Vitality Stadium.



Photo: Fans with sensory packs

ACCESSIBLE TOILETS

There are 14 accessible toilets within the Vitality Stadium. There is one situated close to each of the areas provided for our disabled supporters. All have level access and are clearly signed with tactile and braille signage.

Accessible toilets have additional signage, full length mirrors, coat hooks and colour contrast. All accessible toilets are fitted with an alarm.

CHANGING PLACES TOILET

The club also has a Changing Places unit, located on the outside of the stadium in the south west corner.

Vitality East Stand – Visiting Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- WC height is 48cm (1ft 7in).
- Non-slip flooring.
- Support rails.



Photo: Changing Places Unit Exterior



Photo: Changing Places Unit Interior

ACCESSIBLE TOILETS

Vitality East Stand – Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- WC height is 48cm (1ft 7in).
- Non-slip flooring.
- Support rails.



Photo: Accessible Toilet

ACCESSIBLE TOILETS

Vitality East Stand Elevated Platform – Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 13m (14yd 8in) from the lift.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 86cm (2ft 10in).
- Dimensions of the accessible toilet are 140cm x 186cm (4ft 7in x 6ft 1in).
- Floor manoeuvring space is not clear.
- Lateral transfer space is 65cm (2ft 2in).
- WC height is 52cm (1ft 8in).
- Non-slip flooring.
- Support rails.

Vitality North Stand - Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the North Stand Entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non slip flooring
- Support rails

CORETX Main Stand – Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 20m (21yd 2ft) from the main stand entrance.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 87cm (2ft 10in).
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in).
- Floor manoeuvring space is clear.
- Lateral transfer space on the right of 102cm (3ft 4in).
- WC height is 48cm (1ft 7in).
- Non-slip flooring.
- Support rails.

ACCESSIBLE TOILETS

CORETX Main Stand Elevated Viewing Platforms – Home Supporters (x3 accessible toilets)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 7m (7yd 1ft) from the Main lift
- Level access
- Door opens inwards
- Door is locked by a twist lock
- Width of the door is 84cm (2ft 9in)
- Dimensions of the accessible toilet are 149cm x 215cm (4ft 11in x 7ft 1in)
- Floor manoeuvring space is not clear
- Lateral transfer space is 80cm (2ft 7in)
- WC height is 47cm (1ft 7in)
- Non-slip flooring
- Support rails

CORETX Main Stand – Home Supporters and Press (x1 accessible toilets)

- There is pictorial signage on or near the toilet door
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 84cm (2ft 9in)
- Dimensions of the accessible toilet are 149cm x 215cm (4ft 11in x 7ft 1in)
- Floor manoeuvring space is clear
- Lateral transfer space is 80cm (2ft 7in)
- WC height is 47cm (1ft 7in)
- Non-slip flooring
- Support rails

CATERING

Catering is available in all concourse areas based around the ground, offering a variety of refreshments, including vegetarian options. Each concourse counter has a low level service counter.

Handheld menus are also available within all concourses areas, and these can be found at the low level service counters.

Stewards are located in the concourse before, during and after the game so if you need any assistance at all, they will be more than happy to help.

Straws are available from the concourse upon request.

Allergen information is on display in each concourse.



Photo: Fan enjoying a drink at the The Great Escape outside bar



Photo: Low level service counter

ADDITIONAL MATCHDAY INFORMATION

- All stewards and frontline staff are trained in equality and disability awareness.
- To bring medication into the Ground – please contact our Disability Access Officer with details of your current medication and any support you may require for the duration of your stay with us.

If any supporter has any questions, or queries on a matchday, they are advised to contact our Safety Team by calling or texting **07968 980580**.

EMERGENCY CONTINGUENCY PLAN

Stewards in all stands will take responsibility for supporters using

wheelchairs and will advise them to remain in their respective areas until they and their personal assistants are escorted to a safe area by the stewards.

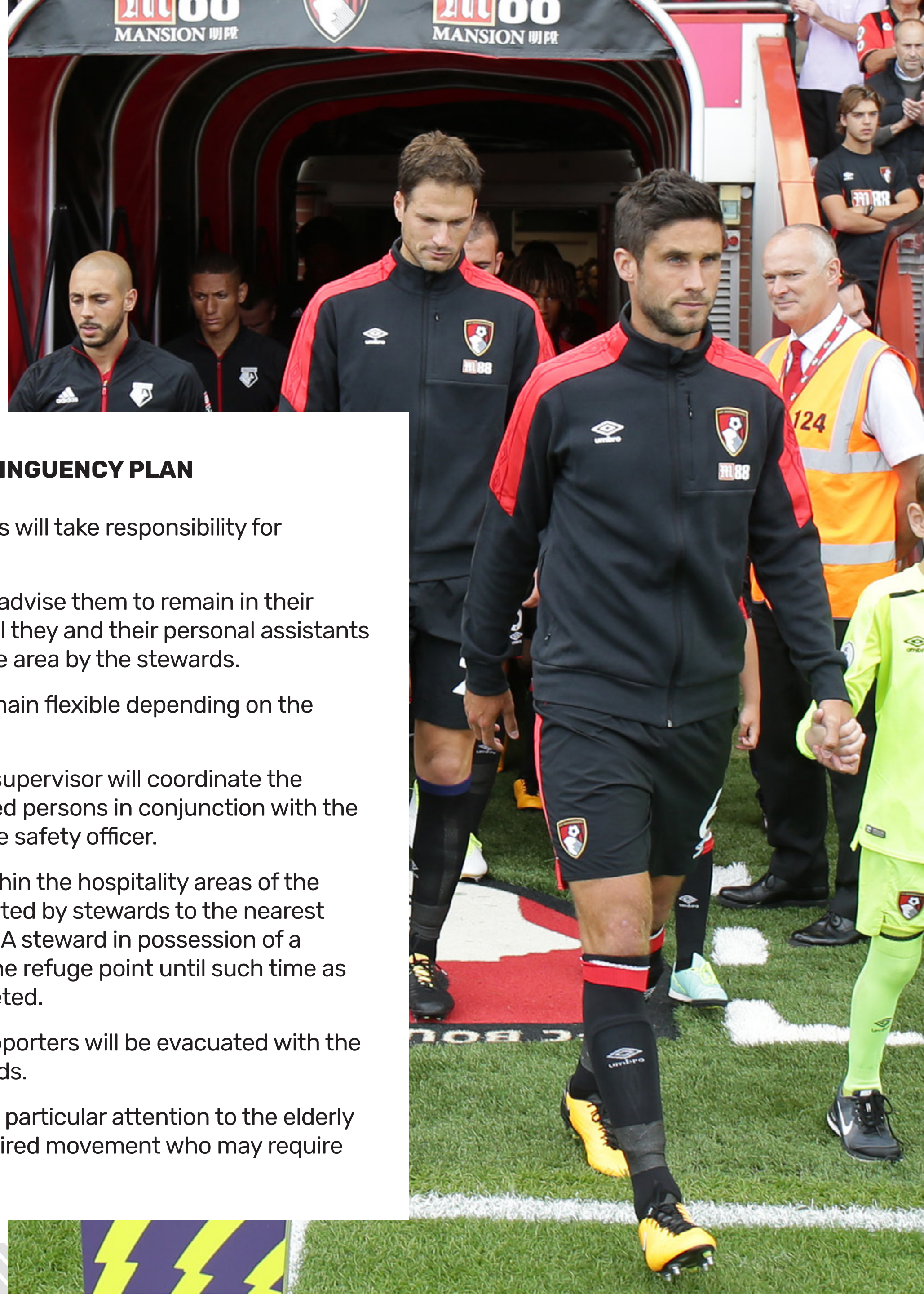
The safe area will remain flexible depending on the emergency in hand.

The disabled liaison supervisor will coordinate the evacuation of disabled persons in conjunction with the chief steward and the safety officer.

Disabled persons within the hospitality areas of the stadium will be escorted by stewards to the nearest escape refuge point. A steward in possession of a radio will remain at the refuge point until such time as evacuation is completed.

Visually impaired supporters will be evacuated with the assistance of stewards.

Stewards should pay particular attention to the elderly or persons with impaired movement who may require assistance.



CONTACT INFORMATION

If you cannot find the information you need in this Access Statement or you have any suggestions about how this might be improved, let us know as we'd love to hear from you.

If you would like this statement in an alternative format or if you have any queries or comments, please get in touch by contacting our Disability Access Officer.

Telephone: **01202 726311**

E-mail: disability@afcb.co.uk

