



Access information for disabled supporters

Full version
Updated June 2023

Wolves are committed to providing services and facilities for supporters with disabilities and additional needs.

Concessions are available on season tickets to supporters with a disability and personal assistants are accommodated where needed.

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

For any accessibility or disability enquiries please contact:



**Disability Access Officer:
Laura Wright**

Telephone: **01902 810485**
Email: **fanservices@wolves.co.uk**
Office hours: 09:00 – 17:00



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Welcome to Molineux

We are Wolves. Progressive, determined, bright, unified and humble. A pack that is hungry for success.

Wolves is one of the fastest growing professional football clubs in the UK and boasts one of the richest histories in the beautiful game.

Formed in 1877, Wolves was a founder member of the Football League, and was one of the most successful sides in the fifties and sixties.

During a two decade spell, the Black Country's most decorated side won three First Division titles and one of its four FA Cups.

After a sensational 2018/19 season which saw Wolves qualify for the Europa League for the first time, the Club is now embarking on continuing its current form by excelling to another excellent season. But at Wolves it is all about what we will do, not what we have done.

We don't simply look to the future, we seize it.





Disability defined

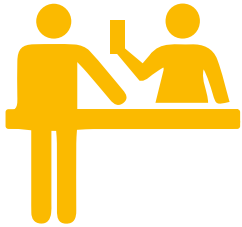
As defined by the Equality Act 2010, a disabled person is an individual who “has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities.”

You may be asked to provide proof of eligibility for your complimentary personal assistant’s ticket. The club accepts the following documents:

NB- this list is not exhaustive and consideration will be given to any other evidence that can be provided. In the case of DLA or PIP, as the allowance may be for life or a fixed period, the Club reserves the right to periodically check that an applicant remains eligible.

- Receipt of Higher Disability Living Allowance (DLA) (mobility and/or care component) for children under 16.
- Receipt of Enhanced Personal Independence Payment (PIP) for mobility, and/or care.
- Receipt of either Severe Disablement Allowance or Attendance Allowance.
- War Pensioners’ Mobility Allowance or War or Service Disablement pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CVI certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). 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 confirming that hearing loss has been recorded at 70-95 dBHL or worse.
- 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.





Buying your ticket

Disabled supporters can contact the Ticket Office on **0371 222 1877**

In addition, tickets can be purchased online – to access this facility you must first register an account on **wolves.co.uk**, please contact the Ticket Office who can provide you with further assistance.

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase and offer you seats most suited to your requirements (Subject to availability).

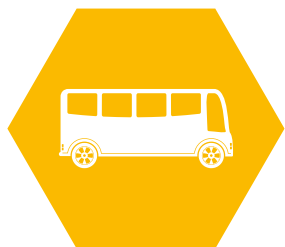
Tickets for wheelchair users spaces and seats to accommodate disabled supporters are available on a match to match basis, subject to availability.

Season tickets

Season tickets are subject to a waiting list.

Please contact the Ticket Office or Fan Services for more information on how to join this list.





Away fixtures

The club is given a limited number of tickets for disabled fans (wheelchair bays and ambulant supporters) for away fixtures.

Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to season ticket holders and those with enough loyalty points).

Details of ticket priority windows are published for each home and away game respectively.

Disabled supporters who would like tickets for Wolves away fixtures or who would like more information on the Club's away ticket allocations should contact Laura Wright or the ticket office.

Please ensure that you have purchased a match ticket before making arrangements to travel.

Disabled supporters can travel to away games on the DSA adapted coach should they wish to do so subject to availability. If unavailable, ambulant supporters can book on the Club's official supporters coaches with advance notice. The Club will aim to provide accessible coaches subject to availability for wheelchair users.

We now have a selection of material available for away travel, this includes;

- Social stories for Wolves fans travelling to each Premier League away ground
- Access guides for Premier League away travel





Arriving by car

Post Code for SAT NAV: WV1 4QR

Make your matchday more enjoyable with hassle free parking available at various locations around Molineux.

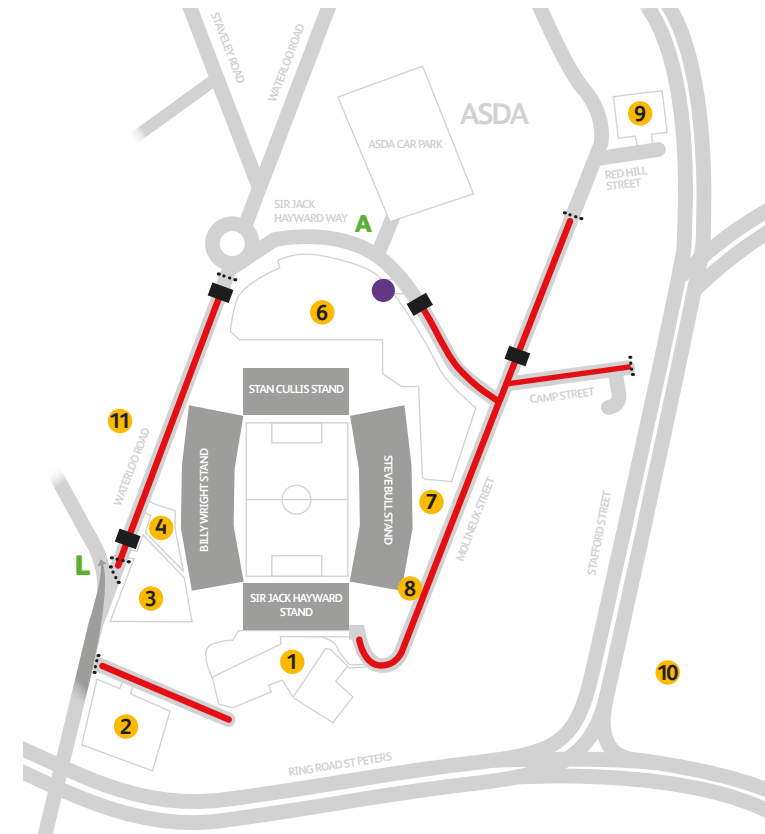
Wolves have a accessible drop off zone where supporters can have family or friends drive as close to the stadium for drop off and pick up. This is located on the Stan Cullis car park.

Visiting clubs are allocated with five passes for accessible away parking, to be purchased through the visiting club.

More information on parking is available from fanservices@wolves.co.uk or **01902 810485**

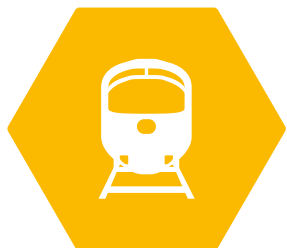
Road closures

Waterloo Road (from the roundabout leading to ASDA up to the traffic lights at Newhampton Road Molineux Street at the junction with Camp Street), **Sir Hayward Way** (opposite the Stan Cullis Car Park kiosk) and the top of **Whitmore Hill** will be closed from 90 minutes before kick off, up until a period at the discretion of the Matchday Safety Officer at the end of the game (expected to be between 15 and 30 minutes).



- Car Park
- ASDA Car Park Only
- Vehicle Blocks
- Barrier
- Closed Road / No Parking at any time
- Left Turn Only
- Accessible drop off zone



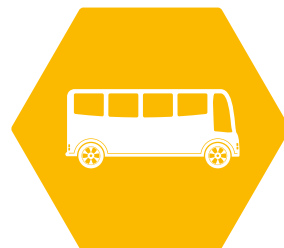


Arriving by train

Wolverhampton Railway Station, Railway Dr, West Midlands, Wolverhampton WV1 1LE

Wolverhampton Railway Station is around a 15 minute walk away from Molineux. From the main station entrance proceed straight on towards the city centre and as you reach the inner ring road turn right. Just follow the ring road as it continues in a circular pattern around to the left. Eventually you will see the Molineux on the right.

West Midlands Trains operates high-speed trains to and from London and regional train services across the West Midlands.



Arriving by bus

Local bus travel is a great way of reducing the traffic around the stadium on matchday.

Scan the QR code below to plan a route using the West Midlands Bus Service.



nxbus.co.uk/west-midlands





Wolves Ticket Office

Call: 0371 222 1877

Matchday ticket offices are located next to the Mega Store in the corner of the Stan Cullis Stand and the Billy Wright Stand. Ticket office is open Wednesday 10am until 5pm and a Saturday non match day 9am until 1pm.

The ticket office is accessible via a ramp and has a low level service window to access tickets and information.

Collections of tickets are on the day of the game from the Ticket Office.

If you have a My Molineux smartcard we will upload your match ticket to the card, alternatively we will post or you can print your match ticket at home.



Countdown to kick-off



3pm kick-off

- 09:00** Ticket Office opens
- 10:00** Megastore opens
Fan Services phonedlines open
- 12:00** Official car parks open
(Whitmore Hill & Red Hill St) &
North Bank Bar opens to season
ticket holders/members
Fan Zone opens
- 13:00** Hospitality suites open
- 13:30** Turnstiles open
- 14:30** Make sure you take your seats to
catch the pre-match build-up
- 15:00** **Kick off.** North Bank Bar
and Megastore close
- 15:45** **Half time**
- 16:45** **Full time**
North Bank Bar reopens for
home fans (until 5:45pm) &
Megastore reopens (until 6pm)



7.45pm kick-off

- 09:00** Megastore opens
- 10:00** Ticket Office opens
- 16:30** North Bank Bar opens to season ticket
holders/members & official car parks open
- 16:45** Fan Zone opens
- 18:00** Hospitality suites open
- 18:30** Turnstiles open
- 19:30** Make sure you take your seats to
catch the pre-match build-up
- 19:45** **Kick off.** North Bank Bar
and Megastore close
- 20:30** **Half time**
- 21:15** Megastore reopens
- 21:30** **Full time**
North Bank Bar reopens for
home fans





Stadium access

There are five accessible entrances into the stadium, all of which offer ground level access to wheelchair user viewing facilities. Entrances are clearly signed and open approximately one hour prior to kick off. Stewards are present to offer assistance and tickets are checked at each entrance with readers.

All registered disabled season ticket holders can use this entrance to access the Rachael Heyhoe Flint Accessible Lounge - supported by Paycare before kick off but exit the ground and use their designated turnstile to enter for other stands of the ground.

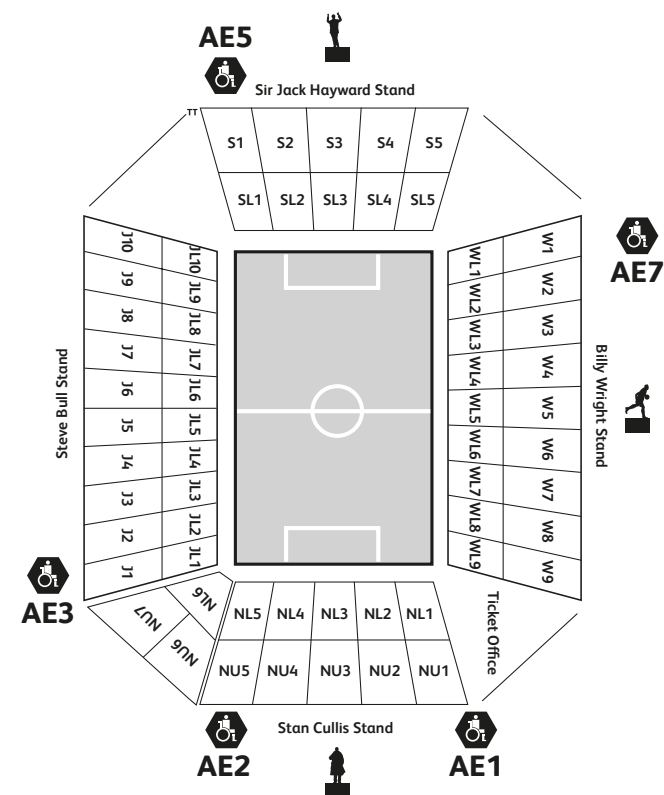
AE1: For Stan Cullis Stand Upper / Lower and WL6-9

AE2: For Stan Cullis Stand Upper PU2 / Lower

AE3: Stewarded away supporter entrance

AE5: Stewarded access to Sir Jack Hayward Stand

AE7: For Billy Wright Stand, WL1-4





Accessibility 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 match day experience.

They are in dark blue jackets with silver reflective stripes and 'Disabled Liaison Steward' written on, along with their number. They also have a Wolves ID badge on a lanyard.

All stewards are working towards or have gained an NVQ Level 2 in Spectator Safety with a specialist module in disability. Some have disabilities themselves and can't wait to help you.

Access stewards are on hand for home and away fans.





Where to sit

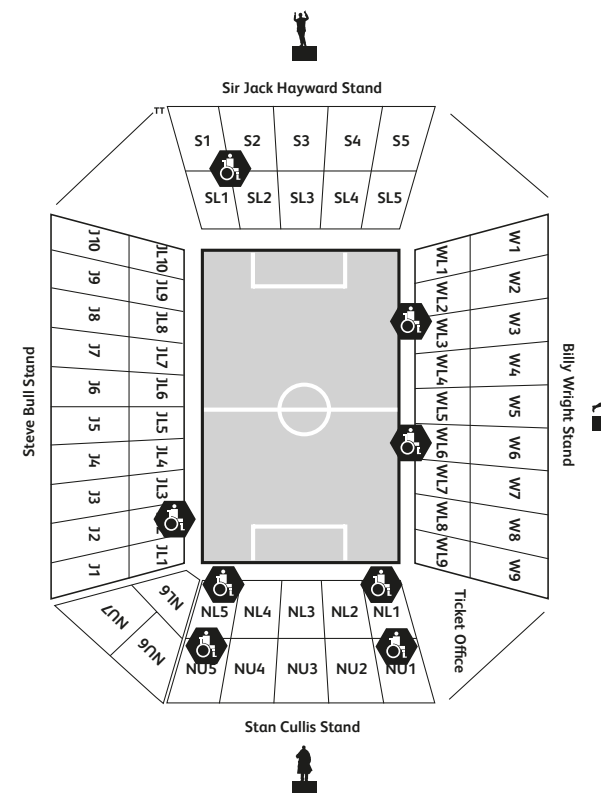
Molineux has a total of 140 spaces for wheelchair users within the stadium.

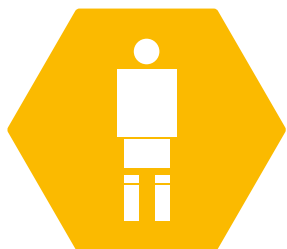
Home supporters have 125 wheelchair spaces available to them. Spaces are in the Billy Wright Stand (58 spaces), Stan Cullis Stand (63 spaces), Steve Bull stand (14 spaces) and Sir Jack Hayward Stand (7 spaces). Visiting clubs have 14 spaces which are located in the lower Steve Bull stand which is pitch side. If the away supporters sit in the Quadrant area, there will be 8 wheelchair bays available.

Pitch side wheelchair user positions have little cover – blankets are available during inclement weather subject to availability. Please come dressed appropriately for the weather. We recommend you check the forecast before travel.

Elevated positions in the Stan Cullis stands are accessible by lifts.

Companions can sit adjacent to the wheelchair user but for busy games there are carer seats behind the wheelchair user.





Ambulant disabled supporters

All ambulant disabled supporters are able to enjoy the game at Molineux with their companions from any seat they chose. However as the upper Stan Cullis can be very steep we would remind supporters that when exiting in a hurry how high how many steps there are to the top. There are 96 steps to the concourse of the upper Stan Cullis. If you are in the upper tier there will be more steps to climb to your seat. We do not recommend supporters with mobility restrictions sit in the Upper tiers at Molineux.

If you require easy access seats or have a specific seating requirement please contact the Club's Disability Access Officer to discuss. Every effort will be made to accommodate such requests, subject to availability.



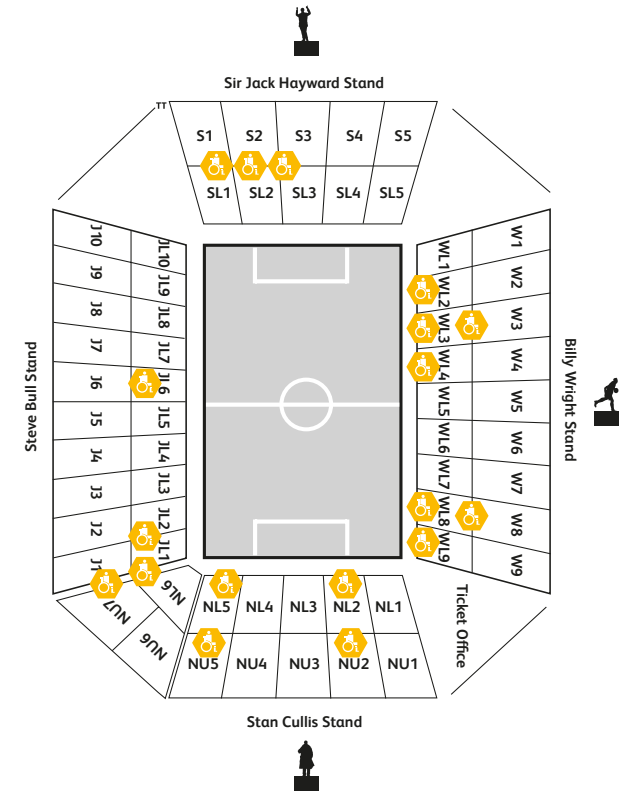


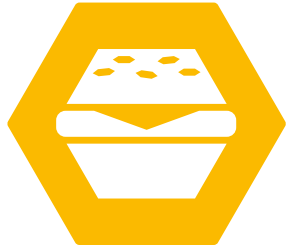
Accessible toilets

There are 26 accessible toilets within the stadium.

All are accessed via level or a slight incline and are clearly sign posted. Toilets have a RADAR key system for all facilities, for supporters who do not have their own RADAR key, please ask a steward for assistance.

We also have a Changing Places facility that is situated in between Stan Cullis and Steve Bull. This is open to anyone, please contact a steward for more information.

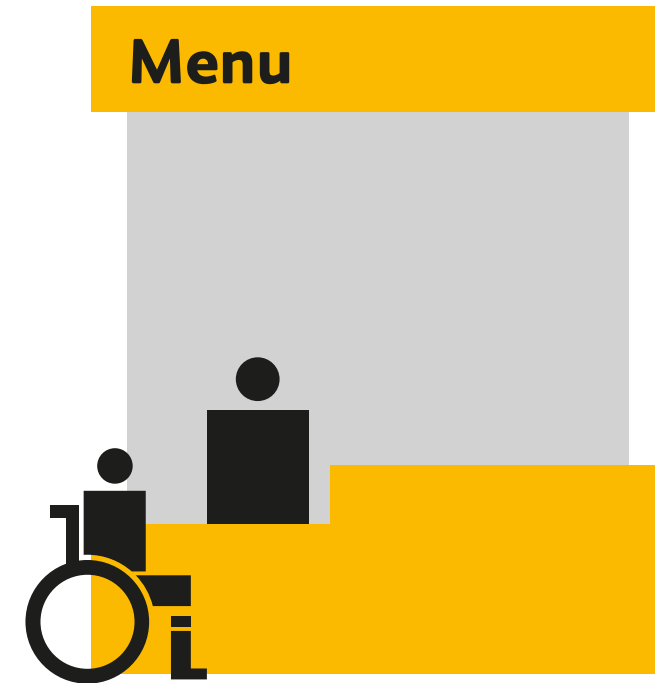




Catering

Accessible kiosks with low level counters are available in the Stan Cullis Stand.

- Large Print, hand held menus are available at each kiosk
- Stewards are available in the concourse before, during and after the game so if you need any assistance they will be more than happy to help
- Allergen information is available on each kiosk
- We offer an 'at seat' refreshment service for supporters when required. Please let stewards near you know that you need assistance.





Additional amenities



Induction loops

will be available in Man Reception, Megastore and Ticket Office for the 22/23 season



Audio description

with specialist commentators - please contact the Disability Access Officer in advance



Neurodiversity

Easy access documents are available for those who need more concise information



Seat moves

can be arranged for those with temporarily reduced mobility - please contact the Disability Access Officer in advance



Assistance dogs

can be permitted entry - please contact the Disability Access Officer in advance

We are always looking for ways we can improve.

If you have any suggestions or if you think we can help in any other way, please let us know.





Sensory room

Wolves have dedicated a Sensory Room (with a host to help if needed) for use on matchdays. People with autism and other sensory conditions can book this room on a match by match basis or use during the match when the need arises (subject to availability).

The room holds 6 people and has an accessible toilet adjacent to it.

It holds a TV, whiteboard and sensory equipment to help with sensory overload and stimulation gained from being in a busy ground.

If you would like to book the Sensory Room please call Laura on **01902 810485** for more information or email fanservices@wolves.co.uk





Audio programme

Wolves are proud to have an audio programme, giving supporters the chance to listen to the programme on the go.

Audio programmes are available on Spotify and can be scanned here, using the camera on your phone. They are also available on the Wolves app.





Wolves welcomes autism

Here at Wolverhampton Wanderers we pride ourselves on being inclusive for all. One initiative we have for autistic supporters is to hold an Inclusive Hour every Sunday from 3pm-4pm.

The Megastore dims its lights, lowers stimulation and turns off music as well as having a dedicated Sunday staff serving.

We also have the Sensory Room for use on matchdays, you can read about this on page 20.





Wolves Megastore

Wolves Megastore is on site and has a wide variety of merchandise suitable to every supporter. The floor is open plan, with easy wheelchair access use and a dedicated room for queuing on a match day. Staff are trained in disability awareness and are all happy to see if you need assistance. Staff wear green high vis vests if you need them.

Counters are lower level and have hand held card readers for contactless and chip and pin transactions. There is also an inclusive till.

The Megastore also takes cash and has a hearing loop on a matchday.





Leaving Molineux

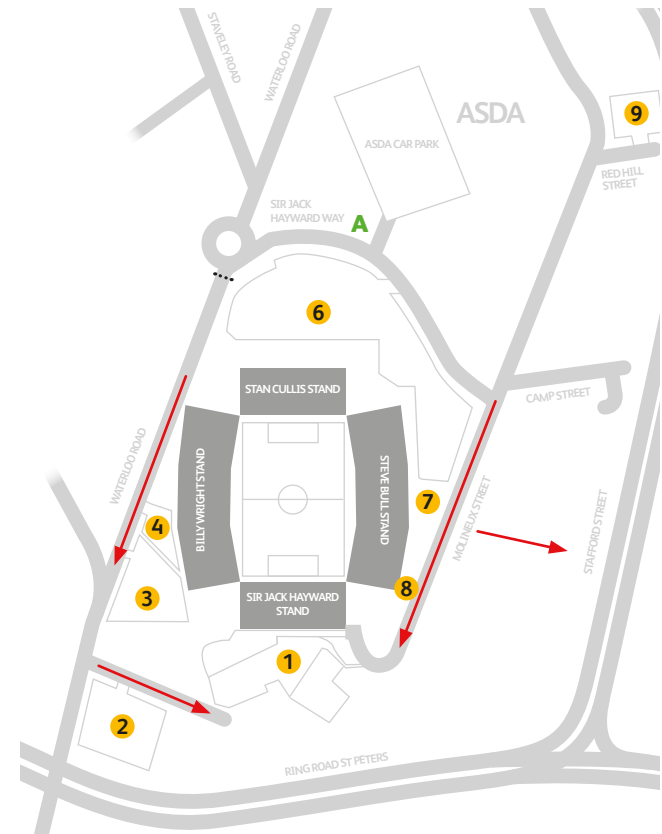
Wheelchair users have dedicated accessible exits to leave the ground. All exits have flat or ramped access. If located in the upper tier, the lift can transport wheelchair users to the lower concourse to exit the ground.

The City Centre is sign posted. It is approximately a 15 minute walk to the train station.

Please be aware, exit routes to the City and external car parks are generally up hill and manual wheelchair users may need extra assistance in reaching these points. The amount of supporters leaving the ground at any one time can be in large numbers.

Wolves car parks affected by steep gradients are
Upper Jack Hayward Car Park and Whitmore Hill upper and lower

External car parks affected by steep gradients are
St Peter and St Paul, Birch Street, Faulkland Street and Civic Centre



- 1 Sir Jack Hayward Car Park
- 2 Whitmore Hill Car Park
- 3 Waterloo Road Car Park
- 4 Directors Car Park
- 5 Whitmore Hill Upper Car Park
- 6 Stan Cullis Stand Car Park
- 7 Steve Bull Car Park
- 8 University Car Park
- 9 Red Hill Street Car Park
- Steep gradient





Inclusive sensory tours

Once each month we hold a sensory tour that incorporates special areas like the changing rooms and dug outs with added benefit of highlighting sensory sights, smells and touch to the tour.

Wheelchair users are welcomed and the tour will finish in the Megastore for the autism hour. Personal assistants are welcomed free of charge.

Each tour is on a Sunday with a 2pm start, more details can be seen online or through the ticket office.





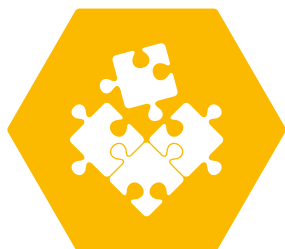
Awareness of disabilities

Supporters with neurodiversity are encouraged to wear a purple band while attending Molineux.

Staff and stewards will know this person has a hidden disability (epilepsy, dementia, autism for example) and can treat any situations accordingly. We hope this band will enhance the matchday experience for supporters with neurodiversity.

To obtain a band please contact fan services on fanservices@wolves.co.uk





Dementia care

Wolves are proud to be a dementia friendly Club.

Our staff are all dementia friends and match day packs are available for supporters who have dementia. Inside the packs are reminders of the Club's history and talking points for those attending.

We can also provide individual maps to your seat and contact details for match day queries.

If you are planning on coming to a game and have dementia please contact fanservices@wolves.co.uk to request specialist help.





Accessible lounge

Our disabled supporters are welcome to join us in the Rachael Heyhoe Flint Paycare Accessible Lounge in the Stan Cullis Stand.

The facility is available to all disabled supporters and is hosted by a steward who will help with queries.

If you'd like to visit please ask the steward when entering the Stadium. The lounge is only available for home fans at the moment.





British Sign Language Interpretation

Wolves are pleased to offer support to Deaf supporters who use British Sign Language to communicate.

Interpreters are present on a match day and available if needed in the Ticket Office, Megastore and Fan Zone.

Please ask a steward to request an interpreter to come to your location.





Thank you for reading.

If you have any questions please feel free to contact:

laurawright@wolves.co.uk

01902 810485