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 a charge on a seasonal or match-by-match basis when supporting evidence is provided.

Please note 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:
Georgi Rusev, Disabled Supporters Liaison Officer
Telephone: 0115 955 7210
Email: georgi.rusev@nottscountyfc.co.uk

CONTENT

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

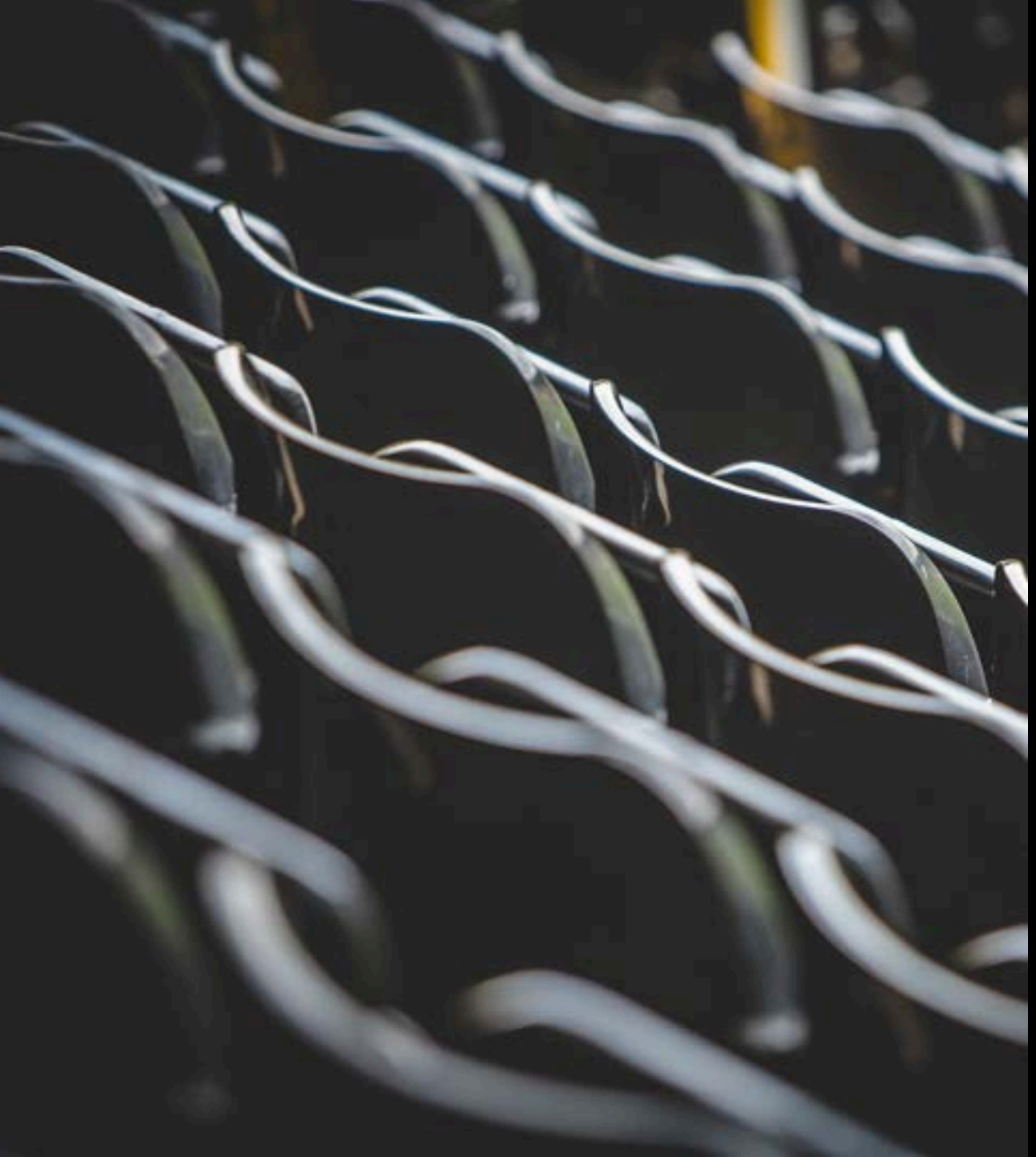
Sensory rooms

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, the Club does not have induction loop equipment, so it is strongly recommended that each hearing-impaired supporter attending a match at Meadow Lane 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 match-days information will be carried via the public address system.

Match-day commentary is offered via BBC Radio Nottingham on one of the three DAB digital headsets that should be pre booked via Georgi Rusev, 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 Georgi 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

There is no allocated seating for supporters with learning difficulties and they may therefore sit (subject to availability) in their preferred area.

Reduced mobility

Temporality disabled supporters (for example, broken leg) that may affect access to Meadow Lane should contact the Ticket Office 0115 955 7210 prior to the game to arrange alternative seating.

GETTING TO MEADOW LANE

By car

We have limited accessible parking is available on matchdays which can be booked through Logan Bruce on 0115 955 7241.

There are a small number of on-street disabled parking spaces on the roads around the ground - all 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, there is parking available in the Cattle Market and there are also private, manned, and parking sites on Meadow Lane. *Car parking charges may apply.

Postcode for SAT NAV: NG2 3HJ

By train

Nottingham Train 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 traffic lights and Hooters is on your right-hand side, then turn right onto London Road, eventually you will see Meadow Lane in front of you 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.

STADIUM ACCESS

Accessible entrances

There are three accessible entrances into the stadium (Main Gates At Derek Pavis Stand for home supporters siting in the Derek Pavis Stand and Family Stand, Iremonger Gates for home supporters parked in Iremonger Car Park or off London Road and the away end For travelling supporters) all of which offer ground level access to wheelchair user viewing facilities.

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 entry into the stadium.

Please note all carers' tickets must be scanned at the same time and at the same point of entry to 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.

Main gate accessible entrance

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

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

WHERE TO SIT

Pitch side wheelchair user positions have little cover – blankets and waterproofs subject to availability are available during inclement weather. 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 can be very steep (as pictured below), we would remind supporters when exiting in a hurry how high it is and how many steps there are to the top.

Accessible toilets

There are 6 accessible toilets based in the Derek Pavis Stand, Family Stand and the Jimmy Sirrel Stand for away supporters. All are accessible via level or a slight incline and are clearly signposted.

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

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 from the Ticket Office Collection Point on matchdays (located on Meadow Lane next to the club shop) and from the ticket office during the week.

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

BUYING 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

Tickets are also available in person from the main ticket office on Meadow Lane.

Tickets are also available online on eticketing.co.uk/nottscountyfc/ to supporters that have provided 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.

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

PERSONAL ASSISTANT TICKETS

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

MATCHDAY TIMETABLE

3pm kick-off

09:00 Ticket office and club shop open
11:15 Ticket collection office opens
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
13:30 Turnstiles and sensory rooms open
14:30 Take your seat to catch the pre-match build up
15:00 Kick-off and the club shop closes
15:45 Half-time
16:45 Full-time, the Nest and the Meadow Lane Sports Bar reopens for home fans and the club shop reopens (until 6pm)

7.45pm kick-off

09:00 Ticket office and club shop opens
17:00 The Meadow Lane Sports Bar and official car parks open
17:30 Hospitality opens
18:30 Turnstiles open and ticket collection office opens
19:30 Take your seat to catch the pre-match build up
19:45 Kick-off and the club shop closes
20:30 Half-time
21:30 The club shop reopens

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 match when the need arises (subject to availability).

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

If you would like to book the Sensory Rooms, please call Charlie Roach for more information 0115 955 7241 or email charlie.roach@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, Wheelers' 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 or go online.

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 our website or 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.

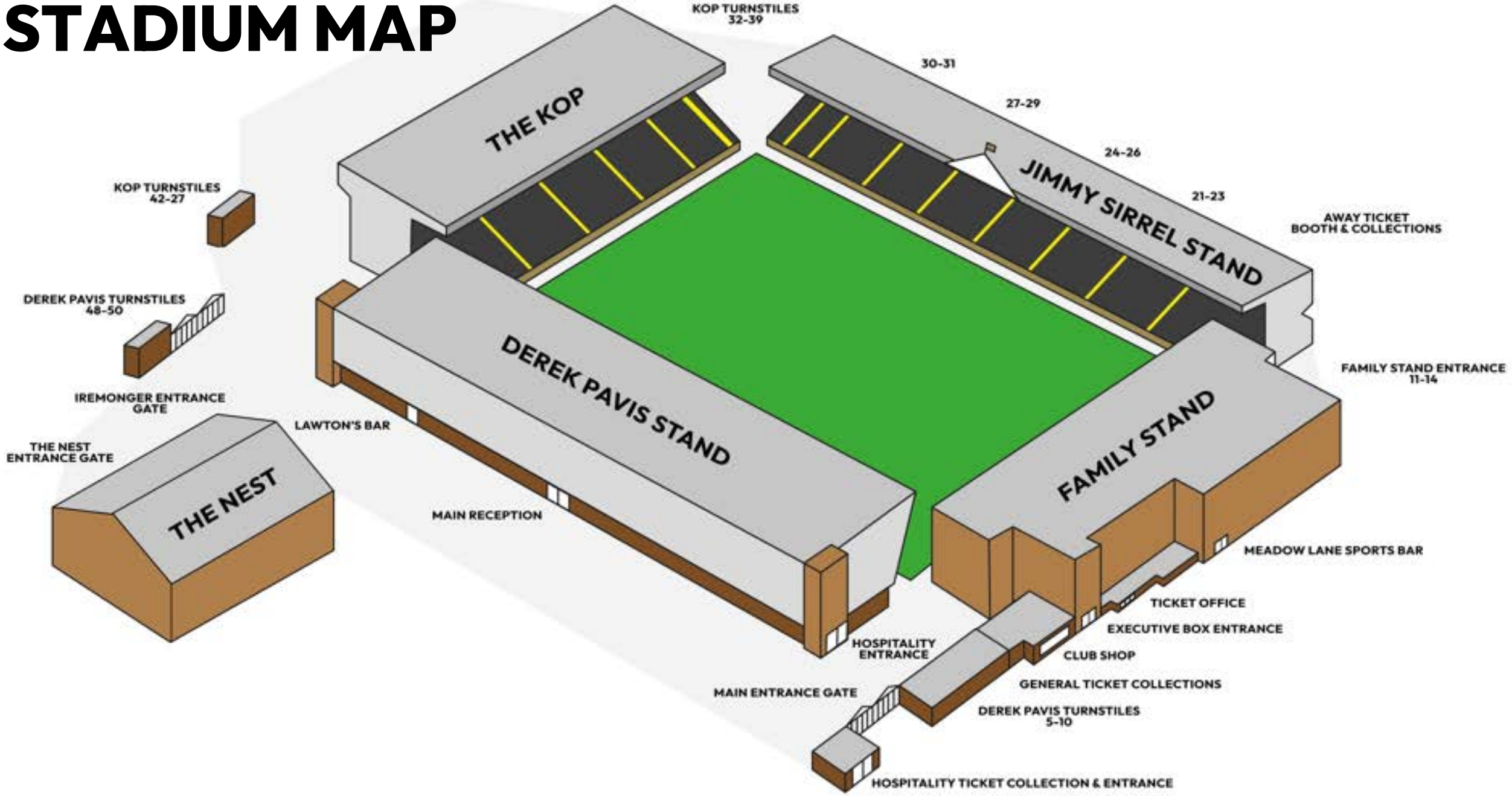
Committee meetings are held regularly with support from the club and stewards. They have helped us become members of Level Playing Field (LPF), an organisation dedicated to disabled sports fans.

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 ncfcdsa@outlook.com

STADIUM MAP


KOP TURNSTILES
32-39
30-31
27-29
24-26
21-23
THE KOP
JIMMY SIRREL STAND
AWAY TICKET
BOOTH & COLLECTIONS
KOP TURNSTILES
42-27
DEREK PAVIS TURNSTILES
48-50
IREMONGER ENTRANCE
GATE
DEREK PAVIS STAND
FAMILY STAND ENTRANCE
11-14
FAMILY STAND
LAWTON'S BAR
THE NEST
ENTRANCE GATE
THE NEST
MAIN RECEPTION
MEADOW LANE SPORTS BAR
TICKET OFFICE
EXECUTIVE BOX ENTRANCE
HOSPITALITY
ENTRANCE
CLUB SHOP
GENERAL TICKET COLLECTIONS
MAIN ENTRANCE GATE
DEREK PAVIS TURNSTILES
5-10
HOSPITALITY TICKET COLLECTION & ENTRANCE

CLUB INFORMATION

Full name: **Notts County Football Club**

Nickname: **The Magpies**

Founded: **1862**

Stadium: **Meadow Lane**

Capacity: **20,199**

Home colours: **Black and white**