



# **Access information for disabled supporters**

**Wolves are committed to providing services and facilities for supporters with disabilities. Concessions are available on season tickets to supporters providing proof of disability and helpers are accommodated at a charge seasonally, or on a match to match basis when supporting evidence is provided.**

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.

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**For any accessibility or disability enquiries, please contact:**



**Laura Wright**  
*Disability Access Officer*

Telephone: 01902 828312  
Email: [laurawright@wolves.co.uk](mailto:laurawright@wolves.co.uk)  
Office hours: 08:30 – 17:00  
Matchday hours:  
3 hours before kick off

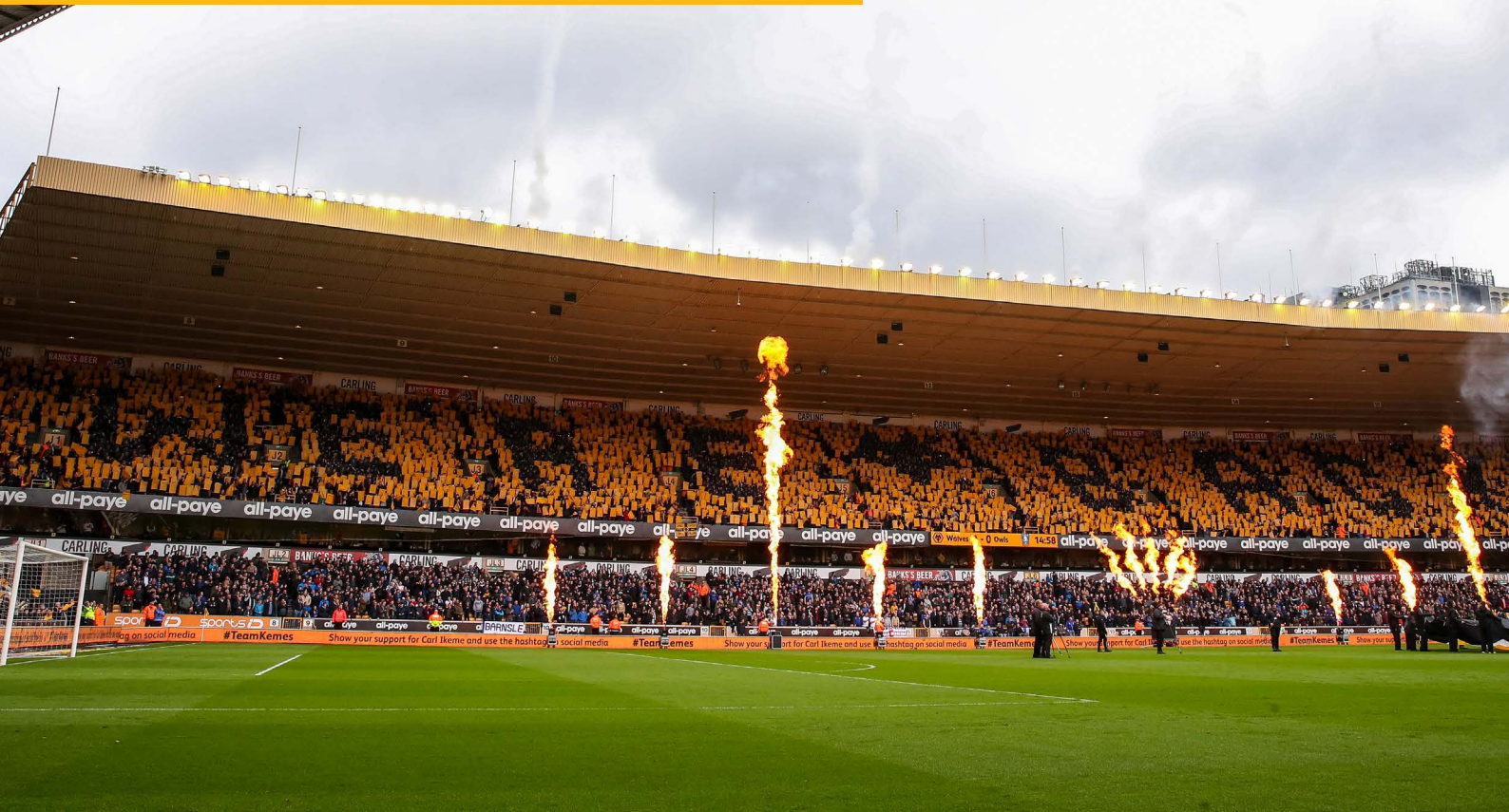


**Dave Wood**  
*Supporter Liaison Officer*

Telephone: 01902 828312  
Email: [davidwood@wolves.co.uk](mailto:davidwood@wolves.co.uk)  
Office hours: 09:00 – 17:00  
Matchday hours:  
3 hours before kick off



# Welcome to Molineux



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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 Cups.

After a sensational 2017/18 season which saw Wolves clinch the Sky Bet Championship trophy and promotion into the Premier League, the club is now embarking on its first season in the top flight for several years. 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.**

# Purchasing Your Ticket

## 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:

- Receipt of the higher or middle rate of Disability Living Allowance (DLA) (mobility and/or care component) for children under 16.
- Receipt of standard or enhanced rate of 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 CV1 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.

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



## **Buying your ticket**

Disabled supporters should contact the Clubs Disability Access Officer Laura Wright – [LauraWright@wolves.co.uk](mailto:LauraWright@wolves.co.uk) or 01902 828312. Alternatively, you can visit the ticket office in person for advice on purchasing tickets for all Wolves fixtures.

In addition, tickets can be purchased online – to access this facility you must first register an account on [www.wolves.co.uk](http://www.wolves.co.uk), please contact Laura 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

## **Purchasing a Season Ticket**

Season tickets are subject to availability, please contact the Ticket office for more information.



## Membership

Wolves will be offering an Adult and Junior membership offering supporters a number of benefits. Terms and conditions can be found on the Wolves website.



### **MyWolves (17+ years) - £25**

- Priority booking for home, away and cup tickets
- 100 loyalty points
- New for 18/19 'Wolves Cash'
- Eligibility to join Season Ticket Waiting List (when applicable)
- Official Wolves leather smartcard wallet
- Opportunity to attend exclusive member events
- Discounts from selected partners
- 10% off food at Sir Jack's at Molineux



### **#WolfPack (12-16 years) - £17.50**

- Exclusive joining gift: Bronx Hat, Keyring and Drawstring bag
- Exclusive away mascot competitions
- Opportunity to claim one of 5,000 FREE tickets to be made available to junior members across the Premier League season
- Priority booking for home, away and cup tickets
- 100 loyalty points
- Eligibility to join Season Ticket Waiting List (when applicable)
- New for 18/19 'Wolves Cash'
- Opportunity to attend exclusive member events
- Discounts from selected partners



### **Young Wolves (4-11 years) - £15**

- Exclusive away mascot competitions
- Exclusive joining gift: Lunch bag and bottle
- Opportunity to claim one of 5,000 FREE tickets to be made available to junior members across the Premier League season\*
- Priority booking for home, away and cup tickets
- 100 loyalty points
- Eligibility to join Season Ticket Waiting List (when applicable)
- New for 18/19 'Wolves Cash'
- Opportunity to attend exclusive member events
- Discounts from selected partners



### **Dribblers (0-3 years) - £12**

- A Wolves baby on board sign for your car
- Signed certificate from the head coach
- Exclusive events
- New for 18/19 'Wolves Cash'





## 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 ticket before making arrangements to travel.

Disabled supporters can travel to away games on the Club's official supporters coaches – the DSA adapted coaches or the general supporters coaches- should they wish to do so subject to the availability of places.

# Travelling to Molineux



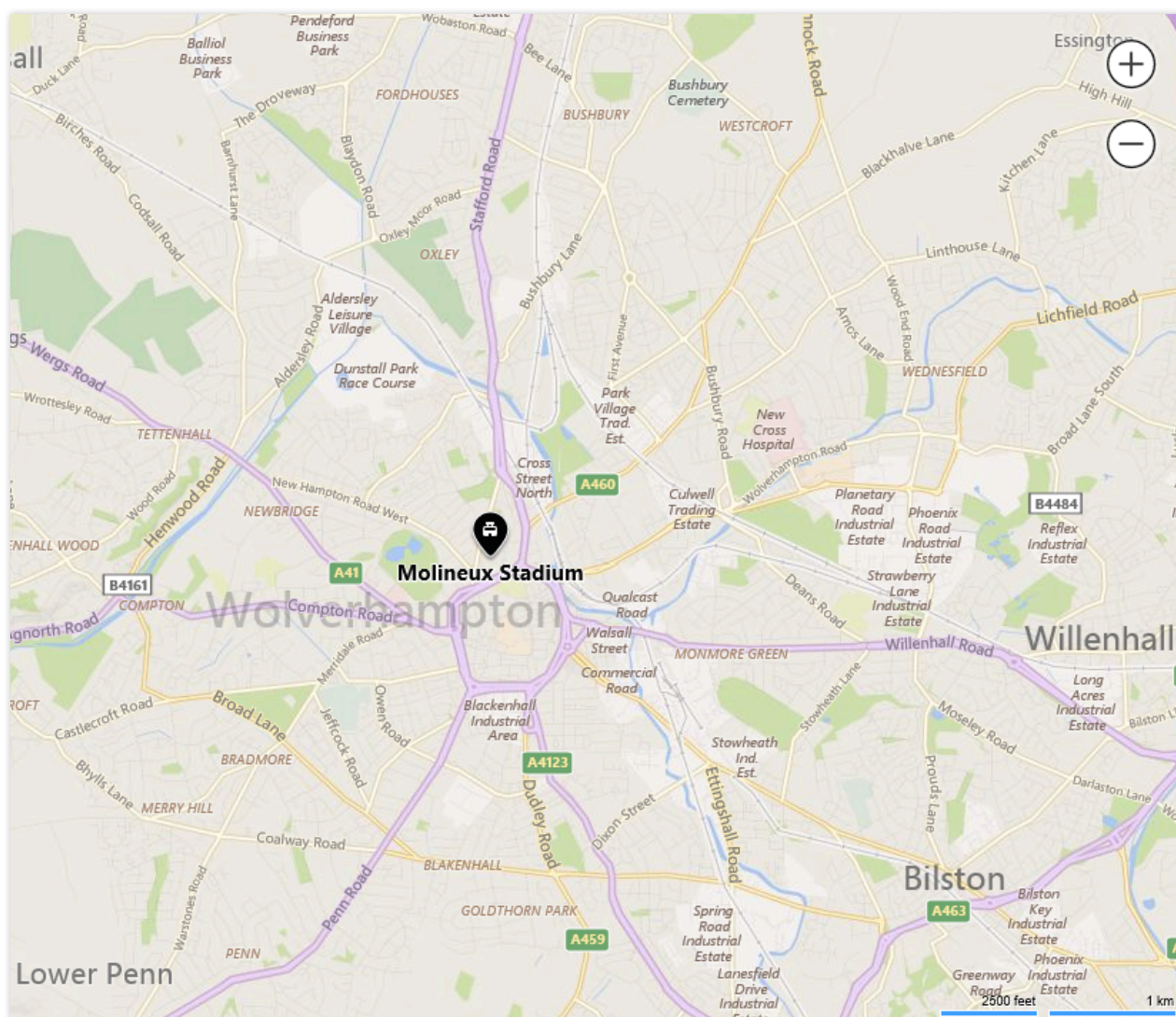
## By Car

Post Code for SAT NAV: WV1 4QR

Make your match day more enjoyable with hassle free parking available at various locations around Molineux:

- Birch Street WV1 4JW
- Redhill Street WV1 1NR
- Whitmore Hill WV1 4RU

To book a match day parking pass contact the Ticket Office by calling the Ticket Office on 0871 222 1877







## By Rail

### National Rail

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 - **[www.networkwestmidlands.com](http://www.networkwestmidlands.com)**

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



## By Bus

Matchday Bus Services to Molineux - **<http://nxbus.co.uk/west-midlands>**

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

Zeelo are running direct coach services for home fans travelling to Molineux. With the long train and bus journey or tiring drive, Zeelo offer a hassle free service straight to Molineux. Travel in a comfortable coach, with a guaranteed seat and soak in the atmosphere with other fans. This family friendly service has special rates for seniors and children with prices starting from as little as £8 return. - **<http://www.zeelo.co/rides/Wolverhampton-Wanderers>**



# Molineux Stadium Information



**Wolves**

Molineux stand diagram with seating areas and turnstiles.

Denotes Turnstile

Accessible Entrance

Megastore

Museum & WV1 Entrance

Executive Entrance 1

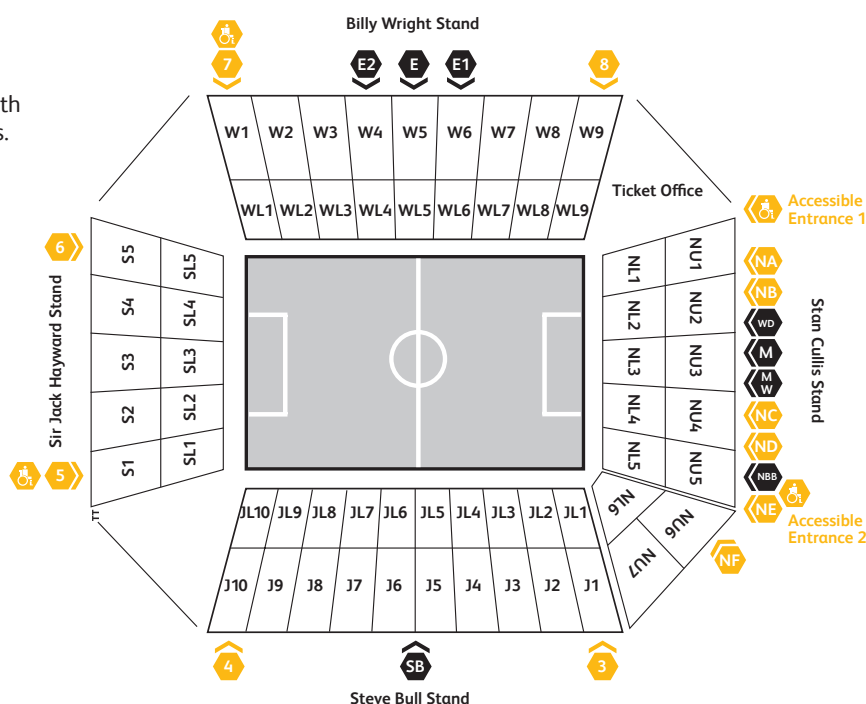
Executive Entrance 2

Main Entrance

North Bank Bar

Steve Bull Executive Box Entrance

Wolfie's Den



**Molineux Stadium capacity 2018/19: 32,050**

**Record PL attendance: 31,322 v Manchester City (25<sup>th</sup> August 2018)**

**Built: 1889**

**Pitch size: 105m x 68m**

**Stadium address: Molineux Stadium, Waterloo Rd, Wolverhampton, WV1 4QR**

**Phone: +44 (0) 871 222 1877**



# Arriving at Molineux



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## Parking Facilities

Limited accessible parking is available on matchdays. Please contact Laura Wright for further details.

Please note that due to limited parking spaces we can offer a small amount of parking for disabled away fans in the Jack Haywood Stand.

These will be sent with the ticket allocation and available from your home club.

## Road Closures

### Waterloo Road

Will be closed from the roundabout leading to ASDA up to the traffic lights at Newhampton Road 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).

- Molineux Street at the junction with Camp Street and Sir Hayward Way.
- Sir Jack Hayward Way opposite the Stan Cullis Car Park kiosk.
- Top of Whitmore Hill.

These roads will be closed here from one hour 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).





# Ticket Office

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 Monday to Friday 10am-5pm. Home match Saturdays 9am until kick off, and away match Saturdays 9am-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 Collection Point which is located in the Stan Cullis Stand near to the North Bank Bar.

**CALL: 0371 222 1877**

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. If you decide to collect on the day the Ticket Collection Point is located between the Megastore and the Ticket Office and will be open from 12:30pm on a weekend afternoon match and 5pm on a weekday evening match.



# Countdown to kick off

## 3pm Kick-Off

09.00	Ticket Office opens 10.00 Megastore opens
11.00	Museum opens
12.00	Official car parks open (Whitmore Hill & Red Hill St) & North Bank Bar opens to season ticket holders/members
12.30	Ticket collection office opens
13.00	Hospitality suites open & Wolfie's Den opens
13:30	Turnstiles open & last advised entry time to the Museum
14:30	Make sure you take your seats to catch the pre-match build-up
15.00	Kick-Off
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
12.00	Museum opens
16:30	North Bank Bar opens for season ticket holders/members & official car parks open
18:00	Hospitality suites open 18:30 Turnstiles open & Ticket Collection Office opens
19.00	Last advised entry into the Museum
19.30	Make sure you take your seats to catch the pre-match build-up
19.45	Kick-Off & Megastore closes
20.30	Half-Time
21.15	Megastore reopens
21:30	Full-Time & North Bank Bar reopens for home fans



# Stadium Access

## Accessible Entrances

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 Paycare lounge before kick off but exit the ground and use their designated turnstile to enter for other stands of the ground.**

AE1 - This provides an accessible entrance for supporters seated in the Stan Cullis lower and upper and WL6-9.

AE2 – This provides an accessible entrance for supporters seated in the Stan Cullis lower and upper.

Entrance 3 is used for away disabled supporters and monitored by stewards who can take in supporters as needed.

Entrance 5 is an accessible entrance for Sir Jack Hayward stand. Stewards are on hand if disabled supporters are booked in this stand.

Entrance 7 is designated wheelchair accessible entrance serving the Billy Wright stand WL1-4.

## Accessibility Stewards

We have a dedicated stewarding team identified by blue high visibility jackets who are on hand before, during and after the match to help you make the most of your match day experience. All stewards are working towards or have gained an NVQ Level 2 in Spectator Safety with a specialist module in disability.



# Where to Sit

## Accessible viewing areas

Wolves has a total of 131 spaces for wheelchair users within the stadium. Home supporters have 119 wheelchair spaces available to them. Spaces are in the Billy Wright Stand (50 spaces), Stan Cullis Stand (57 spaces) and Sir Jack Hayward Stand (12 spaces). Visiting clubs have 12 spaces which are located in the lower Steve Bull stand which is pitch side.

Pitchside wheelchair user positions have little cover – blankets subject to availability are available during inclement weather.

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

Companions sit adjacent to the wheelchair user.

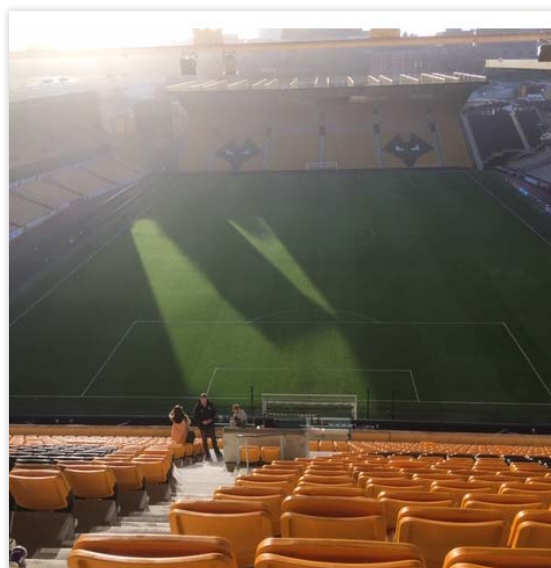




## Ambulant Disabled Supporters

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.

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.



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## Accessible Toilets

There are 16 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.



# Disabled Supporters



## Deaf or hard of hearing supporters

The Club have induction loop equipment in the Megastore and the Ticket Office.



## Blind and partially sighted supporters

Headsets are available to listen to commentary of the match via BBC Radio WM.



## 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.



## Assistance dogs

Any supporter wishing to attend Molineux with an assistance dog must contact the Club's Disability Access Officer to ensure the appropriate match tickets are available and adequate arrangements can be made.



## Reduced Mobility

Temporarily disabled supporters (eg broken leg) that may affect access to Molineux or seating areas should contact the Club's Disability Access Officer before the game to arrange alternative seating.



# Catering



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

- 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 upon request
- We offer an 'at seat' refreshment service for supporters when required. Please let stewards near you know that you need assistance.





# Wolves Disabled Supporters Association



In August 2012 a 'Steering Group' was formed to create the Wolves DSA. The group was elected from our registered disabled fanbase and fantastically supported 'Level Playing Field' the representing body guiding both clubs and disabled people when developing such associations. The Steering Group agreed the basis of a constitution and the reasoning for the existence of the DSA while also electing a Chairperson, Assistant Chair and Secretary.

The DSA has its own 'code of conduct' binding all members in supporting each other together with Wolves. Furthermore two members of the DSA were elected to sit on the clubs Fans Parliament thereby providing an important flow of communication between the two groups.

Issues addressed by the Wolves DSA include: facilities at away grounds, essential access, vehicle parking, seating and ticketing information. All impact on disabled people enjoying their football and this is where DSA members' feedback can prove invaluable. Football clubs and national football bodies need the assistance of disabled supporters in order to maintain and improve the facilities that are provided. The enthusiasm and commitment of Wolves DSA members demonstrates that, given the opportunity, disabled supporters can be an active part of the football community.



**0371 222 2220**



**wolvesdsa@hotmail.co.uk**





# Additional Information

## Rachael Heyhoe Flint – Accessible Paycare Lounge

Our Disabled supporters are welcome to join us in the recently re-named Rachael Heyhoe Flint Paycare Disabled Lounge in the Stan Cullis Stand. The facility provides a complimentary drink in a dedicated room and is available to all disabled supporters. If you'd like to visit please ask the Steward when entering the Stadium.



- To bring medication into the stadium please contact our Disability Access Officer with details of your current medication and any supporter you may require for the duration of your stay with us.
- We would ask that you advise the Club if you are to be accompanied by a personal assistant who is under the age of 16 at any time as this will ensure that the stewards in your area are aware should there be an emergency.
- All stewards and frontline staff are trained in equality, diversity and disability awareness.
- Evacuation procedures will be advised by matchday stewards in the event of an evacuation being necessary.

**If you cannot find the information you need please contact the Club's Disability Access Officer.**