

# CARDIFF CITY FOOTBALL CLUB

## ACCESS STATEMENT



Cardiff City Stadium, Ffordd Fred Keenor, Leckwith Road, Cardiff, CF11 8AZ.





# INTRODUCTION

Welcome to Cardiff City Stadium, the home of Cardiff City Football Club. We take pride in the service and facilities we provide for disabled supporters. We are proud to promote inclusion and diversity within the stadium where all supporters can come to enjoy their day in a safe, secure and welcoming environment.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance.

In this statement you'll find details of our provision for disabled supporters. If you have any queries, please contact Supporter Liaison & Disability Access Officer Billy Gregory ([DAO@cardiffcityfc.co.uk](mailto:DAO@cardiffcityfc.co.uk)).

Any supporters or personal assistants wishing to view any of our facilities prior to a visit or before purchasing tickets, are encouraged to do so.

Arrangements can also be made, subject to availability for any fan suffering from a temporary disability (e.g. broken leg) which could affect their ease of access to and from the stadium.

# CONTENTS

## 3 – Where we are

## 5 – How to get to Cardiff City

## Stadium

## 8 – At the stadium

## 11 – On a match day

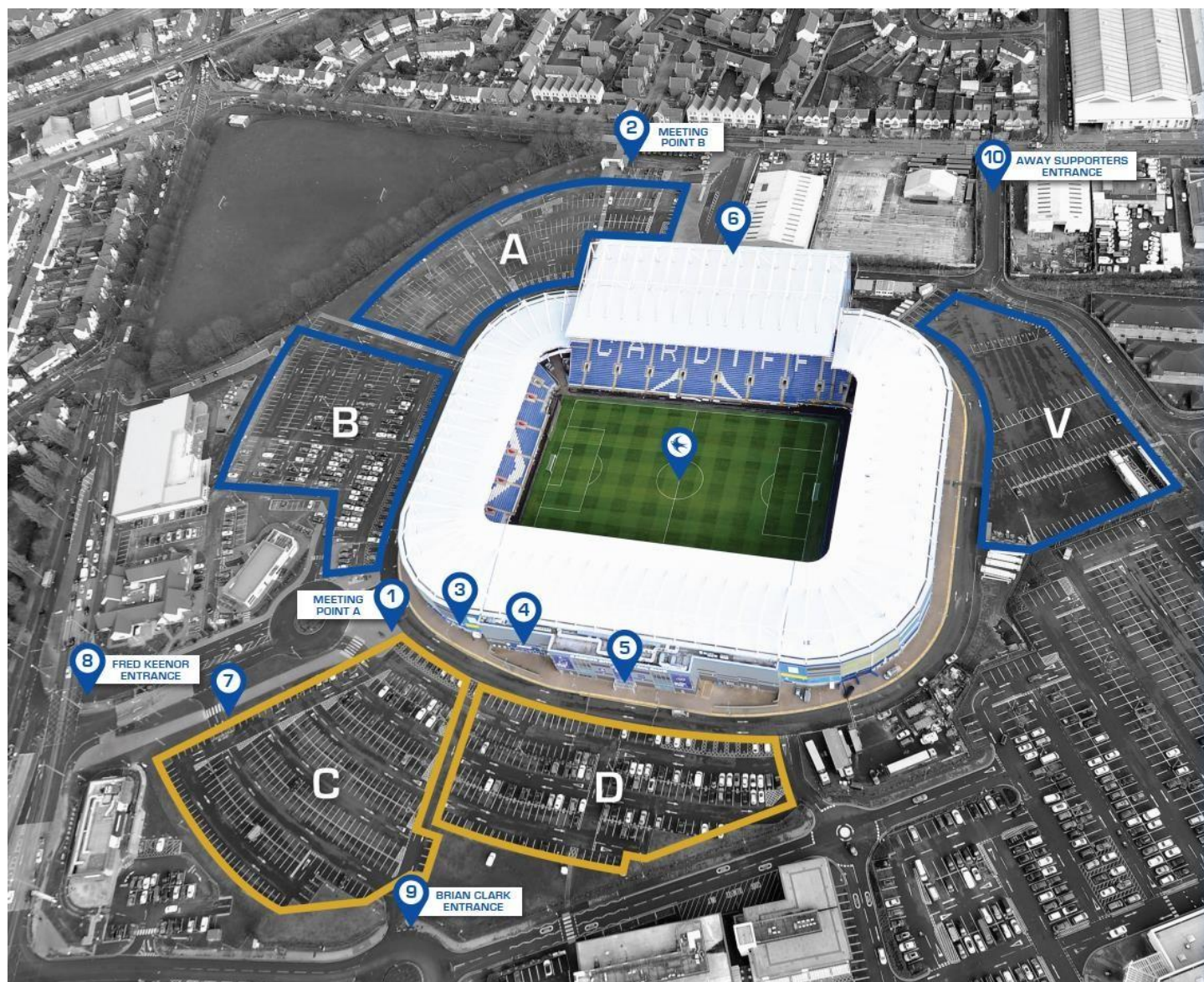
## 13 – Additional Information

## 14 – Away Supporters

## 15 – Contact Information

# WHERE WE ARE



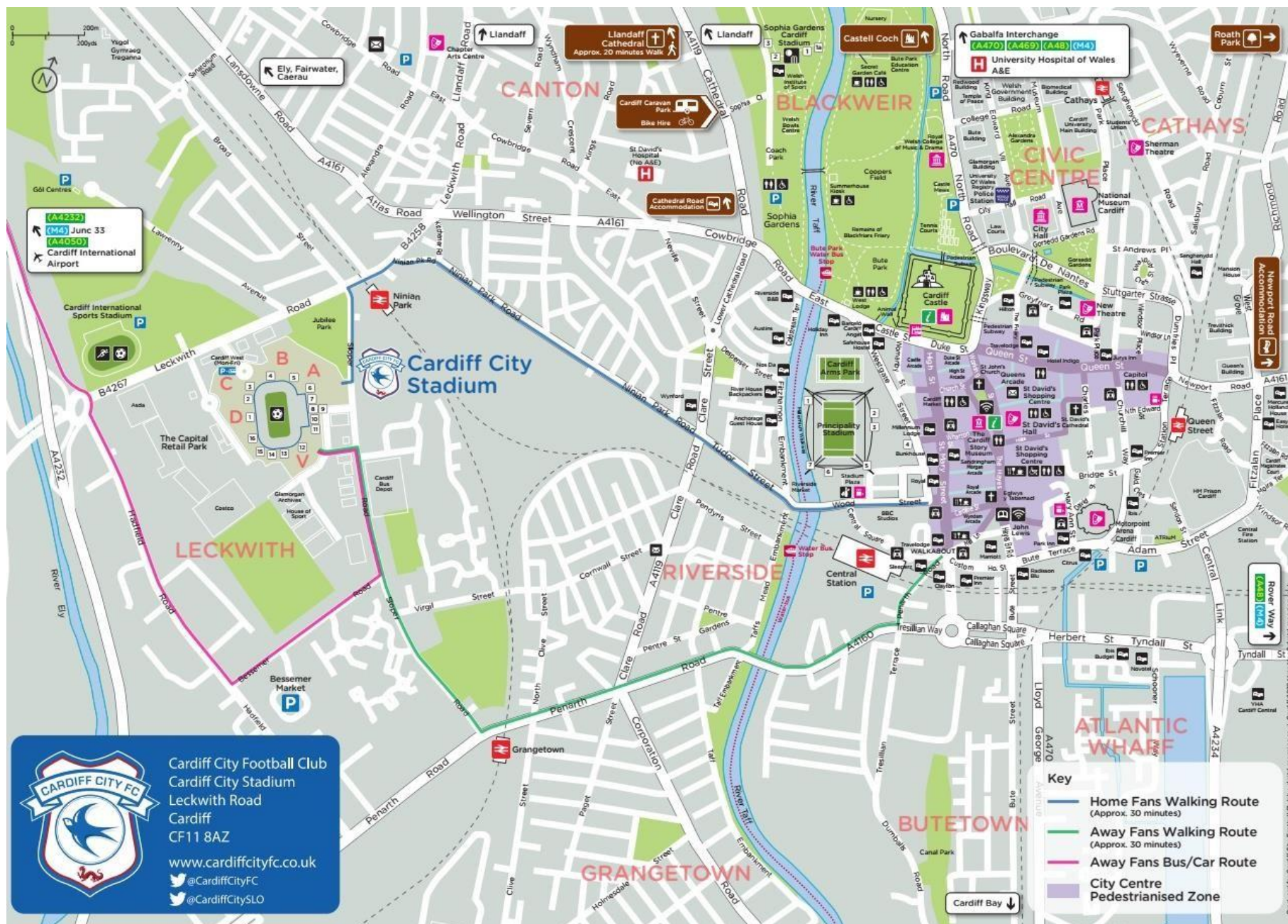


## CARDIFF CITY STADIUM MAP

-  Cardiff City Football Club
- 1** Meeting Point A  
Fred Keenor Statue
- 2** Meeting Point B  
Ninian Gates
- 3** Ticket Office
- 4** Superstore
- 5** Main Reception
- 6** Ninian Reception
- 7** P&R & Shuttle Bus  
Drop off & pick up
- 8** Fred Keenor Entrance
- 9** Brian Clark Entrance
- 10** Away Supporters Entrance

FOR NEWS, TICKETS &  
INFORMATION. VISIT  
[CARDIFFCITYFC.CO.UK](http://CARDIFFCITYFC.CO.UK)





# HOW TO GET TO CARDIFF CITY STADIUM

## **BY TRAIN**

The nearest train stations are Ninian Park and Grangetown which are both serviced by Cardiff Central, provided by National Rail.

### **Ninian Park** (NNP)

Ninian Park station is located off Leckwith Road, approximately 0.2 miles from the stadium. Trains depart half-hourly in both directions Mon – Sat. Please note trains do not run on Sundays to this station. Access to this station is via steep ramps from the pavements.

### **Grangetown** (GTN)

Grangetown station is located off Penarth Road, approximately 0.7 miles from the stadium. Trains depart more frequently than from Ninian Park and services reach Cardiff Central in 5 minutes. Services are reduced on Sundays with two trains per hour to Cardiff Central. The station is only reachable via steps.

### **Cardiff Central** (CDF)

Cardiff Central station is located in the City Centre approximately 1.5 miles from the stadium. Cardiff Central has direct rail links to many cities in the UK including London, Birmingham, Manchester and Southampton.

*Please note that services are subject to change.*

## **BY TAXI**

A quick way to get around the city is via taxi. Taxi's are available 24 hours a day. To hire a taxi, try:

- Veezu – 02920 333 666
- Dragon Taxis – 02920 555 555
- Capital Cabs – 02920 777 777

Further information can be found by visiting

<http://www.visitcardiff.com/gettinghereandaround/gettingaround/>

## **BY BUS**

You can travel to Cardiff by [National Express](#) coach from most UK cities. There are also [Megabus](#) routes into Cardiff from London, Birmingham Airport, Manchester and Newcastle.

[Stagecoach](#) in South Wales provides local bus services throughout South East Wales with services running through Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr, Newport, Monmouthshire, Powys, Rhondda Cynon Taf & Torfaen.

[Cardiff Bus](#) is Cardiff's leading bus operator with services running in the city, the Vale of Glamorgan and to and from Newport. The Cardiff Bus app is a convenient way to find out everything you need to know about using the bus and buying mobile tickets.

Cardiff Bus operate a shuttle bus service on home match days. Their shuttle buses will whisk you away from Wood Street (Stop JR outside the Cardiff Uni Media School) to Cardiff City Stadium every 15 minutes, starting 2 hours before kick-off.

After the game, shuttle buses will run every 15 minutes for 1 hour from the stadium back to Wood Street. Please note that the first two buses to depart after the match will run along the A4232 Link Road, Mermaid Quay and Lloyd George Avenue. **Not** along Leckwith Road and Ninian Park Road due to road closures in place postmatch.

For further information including timetables for differing kick-off times and the special match day fare please visit

<https://www.cardiffbus.com/ccfc-shuttle-bus>

Other services that stop near Cardiff City Stadium are the following:

Service No.	Going to	Where to get on	Where to get off
92, 93 & 94	Penarth (92) Barry (93, 94)	Wood Street Tudor Street	Ninian Park School (Sloper Road) – approx. 10 minute walk to stadium.
95	Barry	Wood Street (JR)	Leckwith Road ASDA – across road from Cardiff City Stadium.

[New Adventure Travel](#) (NAT Group) run bus services across Cardiff and South Wales.

Away supporters travelling via coach will park in the dedicated away car park outside the away turnstiles at Gate 12.

*Please note that services and routes are subject to change.*

## **BY CAR**

Access to Cardiff City Stadium from the M4 is easy. Leave the M4 at junction 33 and take the A4232 towards Cardiff/Barry. Exit the A4232 onto the B4267 turnoff, signposted towards Cardiff City Stadium.



Home supporters should take the first exit onto Leckwith Road (B4267) before turning right onto Ffordd Fred Keenor at the second set of traffic lights.

Away supporters should take the second exit onto Hadfield Road and then the third left in to Bessemer Road. Travel to the end of Bessemer Road and turn left at the traffic lights onto Sloper Road. Travel along Sloper Road and turn left up Clos Parc Morgannwg towards the away supporters dedicated car park. Electronic vehicle management signage and brown football signage to help guide you to Cardiff City Stadium will be in place from the M4.

If following a Sat Nav, it may take you through the City Centre which will add at least 30 minutes to your journey.

A dedicated drop off point is located at the Fred Keenor Statue at the main roundabout.

## **CAR PARKING**

Cardiff City Stadium has 78 accessible parking bays available to home supporters. All bays are allocated/sold on a seasonal basis. To be added on a waiting list please email Billy Gregory or contact the ticket office on 033 33 11 1920.

If you hold a blue badge stewards will do their best to allocate you a space on the end of a row and as close to your gate entrance as

possible. Please do not park in the accessible bays as they are all allocated/sold.

There are 20 accessible parking bays within the away supporter car park. These permits will be issued to the visiting club with their ticket allocation so they can allocate to their supporters. Permits cost £10.

The parking surface is flat and is tarmacked. There are no ramps to negotiate.

The stadium car park will close 30 minutes prior to the advertised kick off time and up to 30 minutes after the full-time whistle.



Sloper Road from the junction with Virgil Street to Leckwith Road will be closed post-match for up to an hour and from Leckwith Road to Atlas Road/Wellington Street.

## **AT THE STADIUM TICKET OFFICE**

There are two ticket offices at Cardiff City Stadium. The main ticket office is located on the ground floor of the grandstand. It's situated between the Club Shop and Gate 3. The away ticket office is located to the left of the away turnstiles at Gate 12.

Our main ticket office is fully accessible. There is step and ramp free access. The entrance and exit are fitted with powered automatic doors to allow ease of access and egress. Once inside the floor is level with a non-slip surface. Counters are numbered with high level and lower level numbering. Counter 1 is a lowered counter and counters 1,2,9 & 10 have hearing loops in position.

Stewards are on hand around the stadium on a match day to help you locate the ticket offices.

## TICKET PURCHASE

To purchase season or match tickets and qualify for a free personal assistant ticket, you must be in receipt of one of the following:

- Middle or higher rate of Disability Living Allowance (DLA) (mobility or care component).
- Enhanced rate of Personal Independence Payment (PIP).
- The Severe Disablement Allowance.
- Certificate of Visual Impairment (CVI).
- A personal letter from your GP to confirm the nature and details of your relevant disability.

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued. Please contact Billy Gregory for more details.

## PERSONAL ASSISTANTS

Where the need for personal support has been identified and the previous criteria has been met, disabled supporters will qualify for a free personal assistant ticket. This is on the understanding that they are providing a service to the disabled supporter to enable them to access match day facilities.

The Club require the disabled person and their PA to enter the ground together and sit together. Whilst our staff work hard to ensure a safe and pleasant match day experience for all of our disabled supporters, the PA is responsible for the needs of the disabled supporter.

A PA cannot gain entry to the stadium without accompanying the disabled supporter – any PA 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.

If you are a PA and have any questions regarding your visit, please contact Billy Gregory.

*The ticket office is currently closed in person and over the phone. However, usual opening times are below:*

- *Mon – Fri (non-match days): 9.30am – 5.00pm*
- *Sat (non-match days): 9.30am – 3.00pm*
- *Sat (match days): 9.30am – half time*
- *Mid-Week (match days): 9.30am – half time*
- *Sunday (match days): 9.30am – half time*
- *Sunday (non-match days): Closed*

## **SUPERSTORE**

The Superstore is located on the ground floor of the Grandstand. Open 6 days a week this is the best place to buy your Cardiff City official merchandise. On match days additional merchandise booths are open.

The store can be extremely busy on match days however we recommend visiting the club shop around two hours before kick-off, if you require a quieter shopping experience.

The store is fully accessible. There is step and ramp free access into the store. The entrance and exit are fitted with powered automatic doors to allow ease of access and egress.

When in the store, you will find non slip surfaces, full wheelchair accessible aisles, a lowered till counter for easier payment and a portable induction loop at the tills.

Internal LED lighting is all around the store as well as natural lighting from the windows and doors.

If you prefer to do your Cardiff City FC shopping online, visit [www.cardiffcityfcstore.com](http://www.cardiffcityfcstore.com) with next day delivery available. A click and collect service is also available where you can collect your items from the club shop, during all opening hours.

The Club has an outlet for merchandise open at the Ninian Stand near gate 6. This outlet is only open on match days and has ramps and handrails for access.

If visiting the store on non-match days accessible parking is available outside in Zones C and D.

*The superstore is currently closed. However, usual opening times for the superstore are:*

- *Mon – Fri (non-match days): 9.00am – 5.00pm*
- *Sat (non-match days): 10.00am – 4.00pm*
- *Sat (match days): 10.00am – kick off \**
- *Mid-Week (match days): 9.00am – kick off \**
- *Sunday (match days): 10.00am – kick off \**
- *Sunday (non-match days): Closed*

*\*The Superstore is open for half an hour following the final whistle.*

## **AT THE STADIUM**

### **CHANGING PLACES TOILET**

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 third floor of the stadium and is available to all visitors who may need to use it. It has been placed near a raised wheelchair accessible viewing area.

The facility is available for use by all fans. When purchasing tickets, please let the Club know you would like to use the Changing Places



toilet, so we can discuss any additional needs and ensure a safe and comfortable experience.

As well as housing an accessible toilet, the Changing Places facility includes a height adjustable adult-sized changing bench, mobile hoist, height adjustable sink, a screen to allow some privacy as well as a wide tear off paper roll to cover the bench. *Please note the hoist is only compatible with a loop sling and supporters will need to bring this with them.*

If you would like to know more about the Changing Places toilet, please contact Billy Gregory.



## **SENSORY ROOM**

A sensory room is in place at Cardiff City Stadium.

This is available to supporters of all ages with sensory differences or who may find busy stadium environments challenging.

Tickets for the Sensory Room are available for all first team fixtures and can be purchased by contacting the ticket office.

The Sensory Room is used by Cardiff City Foundation while delivering their programmes all year round.

For further information please contact Billy Gregory.

Cardiff City Stadium Sensory Room Experiences are delivered by Cardiff City FC Foundation who also offer school and other group visits on non-match days, contact [info@cardiffcityfc.org.uk](mailto:info@cardiffcityfc.org.uk) for more information.

## **ON A MATCHDAY**

Whilst all of our stewards are happy to help all fans, we also have a team of dedicated Access Liaison Stewards who are on hand to ensure that everyone has a positive match day experience. They can be identified in their dark green high vis jackets.

When walking around local areas on a match day, please stick to the pedestrian footpaths and avoid walking in the road – even if the pavement appears congested. This is particularly important on Leckwith Road and Sloper Road.

## **VIEWING AREAS**

Accessible viewing areas are available in all stands within the stadium. In all areas of the stadium, for both wheelchair users and ambulant disabled supporters, the personal assistant seat is next to the disabled supporter.

There are eight accessible entrances at Cardiff City Stadium. These are reception at the Grandstand and Ninian Stand, Corporate Entrances two & sixteen, Gates five, seven, ten & twelve.

At every gate entrance there will be a customer support steward. Your season ticket or match ticket will be scanned by the steward at the ticket kiosk or with a PDA machine.

For supporters located on upper levels a lift is available at your entrance. The lift can only be accessed once you have entered the stadium.

We have allocated Amenity Seating which are seats identified for ambulant disabled supporters that may benefit from an aisle, fewer steps to negotiate and so on. To discuss specific requirements please contact Billy Gregory or the ticket office.

Ambulant supporters are able to sit anywhere within the stadium to enjoy the game from any seat they choose.

## **AUDIO DESCRIPTIVE COMMENTARY**

The service for blind and vision impaired spectators is available to both home and visiting supporters and is provided by Alan March Sport Ltd.

The free to use service for blind and vision impaired supporters is provided by a team of trained audio describers keeping up with play to the second to ensure listeners know exactly where the ball is and what is happening on the pitch.

To register your interest and book a receiver, email Billy Gregory ahead of the match day. You will need to provide your name, phone number and ticket information (stand, block, row and seat number) and your receiver will be delivered to your seat before kick-off. Alternatively, you can call reception on 033 33 11 1927 to speak to Billy and make your request.

Please note that receivers are subject to availability. We advise users to bring their own headphones to ensure both comfort, quality, and hygiene.

## **CATERING**

Catering kiosks are found at regular intervals around the stadium. In addition to the Changing Places facility there are 24 accessible There is a lower counter facility at each kiosk. toilets at Cardiff City Stadium.

## **ACCESSIBLE TOILETS**

In the Grandstand there is a toilet on the Level 2 concourse at blocks 201 and 207.

In the Canton Stand there are three toilets at block 103 and two at block 109.

In the Ninian Stand there are three toilets at block 111. One in the Ninian Lounge and one on Level 5.

In the Away Quadrant there are two toilets at block 119 and another at block 121.

In the Grange Stand there are three at block 129.

In hospitality areas in the Grandstand there is one inside reception, one on Level 2, two on Level 3 and two on Level 4.

All toilets are fitted with RADAR locks. Supporters are recommended to bring their own keys but can contact

a nearby steward if they do not have one.

Every concourse toilet facility has one cubicle that is suitable for ambulant supporters.

All accessible toilets are fitted with emergency pull cords which are monitored by our stewards.

All accessible toilets located in concourses are easily visible with yellow doors.



# **ADDITIONAL INFORMATION**

## **ASSISTANCE DOGS**

We welcome assistance dogs at Cardiff City Stadium. Familiarisation/orientation visits can be arranged via Billy Gregory.

We can accommodate both home and away supporters with assistance dogs, away supporters will be seated amongst their own supporters.

Please make the ticket office aware at the time of booking if you would like to attend a match accompanied by an assistance dog.

There is no dedicated dog relieving area available.

## **MEDICATION AND EQUIPMENT**

To bring medication or medical equipment into the stadium please contact Billy Gregory with details of your current medication or equipment and any support you may require for the duration of your visit with us.

## **STEWARDS TRAINING**

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.

## **POWERED WHEELCHAIRS, SCOOTERS AND WHEELCHAIRS**

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, scooter or wheelchair 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 Cardiff City Stadium, including journeys to and from the stadium.

## **TEMPORARY MOBILITY RESTRICTIONS**

Supporters who have temporary mobility restrictions (e.g. broken ankle) that could affect their access to the stadium or seating areas should contact the Club before the game to arrange alternative seating and/or access. Please note this is subject to availability.

# AWAY SUPPORTERS

## VIEWING AREAS

All away supporters can access the stadium step-free through Gate 12. The accessible viewing area is located towards the front of the stand with 21 designated wheelchair spaces available. For wheelchair users and ambulant disabled supporters, the personal assistant seat is beside the disabled supporter.

Wheelchair users and personal assistants should enter through the accessible entrance where stewards will be available to provide assistance. Tickets for this area will be marked 'Row W'. Due to their pitch side location, there is limited cover from bad weather, and we recommend to dress accordingly.

Ambulant disabled supporters can be situated in the wheelchair accessible area or in general seating, depending on their preference.

## CONCOURSE

There is step-free access throughout the concourse area. The food and drink kiosk is clearly signed with step-free access and a lowered counter.

In the Away Quadrant there are two toilets at block 119 and another at block 121. All toilets are fitted with RADAR locks. Supporters are recommended to bring their own keys but can contact a nearby steward if they do not have one.

Should you require a headset to listen to the match commentary or would like to bring your guide or assistance dog, please contact DAO Billy Gregory to arrange.



## AWAY CAR PARKING

Accessible away parking is available to away supporters in our away car park. There are 20 accessible parking bays available. Please name and registration number to arrange a parking space. contact DAO Billy Gregory ahead of the day of the fixture with your full

# CONTACT INFORMATION

If you cannot find the information you need in this Access Statement or you have any suggestions about how this might be improved, please contact Billy Gregory.

## **CARDIFF CITY DSA**

Cardiff City Disabled Supporters Association is pleased to work closely with the Club to ensure an ongoing dialogue with the Football Club.

The association welcomes contact from disabled Bluebirds fans and for further information please email the DSA Chairperson Kieran Jones via [ccfcdsa@gmail.com](mailto:ccfcdsa@gmail.com).



## **DISABILITY ACCESS OFFICER**

Billy Gregory

Email – [billy.gregory@cardiffcityfc.co.uk](mailto:billy.gregory@cardiffcityfc.co.uk)  
[DAO@cardiffcityfc.co.uk](mailto:DAO@cardiffcityfc.co.uk)

Call – 033 33 11 1927

Website – [cardiffcityfc.co.uk/club](http://cardiffcityfc.co.uk/club)

## **CARDIFF CITY STADIUM**

Reception – 033 33 11 1927

Ticket Office – 033 33 11 1920

– [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)

Superstore – 033 33 11 1922

– [shop@cardiffcityfc.co.uk](mailto:shop@cardiffcityfc.co.uk)

Cardiff City Football Club, Ffordd Fred Keenor, Leckwith Road,  
Cardiff, CF11 8AZ



We're always here to help and look forward to hearing from you. You can visit the stadium by prior arrangement if you prefer to speak in person or would like to view our facilities.