

# **SOUTHAMPTON FOOTBALL CLUB**

## **ACCESS STATEMENT**

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# WELCOME TO ST MARY'S STADIUM

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Southampton Football Club takes pride in the service and facilities we provide for disabled fans and their enablers. This Access Statement has been produced to provide detailed information on the accessibility at Southampton Football Club.

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 Khali or Daniel in our Supporter Relations team on 02380 711980, or email [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk) with any questions or requests for additional assistance.

Any fan or enabler 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 fan suffering from a temporary disability (e.g. broken leg) which could affect their ease of access to and from the stadium.

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# HOW TO GET TO ST MARY'S



## BY TRAIN

The nearest train station is Southampton Central, which is just over a mile away from St Mary's Stadium. <http://www.nationalrail.co.uk/stations-and-destinations/stations-made-easy/southampton-central>

## SHUTTLE BUS SERVICE

There is a dedicated Shuttle Bus service operating from the South side of the station (Platform 4). Services start 2 ½ hours before the scheduled Kick Off for all First team matches. Buses run every 10-15 minutes depending on traffic.



Buses will drop off and pick up supporters at Chapel Road. Return buses operate for 45 minutes after the final whistle.

Prices, £3 adult return, £2 Child return. Concessionary passes are accepted.

This service is open to all Home and all visiting supporters.



## ACCESSIBILITY INFORMATION FOR SOUTHAMPTON CENTRAL STATION:

|                                     |   |
|-------------------------------------|---|
| STAFF HELP AVAILABLE                | Yes   |
| STAFF HELP AVAILABLE OPENING TIMES: |   |
| Monday - Friday                     | 24 Hours a Day  |
| Saturday                            | 24 Hours a Day  |
| Sunday                              | 24 Hours a Day  |
| RAMP FOR TRAIN ACCESS               | Yes   |
| STEP FREE ACCESS COVERAGE           | Yes   |
| STEP FREE ACCESS NOTE               | Southampton Central is fully accessible to Wheelchair users 24 hours a day. |
| WHEELCHAIRS AVAILABLE               | Yes   |



## BY BUS

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There are two main providers of bus services in the area – BlueStar and City Red.

## BLUE STAR SERVICE

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BlueStar timetables can be found using the link below:

<http://www.bluestarbus.co.uk/servicelisting.shtml>



## INFORMATION RELATING TO THEIR ACCESSIBILITY AS PER THEIR WEBSITE:

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- We take very seriously the need to make it easier for those of you with mobility, sight, or hearing difficulties to get around on our buses and use our website too. Our websites are equipped with 'speak me' technology to help the visually impaired. The software can also translate into many different languages. Click the icon to find out more
- We also provide large format printed timetables for the visually impaired. Our buses are fitted with 'next stop' announcement technology - helping you keep track of where you are on your journey.
- All buses are low floor and easy access - and we have spaces available for wheelchair users. Our friendly drivers are always happy to assist. In the absence of national guidance, we can only carry mobility scooters below a certain size on our easy-access buses.
- We have held trials in conjunction with the Southampton Learning Disability Partnership Board that show the maximum size must not exceed 100cm in length and 60cm in width. It is therefore essential that you contact us with details of the make, model and dimensions of your scooter to obtain authorisation before attempting to travel. Call 01202 338 421 to check.

## CITY RED SERVICE

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City Red timetables can be found here:

<https://www.firstgroup.com/southampton>

Full accessibility information for City Red Buses can be found here:

<https://www.firstgroup.com/bus-accessibility>



## BY TAXI

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

<http://www3.hants.gov.uk/pttaxi>

Taxi fare from St Mary's to Southampton Central Station is around £5.50 - £7 depending on traffic







## SAINTS FC DIAL-A-RIDE SERVICE

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Southampton Football Club funds a Dial-a-Ride service for disabled supporters who live in the city of Southampton. The use of this service is completely free of charge to those attending first-team home matches at the stadium. For members with first-team match tickets, bookings can be made Monday to Friday and are subject to availability. Please ensure you book a minimum of three days in advance of the fixture.

The service is provided by One Community, a dynamic organisation with a commitment to provide service and support to people wishing to live independent lives. Read more here

<http://1community.org.uk/>

For further details on the service or to book please call 02380 902 414 and speak directly to One Community.



## BY FERRY

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

Full information regarding their accessibility can be found here:

<http://www.redfunnel.co.uk/ferry-travel/passenger-vehicle-ferry-service/accessibility/>



## SHUTTLE BUS SERVICE

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There is a Dedicated Shuttle Bus service operating from Terminal 2 at Southampton's Town Quay. Services are timed to depart five minutes after the arrival of the Red Jet service from Cowes.

Services start 2 ½ hours before the scheduled Kick Off for all First team matches, and both Home and Away fans are welcome to make use of the service.

Buses will drop off and pick up supporters at Chapel Road. Return

buses operate for 45 minutes after the final whistle. Buses run every 10-15 minutes depending on traffic.

Prices, £3 adult return, £2 Child return. Concessionary passes are accepted.

Passengers can purchase bus tickets from Red Funnel with their ferry tickets.

Supporters that use the Car Ferry and Hythe Ferry are also welcome on the buses.





## BY CAR

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A designated “drop off and pick up area” is available for Blue Badge Holders only. This is situated outside the Main Reception area, adjacent to the Ted Bates statue.

Access is via Chapel Road and Granville Street to the south of the stadium. This facility is available for vehicles displaying a blue disabled badge and is strictly for set down purposes up to two hours prior to the match and again for pick up purposes for up to one hour after the final whistle. Please be aware that any vehicles parking in this area are likely to be towed away.

## CAR PARKING

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- The majority of our public stadium parking is allocated/sold to disabled fans on a seasonal basis. To be included on a waiting list for the following season you are welcome to contact our Supporter Relations Team on 02380 711 980 or E Mail [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)
- Away fans have six spaces allocated each matchday, available at £6 a game. There are some visiting Clubs that prefer to allocate the parking to their fans themselves, or you can call us on 02380 711 980 to enquire or to book.
- Non Matchday – Accessible Parking is available in South and North Car Parks. The first hour is free, and up to two hours is £2.
- Parking surface- the parking surface is very flat and is tarmacked. There are no ramps or steps to negotiate.
- Britannia Road is closed around 40minutes before kick off and up to 20minutes after the full time whistle. There may occasionally be limited access to the North carpark immediately following a match on the direction of the police, although this will be announced over the stadium PA system.

## APPROACHES, RAMPS, STEPS

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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 full information regarding the wider area, please contact us with details of your direction of travel on 02380 711 980 or [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)







**AT  
THE  
STADIUM**



# 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 desk for disabled seating.

The facility is available for use by all fans. When purchasing tickets, please let the club know you would like to use the Changing Places toilet, so we can discuss any additional needs and ensure a safe and comfortable experience.

If you would like to know more about the Changing Places facility, please contact our Supporter Relations Team on 02380 711980 or via [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk).



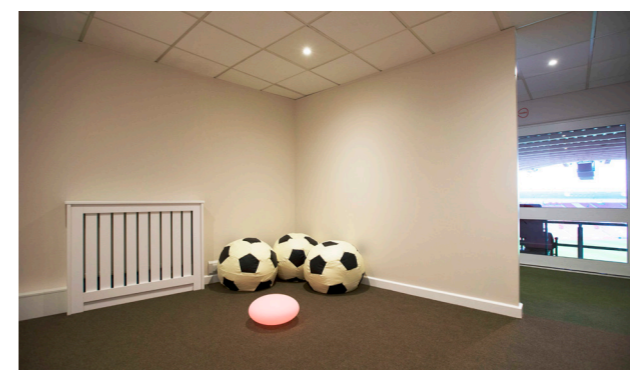
# SENSORY ROOM



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



The facility is a great opportunity for new supporters and families who might otherwise have felt unable to attend their first match.



Any fans who feel they can benefit from the Sensory Room are encouraged to contact our Supporter Relations team on 02380 711 980 or [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk).

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



## TICKET OFFICE

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- Flat Surface
- There are three ticket offices, two located on the corner of Itchen North and Ticket Office 3 located on the Northam side for away fans located on the corner of Itchen north adjacent to Britannia Road. Ticket Office 1 is in use for purchases, ticket collection and enquiries on matchdays and non matchdays, Ticket Office 2 is in use for ticket collections on matchdays only, and Ticket Office 3 is for away fans on a matchday.
- Ticket Office 1 has a lowered counter and all counters have a hearing loop.
- Above each ticket office there is a large ticket office number, as well as on the walls of stadium.
- Stewards 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.
- The ticket offices are located outside, so are suitable for all weather conditions and at any time of day.

## THE STADIUM STORE

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- The Stadium Store is located on the South side of the stadium, and is most easily accessed via the South carpark where there are allocated disabled parking bays.
- The entrance and exit has automatic doors, and the approach is a flat surface making the store easy to access
- There are lowered counters at the tills ensuring ease of use by all.
- Staff are trained and are on hand all the time to assist.
- Internal LED lights are all around the club shop, as well as natural lighting from the windows.
- Large enough to fit wheelchair through all aisles.
- There is a large changing room with grab rails suitable for those with mobility issues and some wheelchairs.
- Photos of the club shop.



## TICKET BOOKING LINE

Tel: 02381 780 780  
Email: [tickets.saintsfc.co.uk](mailto:tickets.saintsfc.co.uk)

## TICKET PURCHASE

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To purchase season or match Tickets at the disabled adult, senior or under - 18 rates and qualify for a free enabler ticket, you must be in receipt of one of the following benefits:

- Middle or Higher Rate of Disability Living Allowance DLA: Middle or Higher Rate Care Component or Higher Rate Mobility Component.
- Attendance Allowance (AA)
- War Disabled Pension
- Certificate of Visual Impairment (CVI 2003)
- Enhanced Personal Independence Payment PIP (Personal Independent Payment):
- Standard or Enhanced Rate Mobility Component or Enhanced Rate Daily Living Component.

We ask that proof of eligibility is provided to the Ticket Office on an annual basis – You can provide this in person at the ticket office or by scanning or photographing the documentation and emailing to [tickets@saintsfc.co.uk](mailto:tickets@saintsfc.co.uk). Any questions relating to the criteria, please contact our Supporter Relations Team on 02380 711980/909 or [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)

## ENABLERS

Disabled supporters that meet the above criteria also qualify for a free enabler ticket. Whilst our staff work hard to ensure a safe and pleasant matchday experience for all of our disabled supporters, the enabler is responsible for the needs of the disabled supporter and should accompany them on every visit to the stadium.

An enabler cannot gain entry to the stadium without accompanying the disabled supporter – any enabler wishing to attend the match without the disabled fan must upgrade their ticket at the Ticket Office prior to the match, paying the relevant price for that ticket.

If you are an enabler and you have any questions regarding your visit, or think you may need additional assistance in caring for a disabled supporter on matchday, please do not hesitate to contact our Supporter Relations Team on 02380 711980/909 or [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)





**ON  
A  
MATCHDAY**

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# ON A MATCHDAY

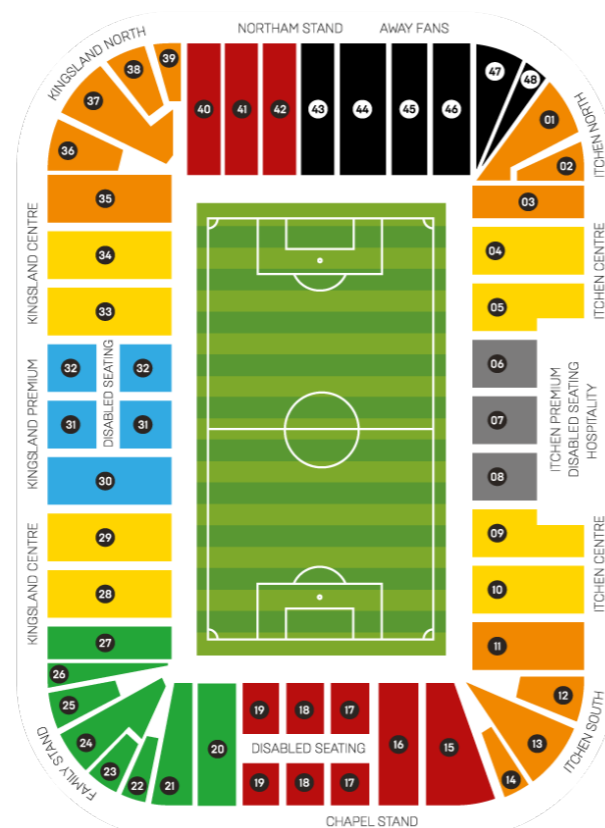
Whilst all of our stewards are happy to help all fans, we also have a team of dedicated Accessibility Stewards who are on hand to assist with any aspect of your matchday experience. They can be identified by the blue colour on their high vis jackets. They can be found most often at the front of each 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 the stadium bowl via a flat surface, lowered counters at the food and beverage units, First Aid provision and so on.
- Lifts are available for supporters to access hospitality if required.

## STADIUM MAP

- Upper deck wheelchair spaces are accessible via a lift.



## 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 have 98 seats in which visually impaired supporters can make use of our radios and headsets for full match commentary provided by Hospital Radio. These are available in Block 4. We also have DAB radios available for Away fans, and those that wish to sit elsewhere in the stadium.
- In all areas of the stadium, for both wheelchair users and ambulant disabled supporters, the free enabler seat is next to the disabled fan.
- We have allocated 'Amenity Easy Access Seating' which are seats set aside for ambulant disabled fans that may benefit from an aisle seat, extra leg room, fewer steps to negotiate and so on. To discuss your specific needs please contact the Supporter Relations Team on 02380 711 980 or the Ticket Booking Line 02381 780 780.

To book a radio, please contact our Supporter Relations Team on 02380 711 980/909 or [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)



## ACCESSIBLE TOILETS

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- Accessible toilets hand to guide and assist in all areas.
  - There are accessible toilets outside the stadium near to the Megastore and the Ticket Office.
  - There are accessible toilets in every concourse. Each are under 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 upper decks for wheelchair users.
  - All accessible toilets are clearly signposted, and stewards are on
- 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

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- All Catering Units have lowered counters, which are marked above 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 Officers within the Supporter Relations Team on 02380 711 980





## ASSISTANCE DOGS

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- 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 are provided, 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 whenever possible to ensure 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. 02380 711 980.

## MEDICATION AND EQUIPMENT

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Please contact our Supporter Relations Team 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 – 02380 711 980

## EXTRA INFORMATION

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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 fans.

## POWERED WHEELCHAIRS AND SCOOTERS

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- 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.
- 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.
- 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.

## FUTURE PLANS

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At Southampton Football Club we are undergoing a full review of our facilities, and we are continuously implementing changes and upgrades. These will be communicated where relevant, and this document will be regularly updated to reflect developments.





# CONTACT INFORMATION

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## DISABILITY LIAISON OFFICERS

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02380 711 980

Disability Liaison Officers are based in the Supporter Relations Team, and all staff are able to assist with enquiries. You can speak to someone over the phone Mon-Fri 8.30am-5.30pm

On a matchday we are available from 3-4 hours prior to kick off, although we are often away from our desks so please leave a voicemail so we can respond as quickly as possible!

## SUPPORTER RELATIONS

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[supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk)

You can E Mail us on [supporterrelations@saintsfc.co.uk](mailto:supporterrelations@saintsfc.co.uk) and we aim to respond within one - two working days wherever possible, although it is often quicker and urgent enquiries will take priority.

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

## SDSA

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07866 150 784

Saints Disabled Supporters Association Southampton is pleased to work with the SDSA to ensure an ongoing dialogue with our disabled fans. The association welcomes contact with disabled Saints fans and for further information call the number to the left of this page.

**WE'RE ALWAYS HERE  
TO HELP AND LOOK  
FORWARD TO HEARING  
FROM YOU.**

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## **SOUTHAMPTON FOOTBALL CLUB ACCESS STATEMENT**

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