



ACCESS STATEMENT

SOUTHAMPTON
FOOTBALL CLUB

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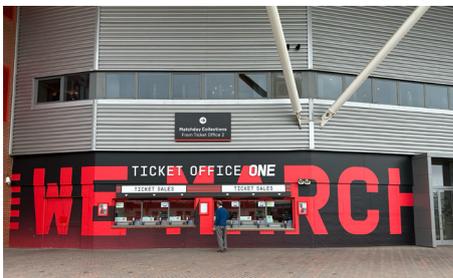
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WELCOME TO ST MARY'S STADIUM

We'd like to welcome you to St. Mary's Stadium and let you know that we take pride in the service and facilities that we provide for disabled supporters and their personal assistants.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance. We are here to make your supporter experience as comfortable and enjoyable as possible.

If you or someone you know has a disability and would like to visit St Mary's Stadium, please contact our **Disability Liaison Officer** on **02380 711 980**, or email accessibility@saintsfc.co.uk with any questions or requests for additional assistance.

Any supporter or personal assistant wishing to view any of our facilities prior to a visit, or before purchasing tickets, is encouraged to do so.

Arrangements can also be made, subject to availability, for any supporter suffering from a temporary disability (e.g. broken leg) which could affect their ease of access to and from the stadium.

MEET THE TEAM



Helen Goosey

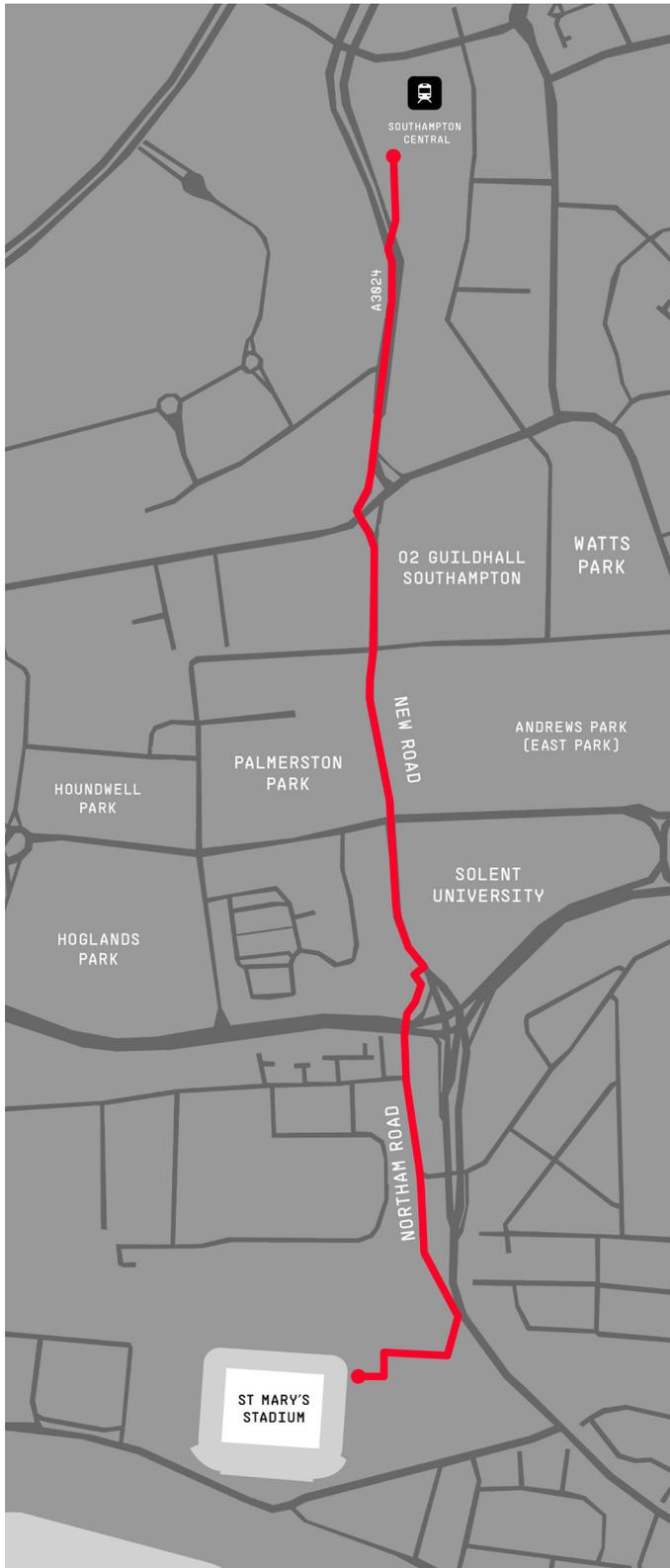
Supporter Services Advisor &
Disability Liaison Officer



Jacqui Campbell

Supporter Services Advisor

HOW TO GET TO ST MARY'S STADIUM



TRAIN

The nearest train station is Southampton Central. This is a 20-minute walk. For more information on Southampton Central Station click on the link below:

<https://www.nationalrail.co.uk/stations-and-destinations/stations-made-easy/southampton-central>

ACCESSIBILITY INFORMATION - SOUTHAMPTON CENTRAL STATION

- o Staff Help Available (24 hours a day)
- o Ramp for Train Access
- o Step Free Access Coverage
- o Wheelchairs Available
- o Accessible Toilets

BY BUS

To get to St Mary's Stadium, hop on the [Bluestar 3](#), [Bluestar 16](#), or [Bluestar 18](#) which stops on Britannia Road, a short walk from the stadium. You can also catch the [Bluestar 7](#), stopping at City College, which is also a short walk from the stadium.

Head to the Bluestar website to see timetables and plan your route: [Bluestar website](#)

Southampton City Council has set up a tool to help you plan your travel too, called [My Journey Planner](#).

Full accessibility information for Blue Star Buses can be found here: <https://www.bluestarbus.co.uk/accessibility>

SHUTTLE BUS SERVICE FROM SOUTHAMPTON CENTRAL TRAIN STATION AND TOWN QUAY

Our accessible shuttle bus service is open to both home and away supporters, please see further information via the following link: <https://travelmayflower.co.uk/shuttle-buses>

BY TAXI

Details of companies with wheelchair accessible taxis in Hampshire can be found here:

<https://www.hants.gov.uk/transport/publictransport>

BY FERRY

Red Funnel provide a comprehensive service, ensuring changes to timetables and additional Red Jets accommodate fixture changes and late matches.

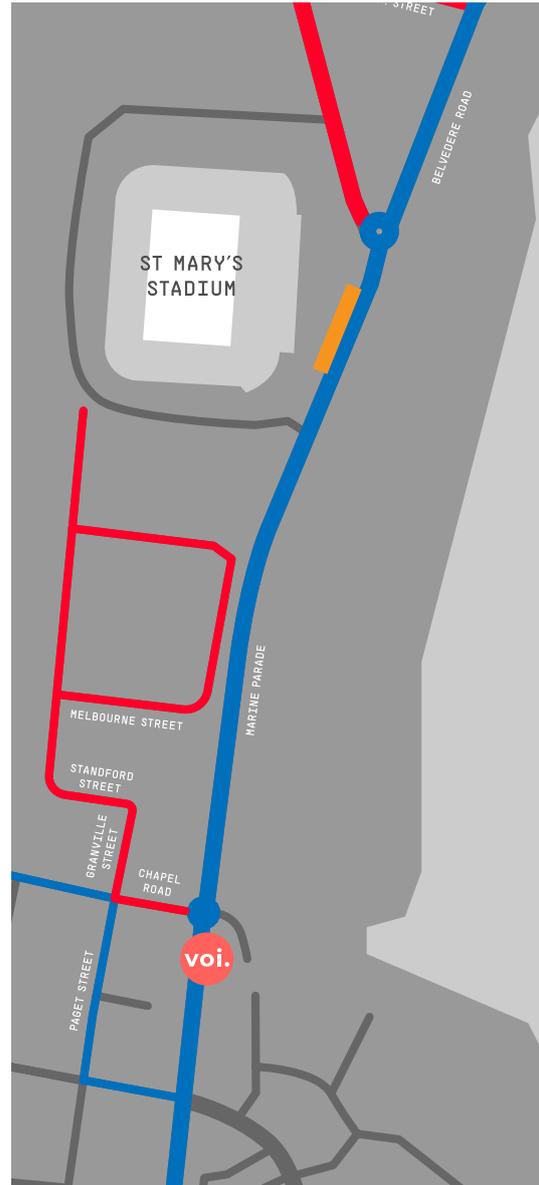
Information regarding their accessibility can be found here:

<https://www.redfunnel.co.uk/en/isle-of-wight-ferry/fares/>

BY CAR

There’s a designated drop off and pick up area situated outside the main reception area, adjacent to the Ted Bates statue.

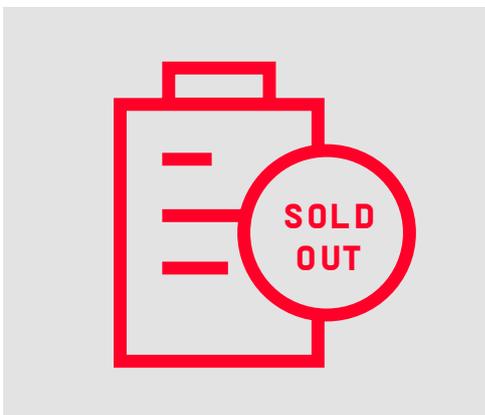
Access to the “drop off and pick up area” is via the South of the Stadium, along Marine Parade. This facility is available for vehicles for set down and pick up purposes. However, please note that due to road closures in place, this area will be busy on matchday. Please be aware that any vehicles parking in this area are likely to be towed away.



KEY:

 Drop off and pick up

CAR PARKING



Onsite accessible parking is sold out for all Championship matches this season. Parking may be available for cup matches and would be bookable via our Ticket Office. **02381 780 780.**

If you choose to drive to St. Mary's Stadium, you can make use of a local City Council car park: <https://www.southampton.gov.uk/travel-transport/find-and-plan/find-parking>

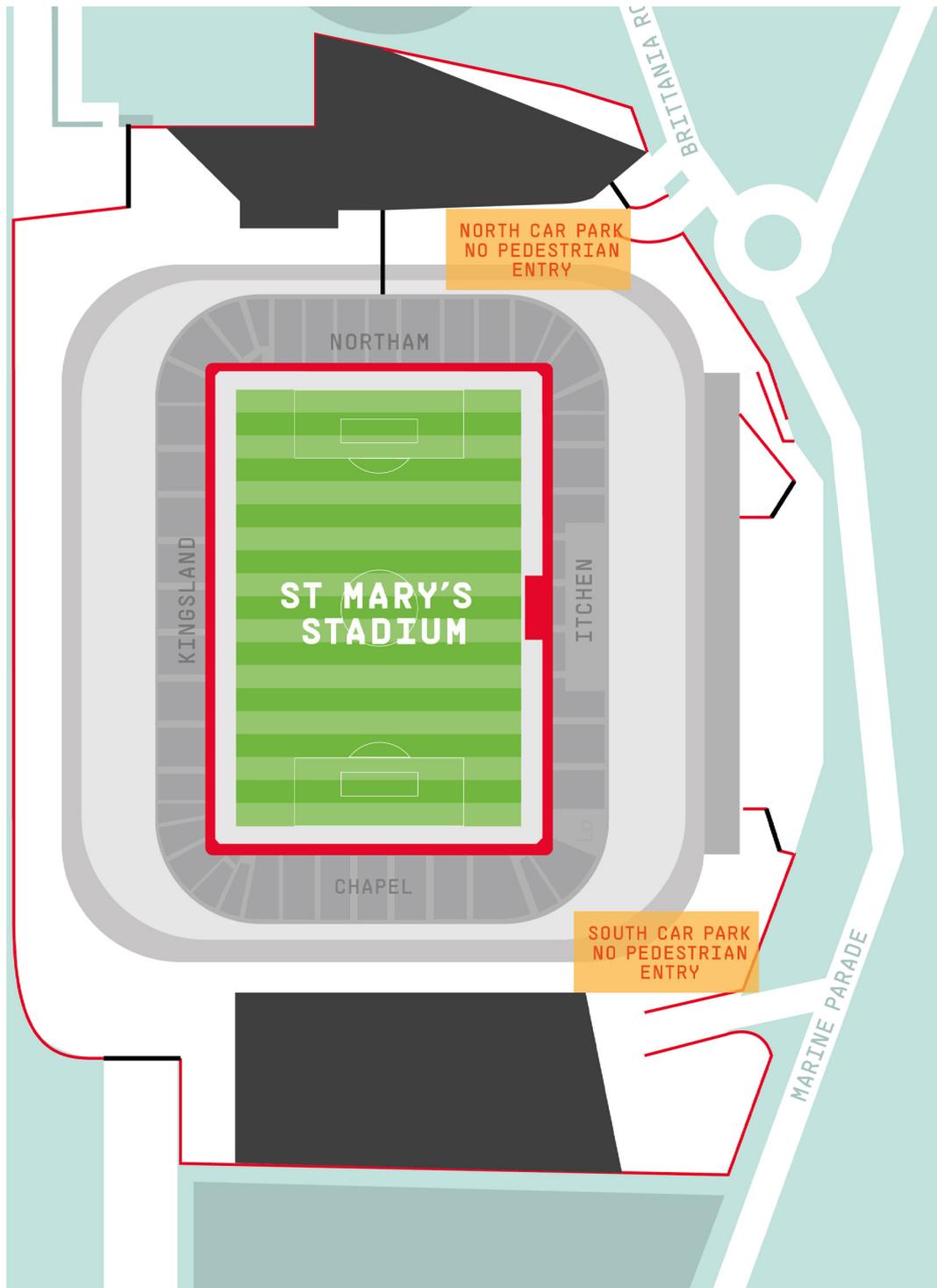


Away fans have four spaces allocated each matchday at St Mary's Stadium. Bookings can be made via the visiting club, so please contact your own club for further information.



Parking surface – the parking surface is very flat and is tarmacked. There are no ramps or steps to negotiate.

Our car parks and Britannia Road close 1 hour and 30 minutes before kick-off, and are also closed up to 20 minutes after the full-time whistle. In some cases the car park may be closed earlier should a large number of supporters start to arrive earlier and it is deemed a risk for the car park to remain open.



We strongly advise against parking on double yellow lines in the surrounding areas of the stadium due to council restrictions. If you are found to be parking within these areas, your vehicle is at risk of being towed. Please view the map below indicating the roads that are included in these restrictions.



Blue Badge Holders are welcome to park in marked accessible bays located on Rochester Street. There are 14 spaces available on a first come first served basis.



KEY:



Stadium Event Day

Road Closed –
No Loading Restrictions.
Blue Badge Parking Only.

APPROACHES, RAMPS & STEPS

The approach to St. Mary's is accessible from all directions. The journey from outside the stadium to pitchside has no steps or ramps to negotiate.

If you would like information regarding the wider area, please contact us with details of your direction of travel on:

02380 711 980 or accessibility@saintsfc.co.uk

TICKET OFFICE

Access to the Ticket Office is step free, with no gradient.



There are three Ticket Offices, with two home Ticket Offices located on the corner of Itchen & Northam stands. Ticket Office 3 is located in the Northam Stand for away fans, parallel to the North Car Park.



On non-matchdays, Ticket Office 1 is in use for purchases, ticket collection and enquiries. On matchdays, this is available for enquiries and ticket purchases only.

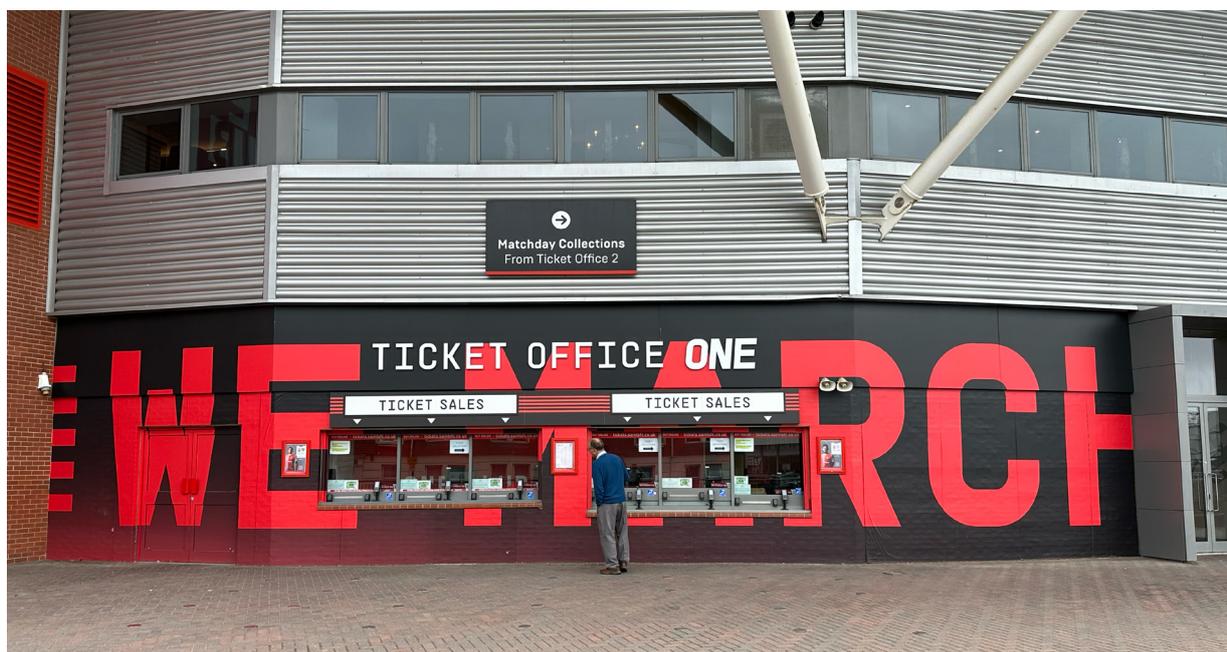
Ticket Office 2 is in use for ticket collections on matchdays only.

Ticket Office 3 is for away fans only on a matchday.

Ticket Office 1 has a lowered counter and all three Ticket Offices have hearing loops fitted.

All Ticket Offices are clearly signposted.

Stewards and Happy to Help staff are on hand around the stadium on a matchday to help you locate the Ticket Office. If you need any assistance in the queue, they are happy to help.



TICKET PURCHASES

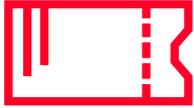


If you're looking to buy a Season or Match Ticket with a free Personal Assistant for a Disabled Adult, Over 65, 18-25, or Under 18, you need to have one of the following:

- DLA (Middle or Higher rate care component, or Higher rate mobility component)
- PIP – (Standard or Enhanced rate Mobility component, or Enhanced rate Daily Living component)
- Certificate of Visual Impairment (CVI)
- Attendance Allowance (AA)
- War Pension

Before you buy your ticket for the first time, you'll need to fill in our [Access Requirement Form](#). Our Disability Liaison Officer, Helen Goosey will then get in touch within 10 working days to discuss your application and to request proof of documentation.

Documentation can be brought with you to the Ticket Office or a copy can be scanned/photographed and sent in an email to: accessibility@saintsfc.co.uk.



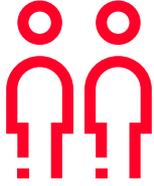
Please note, if you're under the age of 14 and have a disability, you'll not be entitled to a free Personal Assistant. In accordance with our Ground Regulations, fans under the age of 14 are required to attend with a parent or guardian over the age of 18.

In most areas of the stadium, for both wheelchair users and ambulant disabled supporters, the personal assistant seat is next to the disabled supporter – in some areas, you may be located behind. We have allocated seats set aside for ambulant disabled supporters that may benefit from an aisle seat, a seat with extra leg room, a seat with fewer steps to negotiate and a seat near to an exit.

For all questions, please contact our Accessibility Team on:

02380 711 980 or accessibility@saintsfc.co.uk.

PERSONAL ASSISTANTS



If you have a disability and you meet the above criteria, you may qualify for a free Personal Assistant ticket.

The Personal Assistant is responsible for the needs of a disabled supporter and should accompany them for every visit to the stadium.

However, a Personal Assistant won't be able to access the stadium if they're not accompanying the disabled supporter. If they want to come to a match without the disabled supporter, they'll need to pay to upgrade their ticket at the Ticket Office before the match.

If you're a Personal Assistant and you have any questions regarding your visit, or you feel you may need additional assistance in caring for a disabled fan on matchday, please contact our Accessibility Team on:

02380 711 980 or accessibility@saintsfc.co.uk.

HOSPITALITY

Our Hospitality Team have a variety of packages available for all supporters. If you require easy access seating, we'd recommend letting our Hospitality Team know at the point of purchase to ensure that they provide you with the best seating possible.

If you require wheelchair access, although there is limited availability, we will always do our best to ensure that you have the best experience possible. It is advisable that you contact our Hospitality Team at the earliest opportunity to ensure that your space is booked. Please note that you may have to move to another floor, for your pitch side accessible wheelchair bay, due to availability.

If you have any dietary requirements, we advise that you let us know no later than 3 working days before the match you are attending. All of our hospitality areas are accessible via a lift.

You can email the Hospitality Team via hospitality@saintsfc.co.uk or call them via **02380 727 768**.



STADIUM STORE

- o The Club Shop is located on the South side of the stadium, at the corner of the Chapel and Itchen stands, and is most easily accessed via the South Car Park where there are allocated disabled parking bays.

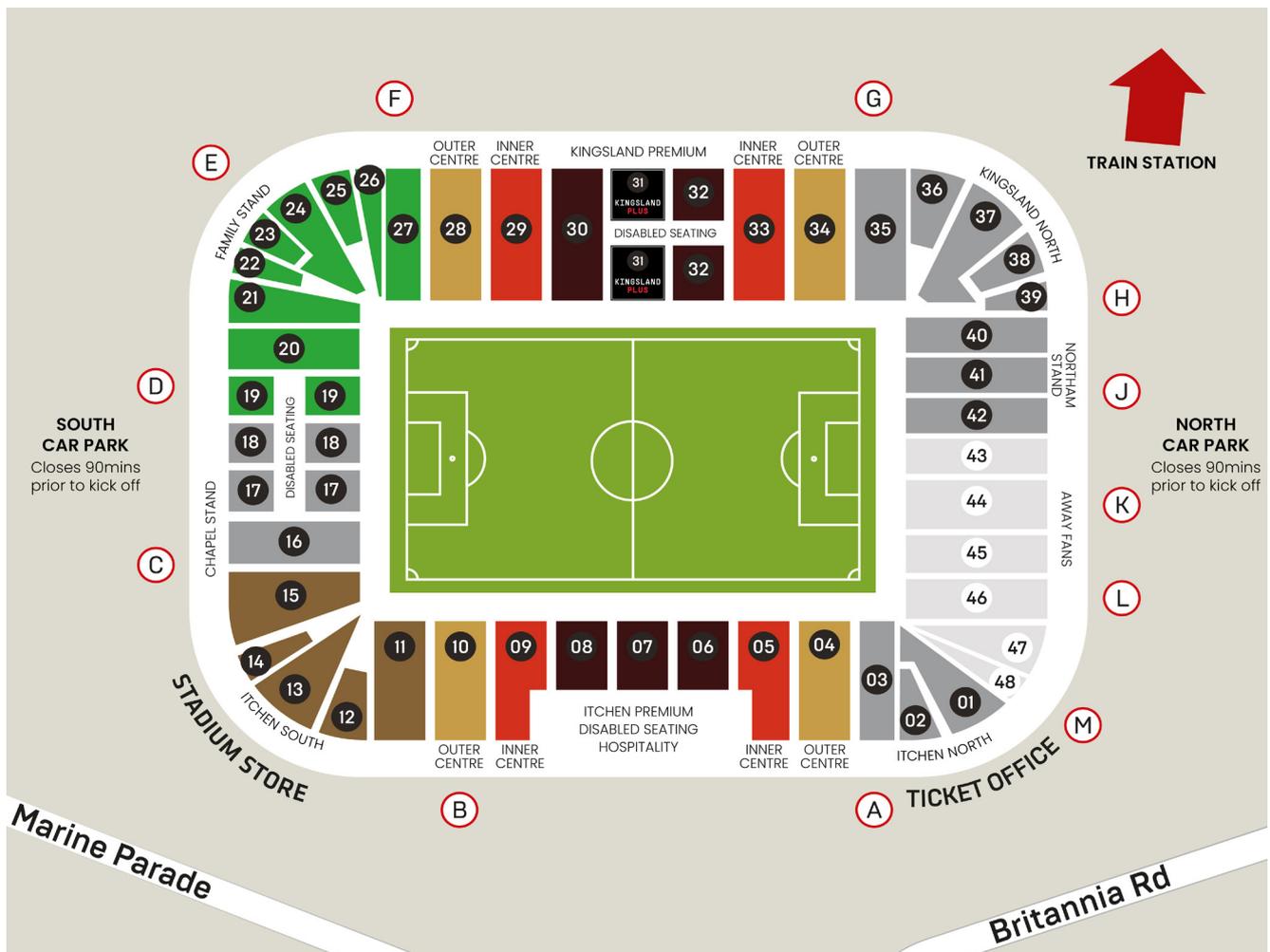


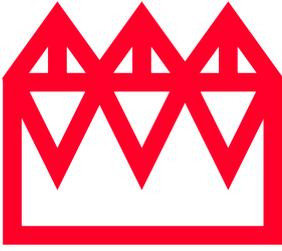
- o The entrance and exit have automatic doors, and the approach is a flat surface making the store easy to access.
- o There are lowered counters at the tills ensuring ease of use by all.
- o Hearing loops are fitted to each counter.
- o Staff are trained and are on hand all the time to assist.
- o There is enough room to fit a wheelchair through all the aisles.
- o There is a large changing room with grab rails suitable for those with mobility issues and some wheelchair users.

AT THE STADIUM - STADIUM ACCESS

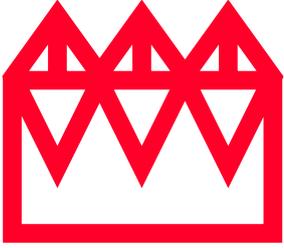
Whilst all of our stewards are happy to help all supporters, we also have a team of dedicated Accessibility Stewards who are on hand to assist with any aspect of your matchday experience. They can be identified by their high visibility jackets, with "Accessibility Steward" written on their backs. They can be found most often at the front of each stand, although can accompany you to seats higher up if necessary.

Stadium Access





- Next to every set of turnstiles is an accessible entrance that is manned by a steward. This can be used by anyone that is unable to use a turnstile, or may find it difficult or daunting. Your ticket will be scanned by a hand-held PDA machine.
- There are no steps or ramps to negotiate from outside all the way to pitchside.
- There are clear signs and pictures indicating accessible toilets, access to pitchside, lowered counters at the food and drinks kiosks and First Aid provision.
- Lifts are available for supporters to access hospitality if required.
- Raised decks are platforms for wheelchair users and their Personal Assistants situated half-way up the stands.
- If you are located within our raised deck in Block 4 or in the away end, you will need enter through a restricted area. We ask that supporters arrive at our Executive Entrance which is located in between ticket office 1 & 2, 45 minutes prior to kick-off, where you will be greeted by a member of our stewarding team. This entrance is located near to our North Car Park.



- o Supporters who are located on our raised deck in Block 4 or the away end, do not have access to our concourses for food and drink, however our Happy to Help team will ensure they have access to order refreshments on the day. Please note that any supporters on the raised deck will not have access to any alcohol.

CHANGING PLACES FACILITY

Changing Places toilets are different to standard accessible toilets, as they have extra features that allow for more space to meet the needs of those who use them. The facility is located on the first floor of the stadium, allowing access for all visitors who may need to use it. It has also been placed near to a raised deck for disabled seating.

The facility is available for use by all fans. Following your ticket purchase, please contact our Disability Liaison Officer on **02380 711 980** or accessibility@saintsfc.co.uk, if you would like to use the Changing Places toilet, so we can discuss any additional needs and ensure a safe and comfortable experience.



SENSORY ROOM

The Sensory Room provides a calming environment for fans of all ages with sensory differences, or who may find the stadium environmentally challenging.

The facility has ideal surroundings for new supporters and families who might otherwise have felt unable to attend their first match.

If you are interested in using the Sensory Room and would like to book this for any upcoming fixture, you are asked to complete our booking form [here](#).

If you cannot fill in this form please contact our Disability Liaison Officer on 02380 711 980 or accessibility@saintsfc.co.uk

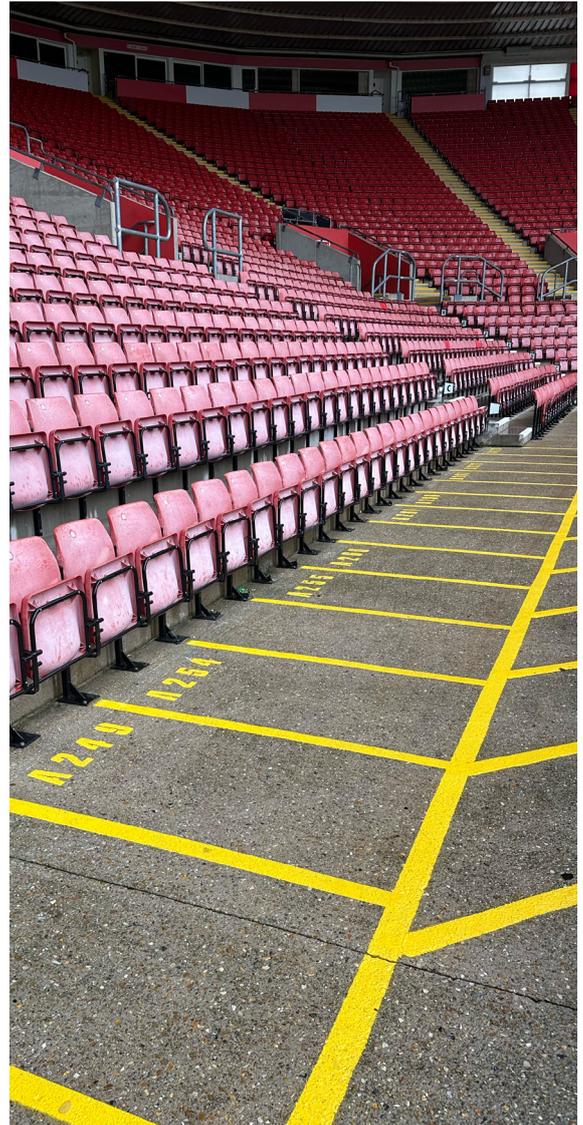
Places in the Sensory Room will be available for all first-team Men's and Women's fixtures, and are subject to availability. Proof of eligibility, in the form of a letter from a doctor/consultant or similar, may be required.



IN THE STANDS

Wheelchair spaces are located at the front of each stand, and on raised decks in various stands. Our Ticket Office will be able to advise on availability and most suitable location.

We provide an Audio Description service to supporters who are visually impaired. To make use of this service, please contact our Disability Liaison Officer no later than 2 working days before the match, on **02380 711 980** or accessibility@saintsfc.co.uk with your seat details.



ACCESSIBLE TOILETS

- There are accessible toilets outside the stadium near to the Club Shop and the Ticket Office.
- There are accessible toilets in every concourse, less than 50 meters from all wheelchair spaces, and are in pairs so there is a left hand and a right hand transfer.
- Accessible toilets are located on all levels throughout the stadium, including adjacent to suites and boxes, as well as near to raised decks for wheelchair users.
- All accessible toilets are clearly signposted, and stewards are on hand to guide and assist in all areas.
- A high number of our accessible toilets are fitted with a RADAR Lock. We would recommend bringing your own key each time you visit, although there are stewards available that can grant access should you find yourself without a key.
- There are no steps or ramps to negotiate to access the toilet facilities.
- An emergency pull cord is fitted to our accessible toilets which is monitored by our stewards.

CATERING

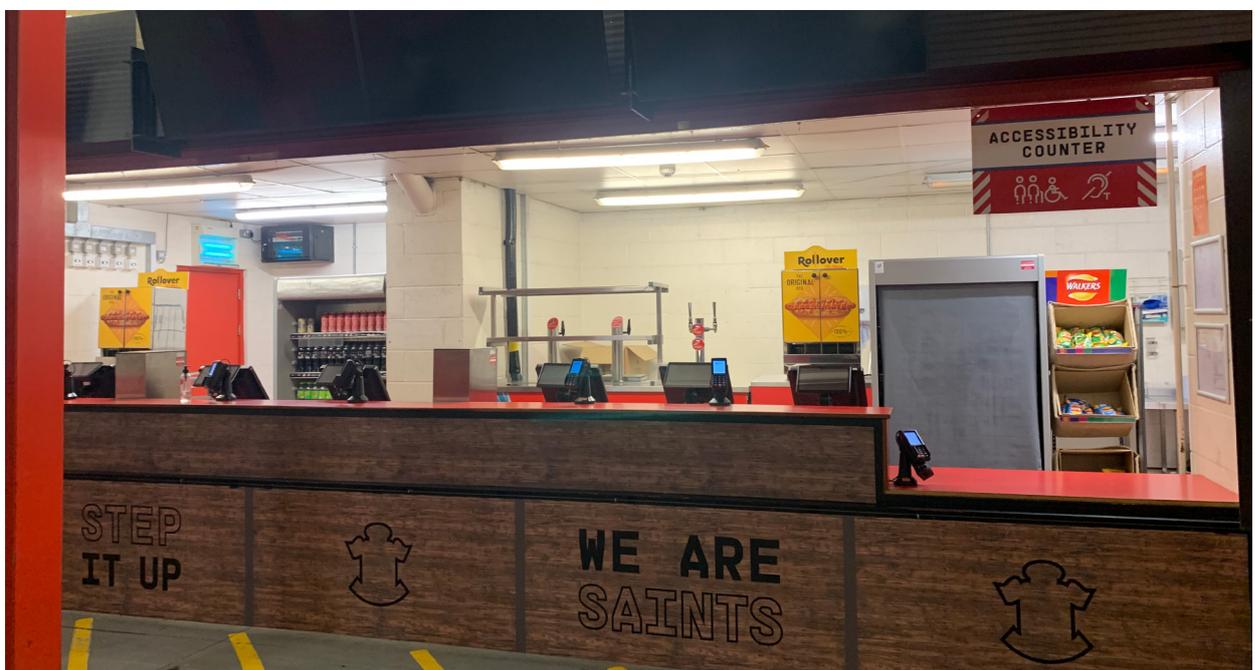
All catering units within the concourse have lowered counters and are marked with a wheelchair sign to indicate where they are. Catering units are reached via a flat surface with no ramps or steps.

Accessibility Stewards are on hand to assist. If you require in seat service stewards will provide this wherever possible, or you can request this in advance via your Disability Liaison Officer on **02380 711 980** or on accessibility@saintsfc.co.uk.

St. Mary's Stadium is now cashless and therefore card payments are the only form of payment possible.

All catering units are fitted with hearing loops.

If you require a large print menu, please ask a member of staff at the kiosk.



FAMILY ZONE / GASWORKS BAR

Our Family Zone and Gasworks Bar are both accessible to all home supporters, allowing you to soak up the early atmosphere from anything up to 3 hours before kick off.

To access and exit the Family Zone, you'll need to negotiate a small ramp. The Gasworks can be reached via a flat surface with no ramps or steps.

Both the Family Zone and the Gasworks Bar have 1 accessible toilet available.

At this moment in time, there are no lowered counters in either the Family Zone or Gasworks Bar.



ASSISTANCE DOGS

We can and do accommodate assistance dogs wherever possible. Suitable seating areas have been assessed with both our own Safety Officers and organisations such as Guide Dogs for the Blind and Canine Partners.

We can accommodate both Home and Away fans with assistance dogs, and Away fans will be seated amongst their own supporters.

Water bowls can be provided upon request, although there are currently no dedicated relieving areas available.

If you would like to attend a match accompanied by an assistance dog we ask that you contact us prior to tickets going on sale to ensure that there is availability. We can also answer all of your questions and plan a pre visit for you and your dog if this will be of benefit. Please contact us on 02380 711 980 or on accessibility@saintsfc.co.uk.





MEDICATION AND EQUIPMENT

Please contact our Disability Liaison Officer to advise of any medication or equipment you will be bringing into the stadium, as well as any support you may need from us or our stewards.

Please contact us on **02380 711 980** or on accessibility@saintsfc.co.uk



POWERED WHEELCHAIRS AND SCOOTERS

Powered wheelchairs and scooters can be used in all wheelchair accessible spaces – please advise our Ticket Office staff at the time of your purchase that you require a wheelchair space.



We ask that you remain in your powered wheelchair or scooter for the duration of your visit, as we do not have storage facilities available.

Please ensure that your powered wheelchair or scooter is fully charged for the duration of your visit to St Mary's, including the journey to and from the stadium.

SFC ACCESS WRISTBANDS

We now offer 'SFC Access Wristbands' for supporters with hidden disabilities. For the full information on these wristbands, please click on the link below:

<https://www.southamptonfc.com/en/access-wristband>



EXTRA INFORMATION

We have a rolling training plan for all staff that includes Equality & Diversity and Disability Awareness. We welcome feedback and strive to improve our service to all supporters.

CONTACT INFORMATION

DISABILITY LIAISON OFFICER – HELEN GOOSEY

You can Email Helen on accessibility@saintsfc.co.uk, who will respond within 10 working days, although it is often quicker and urgent enquiries will take priority. If Helen is unavailable, one of the Supporter Services Team will pick up enquiries in her absence.

You can visit us at the stadium by prior arrangement if you prefer to speak in person, or would like to view our facilities.



Email: accessibility@saintsfc.co.uk

Phone: **02380 711 980**

SDSA

Southampton Football Club is pleased to work with the **Saints Disabled Supporters Association** (SDSA) to ensure an ongoing dialogue with our disabled supporters. The association welcomes contact with disabled Saints supporters, for further information you can call them on **07849 787 685** or email contact@saintsdsa.org.uk



Southampton Football Club

Access Statement

St. Mary's Stadium, Britannia Road,
Southampton, Hampshire, SO14 5FP