



# AWAY



EMIRATES STADIUM  
ACCESS GUIDE -  
AWAY SUPPORTERS

# GETTING TO EMIRATES STADIUM

## BY TRAIN

The stadium is served by five stations on matchdays.

### Finsbury Park

(Victoria and Piccadilly Lines, Great Northern Rail and Thameslink Rail) is a 15-minute walk from the stadium. Finsbury Park has two lifts which serve the northbound and southbound platforms.

### Highbury & Islington

(Victoria Line, London Overground and Great Northern Rail) is a 15-minute walk from the stadium. The station is accessible for wheelchair users on London Overground services only where there is lift access. There is no step free access for Underground services on the Victoria Line.

### Caledonian Road

(Piccadilly Line) is a 15-minute walk from the stadium and is fully accessible for wheelchair users, with two lifts.

### Arsenal

(Piccadilly Line) is the nearest tube station and is a five-minute walk from the stadium. This station is not accessible for wheelchair users. It has several steps and a sloping tunnel to street level.

### Holloway Road

(Piccadilly Line) is an eight-minute walk from the stadium. This station is not accessible for wheelchair users due to stairs between platform and street level.

**ⓘ Please note that Holloway Road is exit only before and after matches.**

### Kings Cross and St Pancras International

are the nearest main line rail stations and are both accessible for wheelchair users. Journey time by car or taxi is approximately 20 minutes. These stations are also hub links for London Underground services the Piccadilly Line (to Arsenal and Finsbury Park) or the Victoria Line (to Highbury & Islington).



**BY TAXI**

In London, all black cabs are wheelchair accessible. Some of the newer 'black cabs' are also fitted with induction loops and intercoms for hearing aid users.

For further information on taxis and minicabs in London please [click here](#).

For further information on Uber accessibility please [click here](#).

There's no designated drop off/pick up point outside Emirates Stadium. We suggest Drayton Park by the Danny Fiszmann Bridge, which gives step-free access to the south-east side of the Stadium.

- i Please note that due to the match day road closures there may be wait times up to an hour after a game to gain access for pick up.**

**ACCESSIBLE PARKING**

We have six accessible parking spaces available for away supporters on a match-by-match basis. Parking can be booked via your own clubs Disability Liaison Officer, who will share your details with us ahead of the fixture. We will also send you a parking confirmation email.

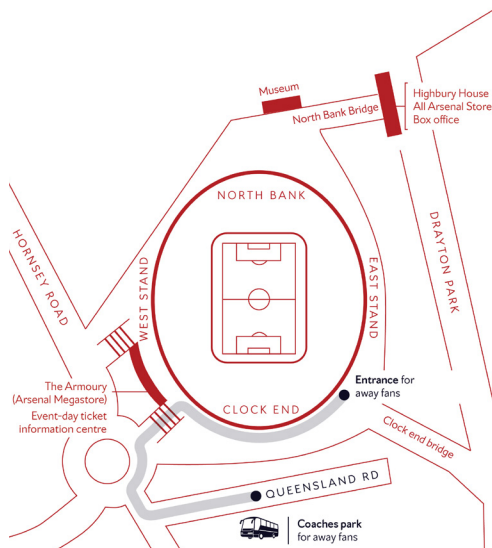
- i Please note that you will not be able to exit the car park for up to an hour after the end of the game due to match day road closures.**

**ADDRESS**

Emirates Stadium  
Queensland Road  
London  
N7 7AJ

**AWAY COACH PARKING**

If you are travelling by coach, you will be parked on Queensland Road. Once leaving the coach, you will need to head towards Benwell Road and take a right towards the stadium. There is a ramp, with handrails, which leads directly onto podium level and towards the away end.

**BY BUS**

London buses are low floor vehicles (this means they can be lowered to pavement level when the bus stops and the doors open). On most buses the wheelchair ramp is positioned at the exit doors. There is enough room for one wheelchair user on each bus; supporters should be aware that buses can get very congested on matchdays.

The main bus stops close to Emirates Stadium are located on Holloway Road, Nags Head, Seven Sisters Road, Blackstock Road and Highbury Corner. Several bus routes pass close to the stadium including the 271 which goes from Highgate Village to Liverpool Street Station, the 43 which goes from Friern Barnet to London Bridge Station, and the 19 which goes from Finsbury Park to Battersea Bridge.

For up-to-date travel information by public transport and to plan your accessible journey, please [click here](#).



## APPROACHING THE STADIUM AS A PEDESTRIAN

Emirates Stadium is built on a podium above the surrounding street level.

From the South (Holloway Road and Hornsey Road) access from street level is via either a flight of steps or a ramp. There is a ramp up to podium level on Hornsey Road, at the southwest corner of the stadium. There is also a ramp up to podium level on Benwell Road, next to the Arsenal Community Hub. There are also two flights of 40 steps, with handrails, up to the podium which are located either side of The Armoury Store and the Match Day Box Office

From the East on Drayton Park, opposite the Drayton Arms pub, pedestrians can access the stadium via the Danny Fiszmann Bridge, which is step free.

From the Northeast, again on Drayton Park, near to the Arsenal underground station pedestrian access is via the Ken Friar Bridge. This bridge has stepped access (50+ steps) up from Drayton Park and then ramped access on the stadium side.



## MATCHDAY BOX OFFICE

The Match Day Box Office is located on Hornsey Road at the southern end of the stadium next to The Armoury Store. There is level access to the Box Office and there are also audio frequency induction hearing loops fitted for hearing impaired supporters. There are 10 windows and there is a queuing system which is managed by stewards during busy times. However, supporters who are unable to stand can avoid the queue by asking to use the window on the far left of the Box Office (just inside the door to the Media Entrance) which also has a lowered counter for wheelchair users.

### TICKET COLLECTIONS

The ticket collection point is located on podium level opposite turnstile block S. There is level access to the ticket collection point.

- ⓘ Please note that the ticket collection point is for prearranged ticket and duplicate ticket collection only.

## ENTERING THE STADIUM

Once you are on podium level, we have level access to all our turnstiles. Away supporters can access the stadium via turnstiles K, L, and M, with turnstile K and L having an accessible entrance. Turnstiles may vary for cup matches, where the allocation of tickets may be higher.

- ⓘ To enter, you will need to scan your ticket on the reader next to your entrance. Stewards are on hand to assist.



Once you have entered the accessible entrance, the door will be closed behind you, before the secondary door on the inside of the stadium can be opened.

- (i) Please note, we advise all supporters to arrive at Emirates Stadium in good time due to security checks on entry.**

## ACCESSIBLE VIEWING AREAS

### WHEELCHAIR USERS

We have three accessible viewing areas located at the back of Lower Tier for wheelchair users, in blocks 20, 21, and 22.

The areas are all accessed via ramps (stewards are on hand to assist, if required).

- (i) Please note that in some areas the Personal Assistant will be sat beside the wheelchair user.**

### EASY ACCESS AND AMBULANT DISABLED SEATING

Seating for Easy Access and Ambulant Disabled supporters is generally located in the rows immediately in front of the Lower Tier wheelchair accessible viewing areas, as this means that supporters have level access from the concourse and one or two steps down to their seats.

## ACCESSIBLE TOILETS

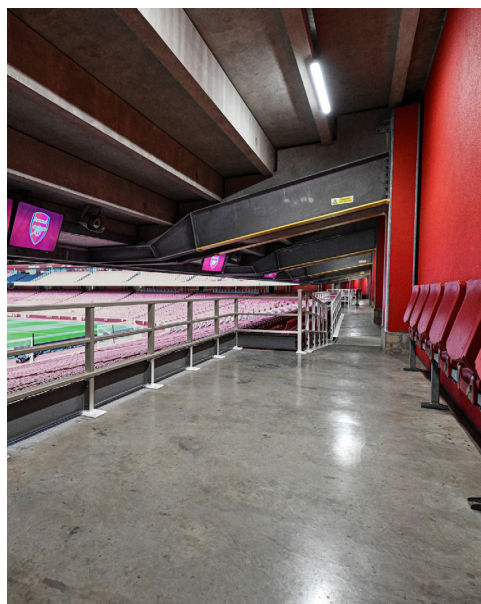
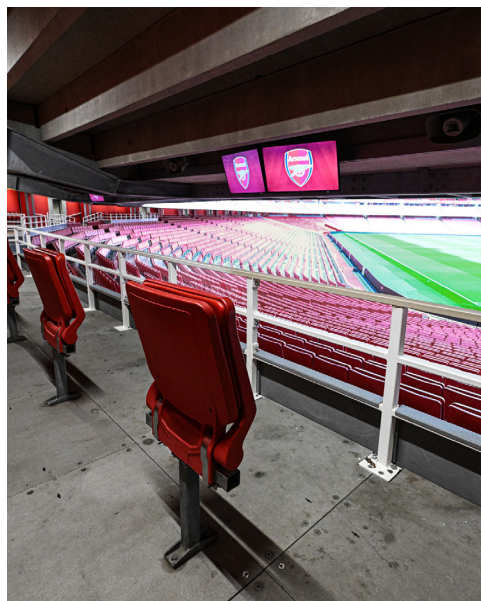
There are two accessible toilets located inside the away end of the stadium. All are fitted with RADAR locks and all supervising stewards hold RADAR keys in case a supporter with an access requirement is not in possession of a key.

All the accessible toilets are unisex and the toilet doors all open outwards. The dimensions of the accessible toilet are 180cm x 235cm (5ft 11in x 7ft 9in). Either a left or right transfer space is available in every accessible toilet along with colour contrasted grab rails.

The lateral transfer space is 110cm (3ft 7in). The wash hand basins all have lever type mixer taps. The accessible toilets are also fitted with appropriate height mirrors, hand dryers and coat hooks and pull cord emergency alarms.

You will also find privacy curtains within the accessible toilets.

- (i) Please note, in every toilet block you will find one cubicle suitable for ambulant disabled supporters.**



### CHANGING PLACES FACILITY

The Changing Places Facility is located in Block 48 on Club Level. It is available to any supporter with access requirements in the stadium on a match day or a non-match day and it is fitted with a RADAR lock.

If you would like to use this facility on a matchday, please contact your club's Disability Liaison or Access Officer, prior to attending the stadium, so that we can ensure you are provided with the full information before attending.

The facility is 205cm x 410cm (6ft 9in x 13ft 5in) and includes a height adjustable changing bench (length 179cm - 5ft 10in), with shower attachment and a powered overhead hoist, which covers all areas.

The transfer space on the left as you face the toilet is 60cm (1ft 11.5in) and on the right is 96cm (3ft 2in). Colour contrasted wall mounted and drop-down grab rails are fitted around the toilet.

The facility also includes a sink, a privacy screen, nonslip flooring and a pull cord emergency alarm.

**i Please note that slings are not provided by the Club.**

If you do not inform your club before attending, please speak to a steward when you are at Emirates Stadium.

## OTHER FACILITIES AND SERVICES

### CATERING FACILITIES

All larger concessions have low level counters.

### AUDIO DESCRIPTIVE COMMENTARY

Alan March Sport provide Audio Descriptive Commentary for blind and partially sighted supporters. If you require this, please notify your club's Disability Liaison Officer with your seat details, and one of our team will deliver your receiver to your seat around 30 minutes before kick-off.

### AUDIO MATCHDAY PROGRAMME

We provide blind and partially sighted supporters with an audio version of all home match day programmes in the form of a podcast, which supporters can be [download here](#) a few hours before kick-off.

### ASSISTANCE ANIMALS

If you require an assistance animal with you at Emirates Stadium, please contact us on 0207 619 5000 (Option 2) or by filling in our [enquiry form](#).

### BRITISH SIGN LANGUAGE

For all matches at Emirates Stadium, our pitchside show will have full BSL integration. All club content within the stadium will also have an embedded BSL interpreter.



**DISABLED SUPPORTERS LOUNGE**

The Disabled Supporters Lounge is open for home and visiting supporters with access requirements, with their Personal Assistants, before every home game at Emirates Stadium.

- ① **The Lounge opens 2 hours before kick-off and closes 30 minutes before the game starts.**

The Lounge is equipped with a large screen TV and there is also free tea and coffee available (although we do ask disabled supporters to consider making a small donation to The Arsenal Foundation for the refreshments). An accessible toilet facility is also available.

The Disabled Supporters Lounge is located just inside the Museum Entrance, which is outside the stadium, opposite turnstile Block E. Once you are inside The Arsenal Museum entrance, the Disabled Supporters Lounge is on your right.

For supporters with access requirements in the car park, the lounge can be reached through the door marked Disabled Supporters Lounge located at the rear of Orange Car Park 4, then via a lift to the museum entrance, the Lounge will then be on your left.

**DISABILITY LIAISON TEAM**

Our Disability Liaison Team are identifiable in purple bibs and are on hand to assist our disabled visitors.

**CONTACT INFORMATION**

0207 619 5000 (Option 2)

**ENQUIRY FORM**