



# DISABLED SUPPORTERS ACCESS GUIDE

We are committed to providing services and facilities for supporters with disabilities. Concessions are available on season tickets for supporters providing proof of disability and helpers are accommodated at no charge on a seasonal or match-by-match basis when supporting evidence is provided.

This guide has been designed to assist you in planning your journey to Meadow Lane and provides information on the facilities and services available for disabled supporters.

For any accessibility or disability enquires please contact:  
Alice Kelk, Disability Access Officer and Supporter Liaison Officer  
Telephone: 0115 955 7241  
Email: [alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)

# CONTENTS

Disabled Supporters

Getting to Meadow Lane

Stadium Access

Where to Sit

Ticket Office and Club Shop

Purchasing Your Ticket

Personal Assistant Tickets

Matchday Timetable

Catering

Sensory Rooms

Hospitality

Away Fixtures

Disabled Supporters Association

Club Information





# DISABLED SUPPORTERS

## Deaf or Hard of Hearing Supporters

Supporters with impaired hearing can be accommodated in the stadium by various means.

Unfortunately, we don't have induction loop equipment so it is strongly recommended that each hearing-impaired supporter is accompanied by a person aged 16 or over who is able to support their needs in the event of an emergency.

## Blind and Partially Sighted Supporters

On matchdays, information will be carried via the public address system.

Match commentary is offered via BBC Radio Nottingham on one of three DAB digital headsets that can be pre-booked via Alice Kelk at least 48 hours in advance of the appropriate home fixture.

## Assistance Dogs

Any supporter wishing to attend the stadium with an assistance dog should contact Alice in advance so that we can ensure the appropriate match tickets (subject to availability) are allocated and adequate arrangements have been made.

## Disabled Supporters with Learning Difficulties

While there is no specific area in any of the stands for supporters with learning difficulties, we are proud to offer access to sensory rooms in our executive boxes. Please see **page 12** for more information.

## Reduced Mobility

Supporters with a temporary disability (e.g. a broken leg) that will affect their stadium access requirements should contact Alice or the ticket office on **0115 955 7241** prior to the game to arrange alternative seating.

# GETTING TO MEADOW LANE

## By Car

We have a limited number of accessible parking spaces available on matchdays which can be booked through Alice Kelk on **0115 955 7241**.

There are a small number of on-street disabled parking spaces on the roads around the stadium. These must be paid for using the Ringo telephone booking service. Details are displayed on adjacent lamp posts.

Next to the ground, to the rear of the Jimmy Sirrel stand, parking is available in the Cattle Market and there are also parking sites on Meadow Lane.

*Car parking charges may apply.*

*Postcode for SAT NAV: **NG2 3HJ***

## By Train

Nottingham Station is around a 10-minute walk away from Meadow Lane (**NG2 3AQ**).

From the main station entrance please turn left and left again on to Queen's Road.

Follow the road until you reach the traffic lights near Hooters on your right-hand side, then turn right on to London Road. Eventually you will see Meadow Lane on your left-hand side.

## By Bus

Nottingham's bus station is situated on Station Street (**NG2 3AJ**).

To get to Meadow Lane Stadium from there, head along Station Street to London Road.

Turn right on to London Road and after approximately 800m turn left on to Cattle Market Road.





Main gate accessible entrance



Away end – Please inform a steward located at turnstiles 21-23 as pictured above for accessible entrance

# STADIUM ACCESS

## Accessible Entrances

There are three accessible entrances into the stadium, all of which offer ground-level access to wheelchair user viewing facilities:

- Main gates on Meadow Lane for home supporters sitting in the Derek Pavis or Family Stand
- Iremonger Gates for home supporters parked in Iremonger Car Park or off London Road
- The away end in the Jimmy Sirrel Stand

Stewards are present at each accessible entrance to offer assistance. Tickets are checked at each entrance with scanners.

Supporters accessing the away end should speak to their nearest steward, who will help facilitate their entry into the stadium.

Please note all carers' tickets must be scanned at the same time and at the same point of entry as the supporter they're assisting.

## Accessible Stewards

We have a dedicated stewarding team who are on hand before, during and after the match to help you make the most of your matchday experience as a home or away supporter.

All stewards are working towards or have gained an NVQ Level 2 in Spectator Safety with a specialist module in disability.

# WHERE TO SIT

Pitchside wheelchair user positions have little cover – blankets and waterproofs are available during inclement weather (subject to availability). Please ask your nearest steward if you would like one. Please note - companions can sit at the side of the wheelchair user.

## Ambulant Disabled Supporters

All ambulant disabled supporters can enjoy the game at Meadow Lane with their companions from any seat that they chose. However, as the Kop Stand is very steep (as pictured bottom left), we ask supporters to consider the number of steps when choosing a seat.

## Accessible Toilets

There are six accessible toilets in the Derek Pavis Stand, Family Stand and Jimmy Sirrel Stand. All are accessible via ground level or a slight incline and are clearly signposted.

Accessible toilets operate with a RADAR key system. For supporters who do not have their own RADAR key, please ask a steward for assistance.

Changing facilities are situated in the Family Stand and Derek Pavis Stand and these are open to anyone. Please contact a steward for more information.



Family Stand Accessible Viewing Area. Tickets are allocated in: Block E



Derek Pavis Accessible Viewing areas located at each end of the stand. Tickets are allocated in: Block AA – A – B





# TICKET OFFICE AND CLUB SHOP

We recognise that disabled supporters may need assistance to fully enjoy the matchday experience and we therefore offer a variety of reasonable adjustments based on individual supporters' needs, not their disability.

Ticket collections are made on the day of the game from the Ticket Office Collection Point, located on Meadow Lane next to the club shop.

Tickets can be collected on non-matchdays during the week from the main ticket hatch located on the side of the Derek Pavis Stand, close to main reception, between 9am – 5pm.

There are fully-glazed double doors leading into the shop. The doors are manual and we therefore have staff members on hand to assist supporters if required.

The door handles are at an appropriate height for most users, including wheelchair users, and they are suitable for people with limited manual dexterity.

# PURCHASING YOUR TICKET

To purchase a match ticket or season pass, disabled supporters should contact the ticket office on **0115 955 7210** or email **[tickets@nottscountyfc.co.uk](mailto:tickets@nottscountyfc.co.uk)**.

Tickets are also available in person from the main ticket office on Meadow Lane on matchdays. On non-matchdays, (Mon-Fri, 9am – 5pm) please visit the ticket hatch located on the side of the Derek Pavis Stand, close to main reception.

To help our ticket office staff assist you in selecting the best seat or wheelchair location to optimise your visit, please outline how your disability affects your matchday experience at the point of purchase.

We offer complimentary Personal Assistant/Essential Companion tickets to disabled supporters who have previously submitted a completed Reasonable Adjustment Application Form along with relevant supporting documentation. We are unable to offer complimentary PA tickets if these documents have not been received and processed prior to a matchday, and the PA ticket will therefore need to be paid for. The value of the paid PA ticket is then fully refundable upon the necessary documentation being sent to us after the game.

For further information, please read the Personal Assistant Tickets section below.





# PERSONAL ASSISTANT TICKETS

Our disabled supporters are asked to complete, sign and return a Reasonable Adjustment Application Form. Completing this form means that we can plan to meet your needs during your visit and that accessible facilities are only used by supporters that need them.

To request a form, please email our Ticketing Supervisor: [mike.townsend@nottscountyfc.co.uk](mailto:mike.townsend@nottscountyfc.co.uk).

If you are requesting a Personal Assistant/Essential Companion (complimentary) ticket, you will be required to provide us with appropriate supporting documentation prior to your booking. We accept the following documents:

- Receipt of Disability Living Allowance (DLA) (mobility and/or care component) for children under 16
- Receipt of Personal Independence Payment (PIP) for mobility, and/or care
- Receipt of either Severe Disablement Allowance or Attendance Allowance
- Blind or partially sighted registration certificate (BD8 or CV1 certificate) or evidence from an eye specialist. Further advice can be found on the Royal National Institute of Blind People (RNIB) website
- A personal letter from the GP, community nurse or social worker stating that the individual has a long-term impairment or disability and requires assistance
- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist
- Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include proof of registration with Social Services, or if not on the Local Authority Register

This list is not exhaustive and consideration will be given to any other evidence that can be provided. Please note in the case of the DLA, as the allowance may be for life or a fixed period, we reserve the right to periodically check that an applicant remains eligible.

If you have any queries please contact the ticket office on **0115 955 7210** or email [tickets@nottscountyfc.co.uk](mailto:tickets@nottscountyfc.co.uk).

# MATCHDAY TIMETABLE

## 3pm Kick-off

- 09:00** Ticket office and club shop open
- 12:00** Official car parks open (Iremonger car park, Derek Pavis car park and Meadow Lane car park) and hospitality opens to seasonal members and match guests
- 12:00** Ticket collection office opens
- 13:30** Turnstiles and sensory rooms open
- 14:30** Take your seat to watch the pre-match build up
- 15:00** Kick-off and the club shop closes
- 15:45** Half-time
- 16:45** Full-time, Broken Wheelbarrow reopens for home fans and the club shop reopens (until 6pm)

## 7:45pm Kick-off

- 09:00** Ticket office and club shop open
- 17:00** The Broken Wheelbarrow and official car parks open
- 17:30** Hospitality opens
- 18:30** Turnstiles open and ticket collection office opens
- 19:30** Take your seat to watch the pre-match build up
- 19:45** Kick-off and the club shop closes
- 20:30** Half-time
- 21:30** The club shop reopens for a short period





# CATERING

Catering facilities are located within our concourse areas however these are high-level serving counters.

We make reasonable adjustments to enable disabled spectators to utilise these facilities by instructing one of our dedicated stewards to monitor the areas in which wheelchair users are located to ascertain whether any additional help is required.

Alternatively, please notify your nearest steward, who will be happy to provide a catering service directly to your seat.

Allergen information is available upon request.

# SENSORY ROOMS

We are extremely proud to provide access to three dedicated sensory rooms on matchdays.

Parents or guardians of people with autism or any learning difficulties can book the rooms on a match-by-match basis or use them during a match when the need arises (subject to availability).

The rooms hold eight people in each and are all equipped with sensory equipment and toys.

Please call Alice for more information on **0115 955 7241** or email [alice.kelk@nottscountyfc.co.uk](mailto:alice.kelk@nottscountyfc.co.uk)





# HOSPITALITY

## **Access via main reception, located in the Derek Pavis Stand**

There are two sets of double doors to gain entry to our main reception area and assistance is available in entering this area on matchday should you require it.

There is a lowered counter, which will assist wheelchair users and people of a shorter stature.

There is also a lift located in this area which allows supporters to access all our hospitality suites (1862 Suite, Wheeler Suite and the Directors' Suite).

# AWAY FIXTURES

We are given a limited number of away tickets for disabled fans (wheelchair users and ambulant supporters).

Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to season ticket holders).

Disabled supporters who would like tickets for away games or would like more information on our away ticket allocations should contact the ticket office.

Please ensure you have purchased a ticket before making any arrangements to travel. We have no control or hold no responsibility for supporters travelling away from home.

Please note - our official supporters' coaches can be booked with advance notice from the ticket office by calling **0115 955 7210**.





# DISABLED SUPPORTERS ASSOCIATION

This group was set up for the benefit of disabled people and to help them enjoy the matchday experience. The group is constituted and holds an AGM every year, with the first coming in September 2012. They have an elected chair, treasurer and secretary.

Committee meetings are held regularly with support from the club and stewards. They have helped us become members of Level Playing Field (LPF), an organisation dedicated to disabled sports fans.

Other supporter groups have helped us provide sensory rooms for children with autism and learning difficulties, blankets to give protection against the elements and DAB radios for supporters with impaired hearing.

They have also helped arrange for stewards to deliver drinks to disabled supporters at their viewing position, while they have also led on the installation of a changing table in the Family Stand which can be used by parents with babies as well as older disabled people.

To find out more, please email: [dworral7@sky.com](mailto:dworral7@sky.com)

# CLUB INFORMATION

Full name: **Notts County Football Club**

Nickname: **The Magpies**

Founded: **1862**

Stadium: **Meadow Lane**

Capacity: **19,841**

Home colours: **Black and white**

