



ACCESS STATEMENT

SOUTHAMPTON
FOOTBALL CLUB

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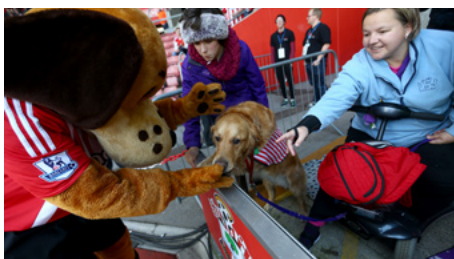
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WELCOME TO ST MARY'S STADIUM

We would 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



Aaron Heskins

Supporter Services Manager & Supporter Liaison Officer



Helen Goosey

Supporter Services Advisor & Disability Liaison Officer



Emily Emblen

Supporter Services Administration Assistant

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

Staff Help Available – Yes (24 hours a day)

Ramp for Train Access – Yes

Step Free Access Coverage – Yes

Wheelchairs Available – Yes

Accessible Toilets – Yes

For more information on Southampton Central, please follow the link below:

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

SHUTTLE BUS SERVICE FROM SOUTHAMPTON CENTRAL TRAIN STATION

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 on 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.

BY BUS

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



Blue Star Service

BlueStar timetables can be found using the link below:

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

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

<https://www.bluestarbus.co.uk/accessibility>



City Red Service

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



Details of companies with wheelchair accessible taxis in Hampshire can be found here: <https://www.hants.gov.uk/transport/publictransport>

SAINTS FC DIAL-A-RIDE

We fund 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 between the hours of 9am – 3pm, Monday – Friday.

BY FERRY

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:

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

SHUTTLE BUS SERVICE FROM TOWN QUAY

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.

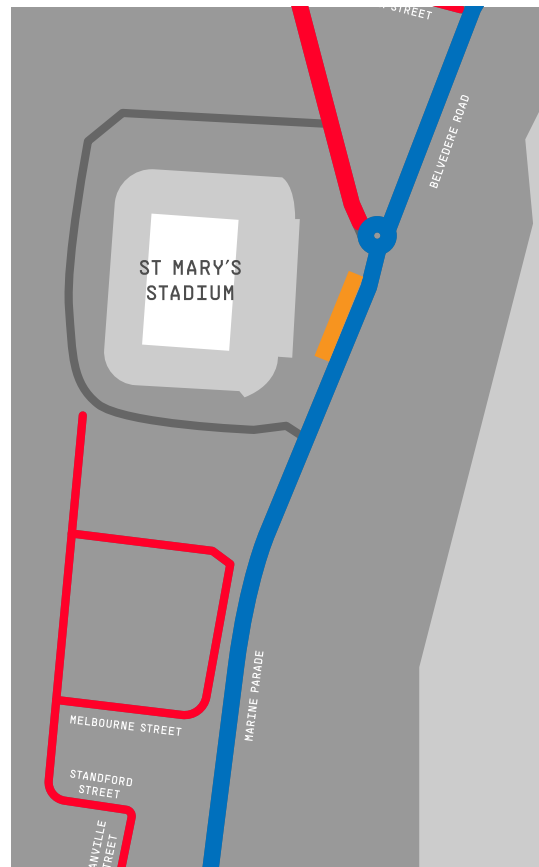


Supporters that use the Car Ferry and Hythe Ferry are also welcome on the buses.


BY CAR

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 to the “drop off and pick up area” is via the South of the Stadium, along Marine Parade. This facility is available for vehicles displaying a Blue Badge and is strictly for set down purposes up to two hours prior to the match and again for pick up purposes once the road closures have been lifted – this is usually 20 minutes after the full time whistle. Please be aware that any vehicles parking in this area are likely to be towed away.



KEY:

 Drop off and pick up area

CAR PARKING

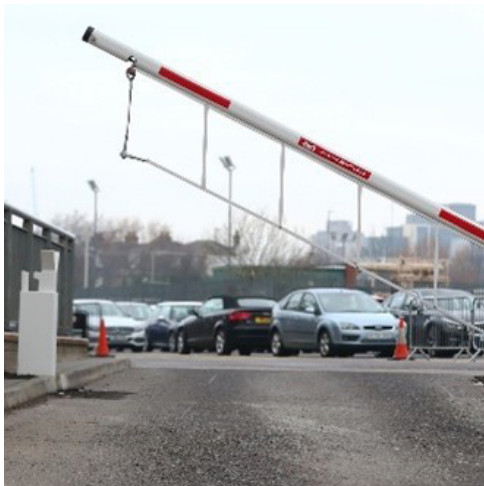


Matchday stadium parking is allocated/sold to disabled supporters on a seasonal basis. To be added to our waiting list for the following season you are welcome to contact our

Disability Liaison Officer

02380 711 980

supporterservices@saintsfc.co.uk



Away fans have six 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.

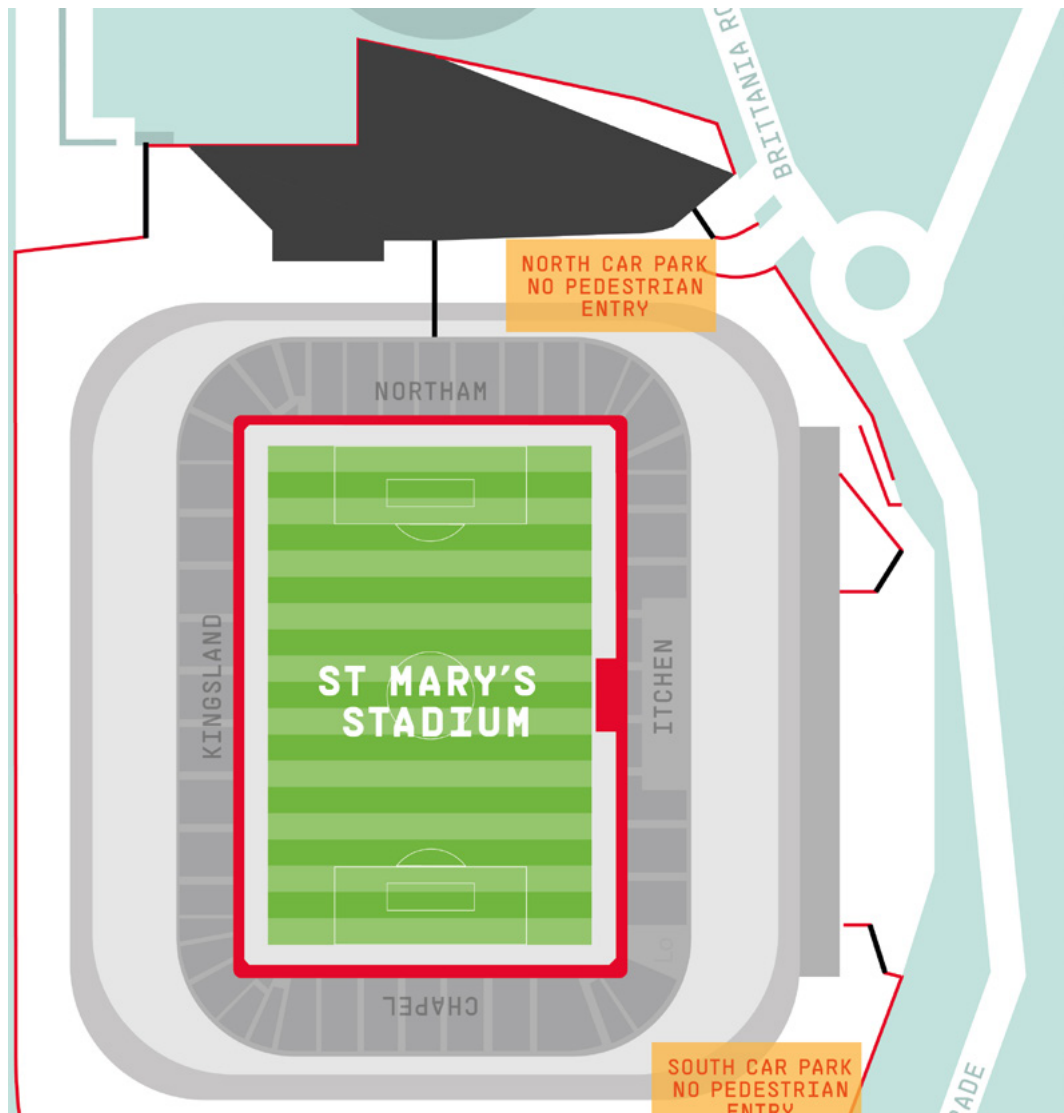
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supporterservices@saintsfc.co.uk

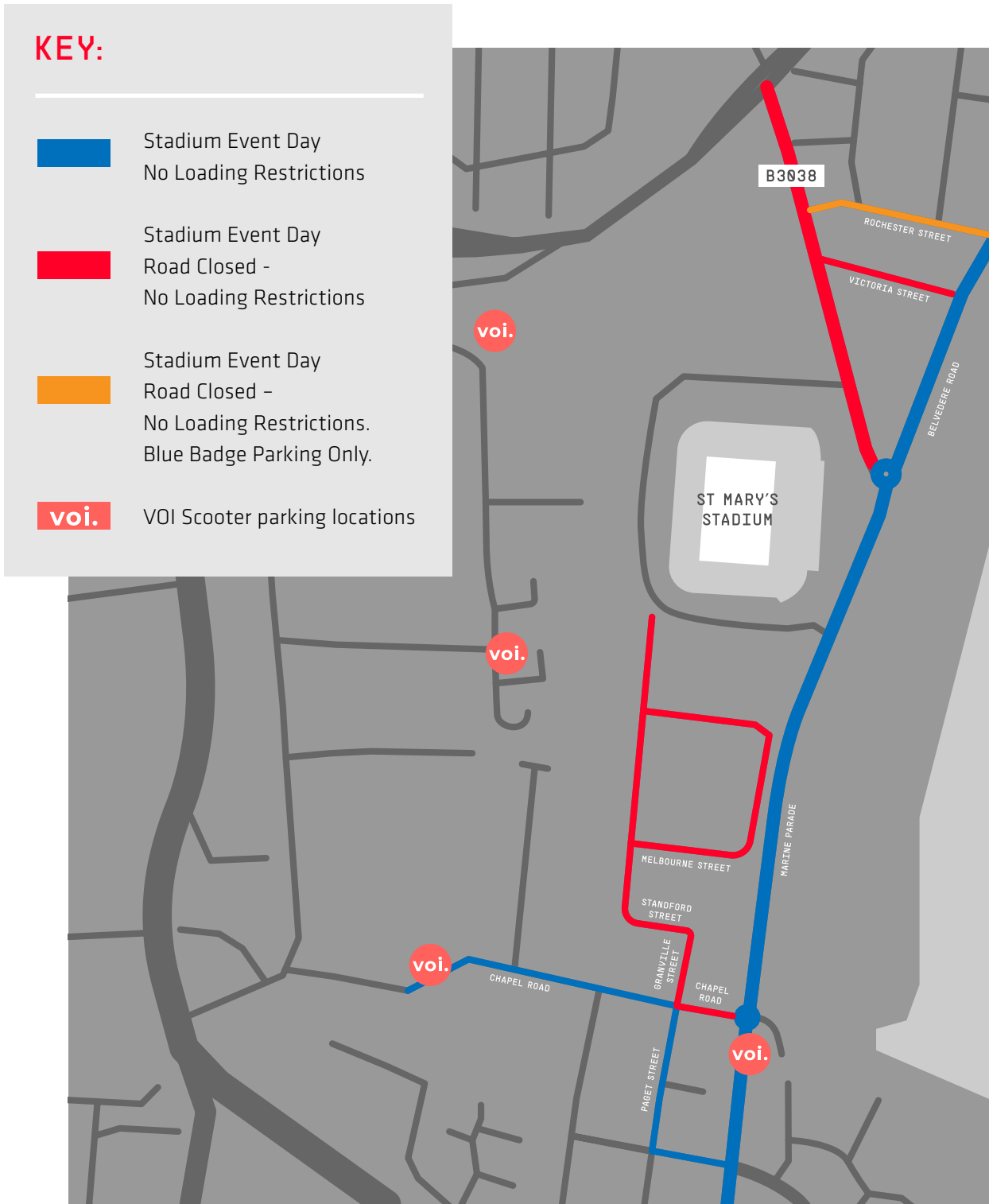


Parking surface – the parking surface is very flat and is tarmacked. There are no ramps or steps to negotiate.

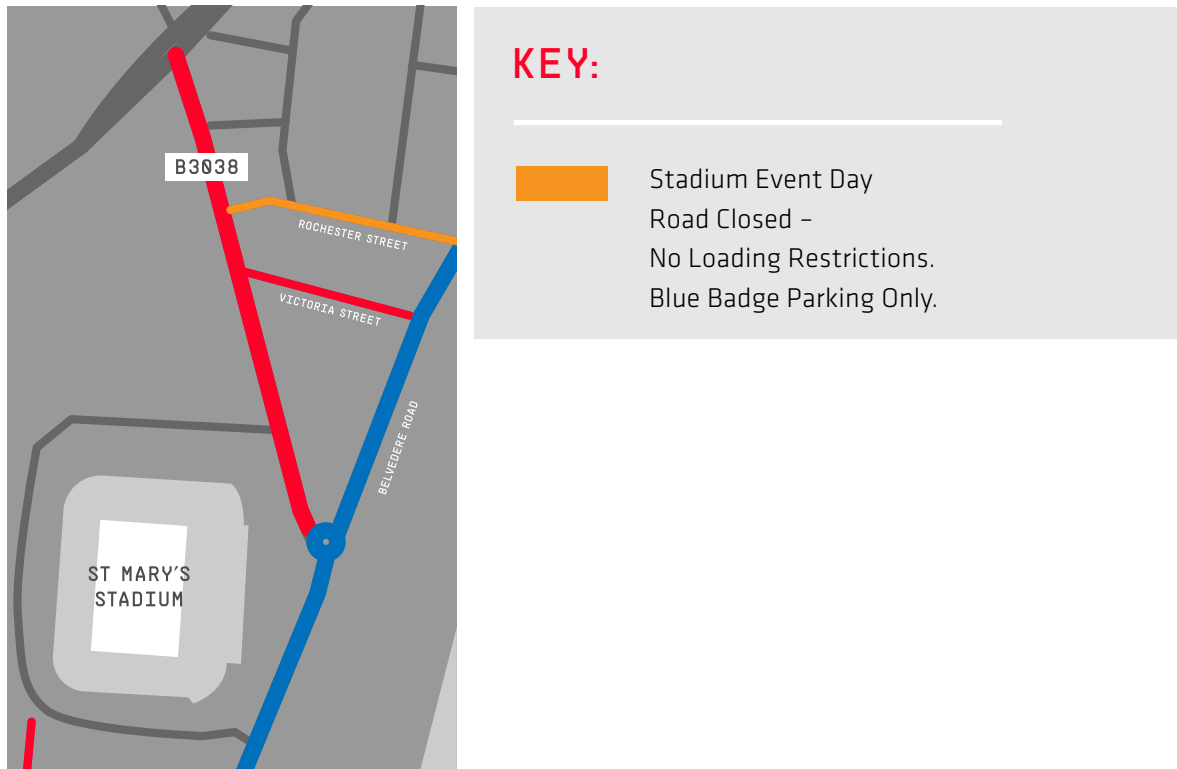
Our Car Parks and Britannia Road close 1 hour before kick-off and are also closed up to 20 minutes after the full-time whistle. In some cases the car park may be closed earlier should a large number of supporters start to arrive earlier and it is deemed a risk for the car park to remain open.



We would 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 of the roads that are included in these restrictions.



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



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 full information regarding the wider area, please contact us with details of your direction of travel on:

02380 711 980

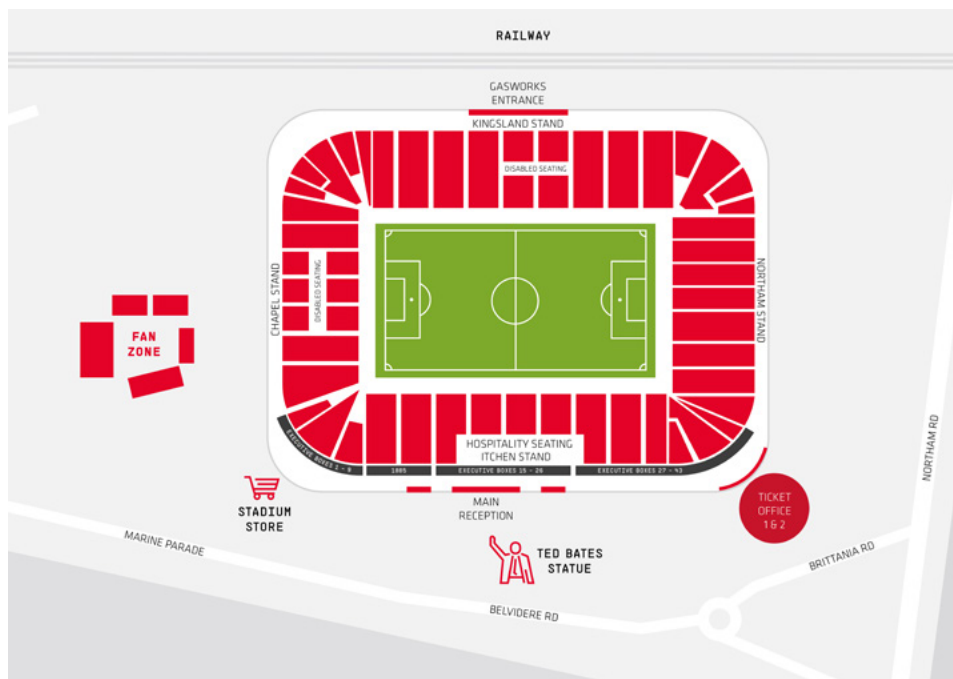
accessibility@saintsfc.co.uk

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 North. 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. Whereas 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.

The Ticket Offices are located outside, so are suitable for all weather conditions and at any time of day.



TICKET PURCHASES



To purchase season or match tickets at the disabled adult, over 65, 18-25, or under 18 rates and qualify for a free personal assistant 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) PIP (Personal Independence Payment) – Standard or Enhanced rate Mobility component, or Enhanced rate Daily Living component

We ask that proof of documentation is provided to our Disability Liaison Officer on an annual basis – you can provide this in person at the Ticket Office or by scanning or photographing the documentation and emailing it to accessibility@saintsfc.co.uk

Any questions relating to the criteria, please contact our **Disability Liaison Officer** on 02380 711 980 or accessibility@saintsfc.co.uk



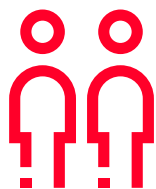
If you are in receipt of one of these benefits and have never purchased a ticket before, or have recently received one of these benefits, you are required to fill in our Access Requirement Form via <https://survey.saintsfc.co.uk/s3/Ticket-Access-Requirement-Form>. Our Disability Liaison Officer will then assess this on a case by case basis and will get in touch.

As all supporters under the age of 14 require a parent or guardian over the age of 18, disabled supporters under the age of 14 will not be provided with a free personal assistant.

In all 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 ‘Amenity Easy Access Seating’ which are seats set aside for ambulant disabled supporters that may benefit from an aisle seat, extra leg room, fewer steps to negotiate and so on.

To discuss your specific needs please contact our **Disability Liaison Officer** on **02380 711 980** or the Ticket Office on **02381 780 780**.

PERSONAL ASSISTANTS

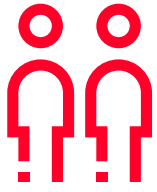


Disabled supporters that meet the above criteria may also qualify for a free personal assistant ticket dependant on their needs, age, and our review of the Access Requirement Form.

Whilst our staff work hard to ensure a safe and pleasant matchday experience for all of our disabled supporters, the personal assistant is responsible for the needs of the disabled supporter and should accompany them on every visit to the stadium.

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

As a personal assistant, it is important that you adhere to our ground regulations and that you behave appropriately. If it is deemed that any personal assistant has broken any of our ground regulations, we have the right to tell the disabled supporter that they must change who their personal assistant is.



We are keen to ensure that the disabled supporter is not put at a disadvantage, should their personal assistant break any of our ground regulations.

If you are a personal assistant 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 **Disability Liaison Officer** on **02380 711 980** or accessibility@saintsfc.co.uk.

You can contact our Ticket Office on 02381 780 780 to make a purchase, upgrade your ticket or to make an enquiry. Alternatively, their email address is tickets@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 you can call them via **02380 727 768**.

STADIUM STORE

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

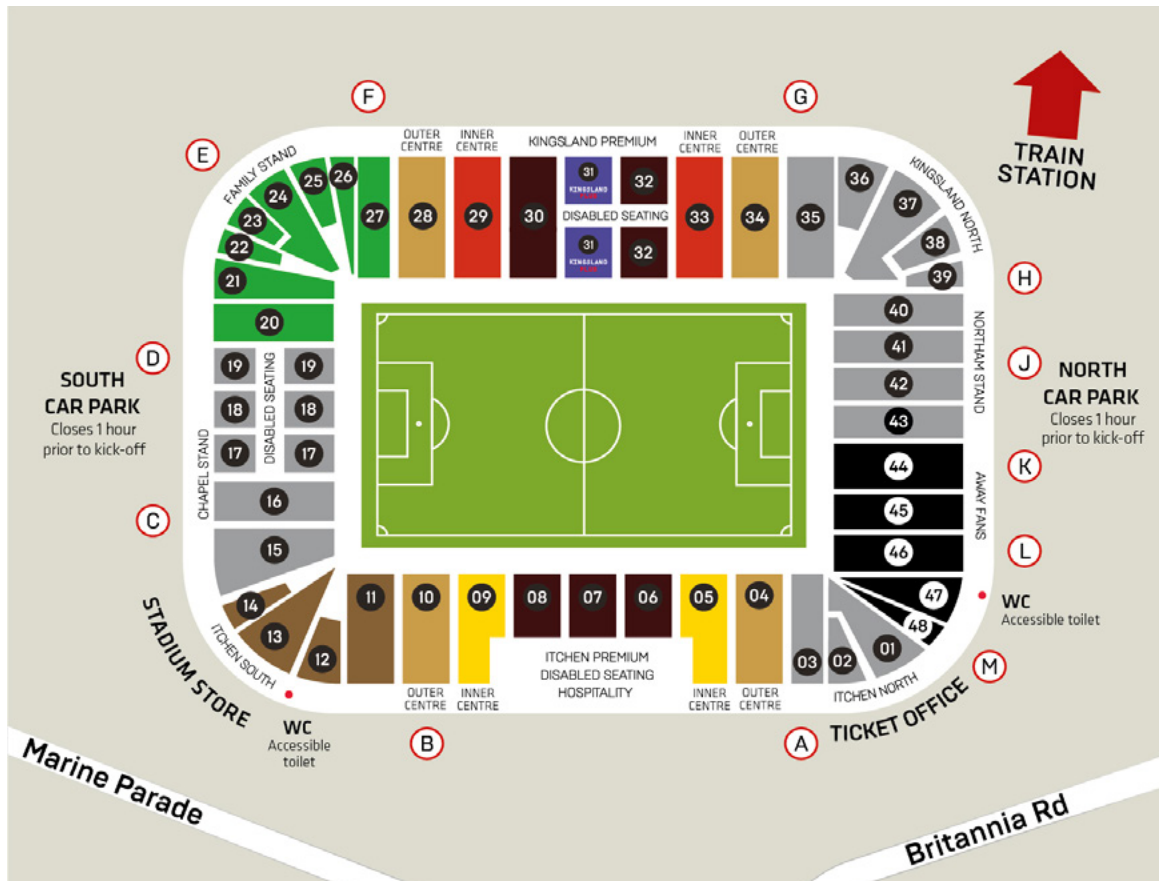


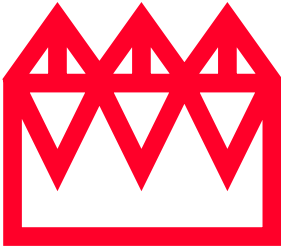
- o The entrance and exit have automatic doors, and the approach is a flat surface making the store easy to access.
- o There are lowered counters at the tills ensuring ease of use by all.
- o Hearing loops are fitted to each counter.
- o Staff are trained and are on hand all the time to assist.
- o 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

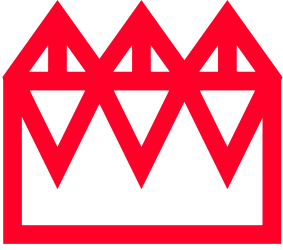
Whilst all of our stewards are happy to help all supporters, we also have a team of dedicated Accessibility Stewards who are on hand to assist with any aspect of your matchday experience. They can be identified by their high vis jackets, with “Accessibility Steward” written on their backs. They can be 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 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.
- Raised deck wheelchair spaces are accessible via a lift.
- 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 (pictured below) 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 in between Ticket Office 1 and Ticket Office 2.



- o Supporters who are located on our raised platform 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 platform 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 via 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 environment challenging.

The facility is a great opportunity 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 required to fill in our booking form via:

<https://survey.saintsfc.co.uk/s3/Matchday-Sensory-Room-Form>

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

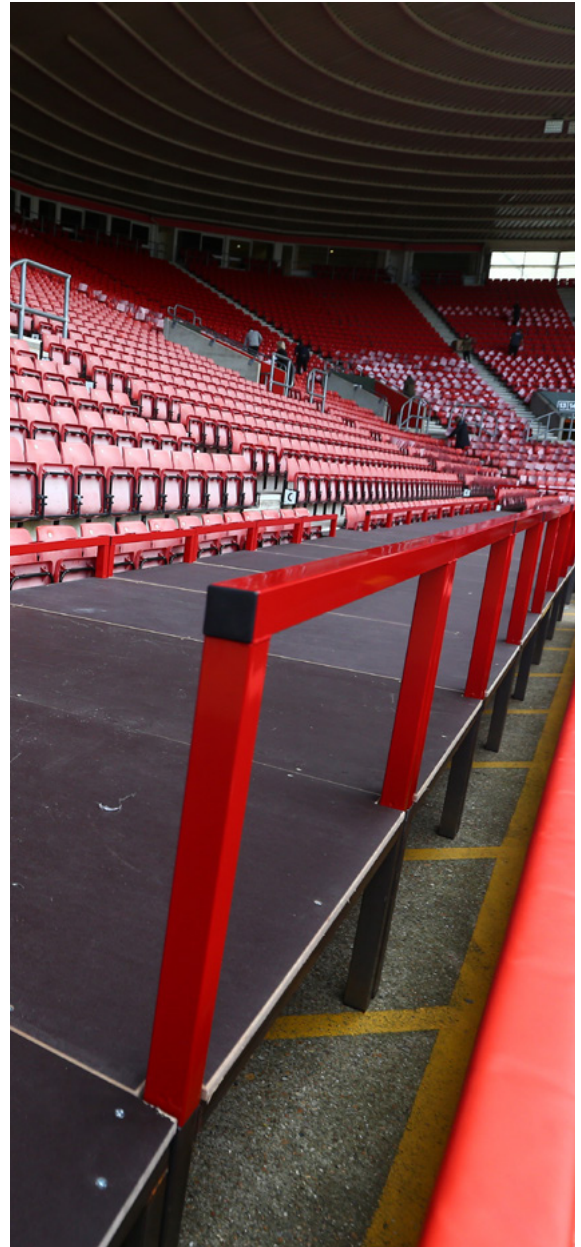
Places in the Sensory Room will be available for all first-team and women's fixtures, and are subject to availability. Proof of eligibility, in the form of a letter from a doctor/consultant or similar, may be required.



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. 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 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 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 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.



FAN ZONE

A Our Fanzone is accessible to all supporters, allowing you to soak up the early atmosphere from 3 hours before kick-off.

To access and exit this area, you will need to negotiate a small ramp.

The Fanzone also has 1 accessible toilet available.

At this moment in time the Fanzone does not have any lowered counters for supporters with access requirements, however we have a plan in place to ensure that this is corrected in the near future.



ASSISTANCE DOGS

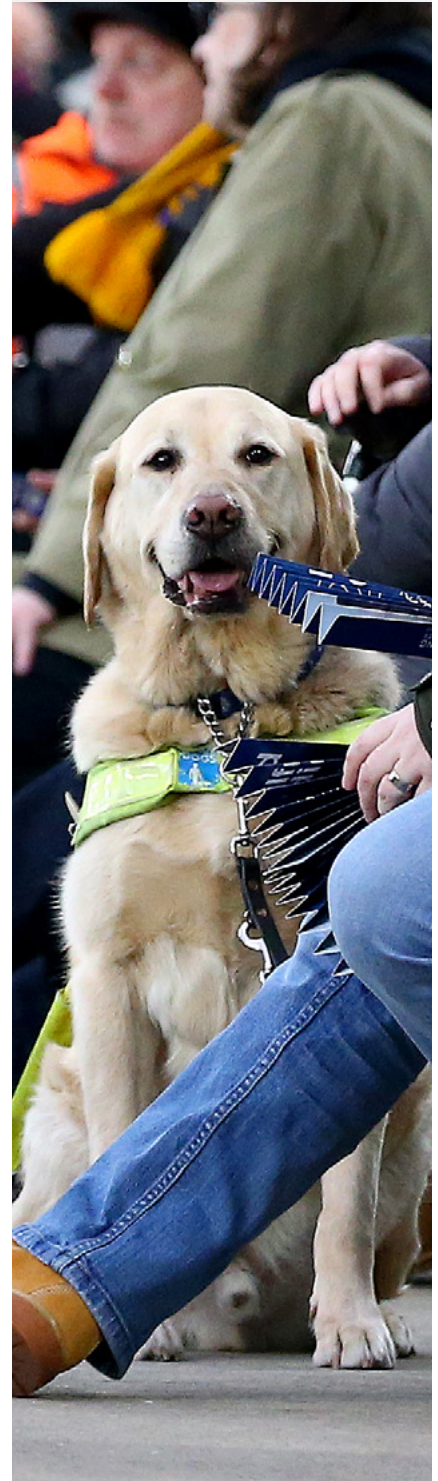
We can and do accommodate assistance dogs wherever possible. Suitable seating areas have been assessed with both our own Safety Officers and organisations such as Guide Dogs for the Blind and Canine Partners.

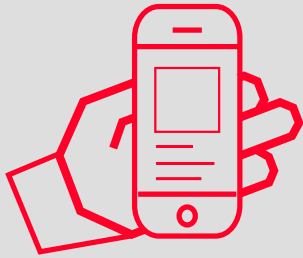
We can accommodate both Home and Away fans with assistance dogs, and Away fans will be seated amongst their own supporters.

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/news/2021-07-13/southampton-fc-introduce-access-wristbands-for-matchdays>



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 E Mail Helen on accessibility@saintsfc.co.uk, who will aim to respond within one - two working days wherever possible, 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.

On a matchday we are available from 3 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.

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 and for further information you can call them via **07866 150 784**



Southampton Football Club Access Statement

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