



# Accessibility Information

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# Welcome to St. James' Park



**St. James' Park is the home stadium of Newcastle United Football Club and is located in the heart of Newcastle, less than a mile away from the city centre and its extensive amenities. Our white cantilever roof is the largest in Europe, and is visible across the city.**

Besides Premier League and Football League, St. James' Park has previously been used for international football matches, most recently playing host to the Men's and Women's England team for their Friendlies in 2024. We have been used as a football venue for the 2012 Olympics and as a rugby venue for both the 2015 Rugby World Cup and the Rugby League Magic Weekends since 2015. In addition, the stadium has also hosted charity football events, concerts such as Sam Fender and has been used as a set for film and reality television.

We look forward to welcoming you to St. James' Park and hope this document will help answer any questions or concerns you may have about attending. If it does not, we urge you to contact the club employees listed in the back of this guide, who will be more than willing to help in order to make your visit as comfortable as possible.



Figure 1. Image of St. James' Park

# Stadium Map & Geographical Orientation

**Visitors are urged to note the orientation of and access points around the stadium when planning any visit.**

## How to get here

**With a city centre location, St. James' Park is one of the most accessible and well connected football grounds in the UK. The stadium is located close to the junction of Gallowgate, St. James' Boulevard and Barrack Road.**

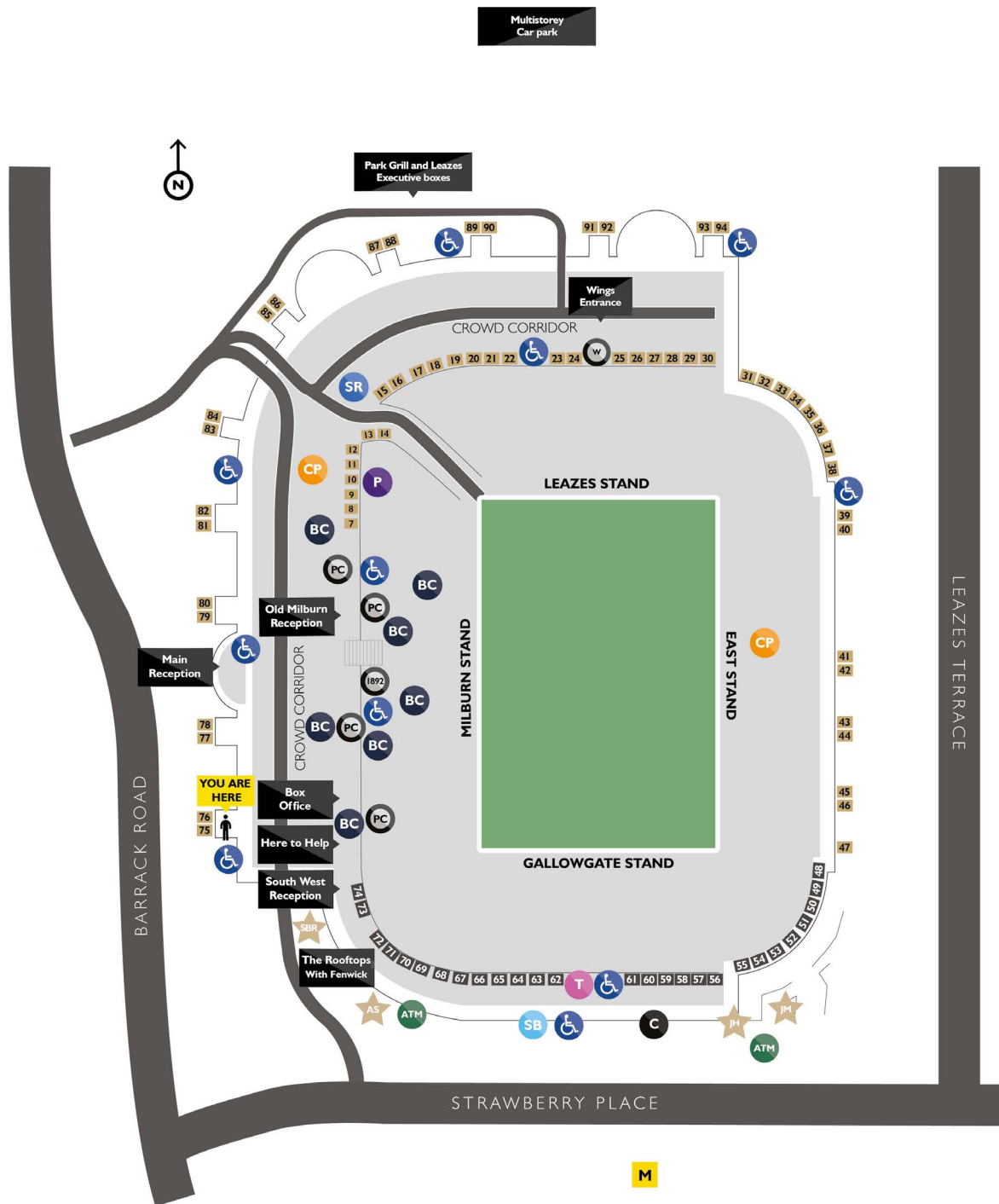
The ground can be accessed by a number of different methods and from a number of directions depending on the method of transport and direction of travel. As a result the forward planning of a journey to the stadium is always advised. It should be noted that due to the topography of the city centre some approaches are more accessible than others.

Visitors familiar with the city will often pick their route and mode of transport to the stadium based on the restrictions imposed by their individual access requirements, their knowledge of the local area and whether they wish to travel with fellow fans and stop off for refreshment on route etc. The route taken to the stadium may also be influenced by the location of a visitor's ticket and the relevant ramps and access points the stadium has.



Figure 3. Image of St. James' Park from Barrack Road





- Main Reception** For access to hospitality suites and Milburn Stand executive boxes. (Except The Rooftop, Park Grill, South West & Leazes Boxes, Wings)
- South West Reception** For access to The Rooftops and South West Corner boxes
- Old Milburn Reception** Access for staff and officials only
- The Rooftops With Fenwick** The Rooftops With Fenwick
- Park Grill and Leazes Executive boxes** Leazes hospitality entrance :  
 \* Park Bar & Grill  
 \* Leazes executive boxes
- PC** Platinum club entrance
- 1892** Bar 1892 entrance
- W** Wings entrance

- Wheelchair icon** Accessible entrance
- SB** Shearer's Bar
- C** Club store
- ATM** Cash machine
- T** Pre-paid ticket collection
- CP** Changing Places Toilet
- P** Prayer Room
- SR** Sensory Room
- M** St James Metro station
- BC** Baby Changing Room

- SBR** Sir Bobby Robson statue
- JH** Joe Harvey plaque
- JM** Jackie Milburn statue
- AS** Alan Shearer statue
- 7** Ground level turnstiles
- 74** Upper concourse turnstiles

Figure 2. Stadium map of St. James' Park



## How to get here by car

**A very popular mode of transport to the stadium for disabled visitors is by car or taxi and so to accommodate this, the stadium has ensured it has an accessible stadium car park.**

All areas of the stadium can be reached from the accessible car parking spaces at St. James' Park. Any potential difficulties caused by steep or sloped paths are reduced because of where the car park is located and how the access routes have been designed.

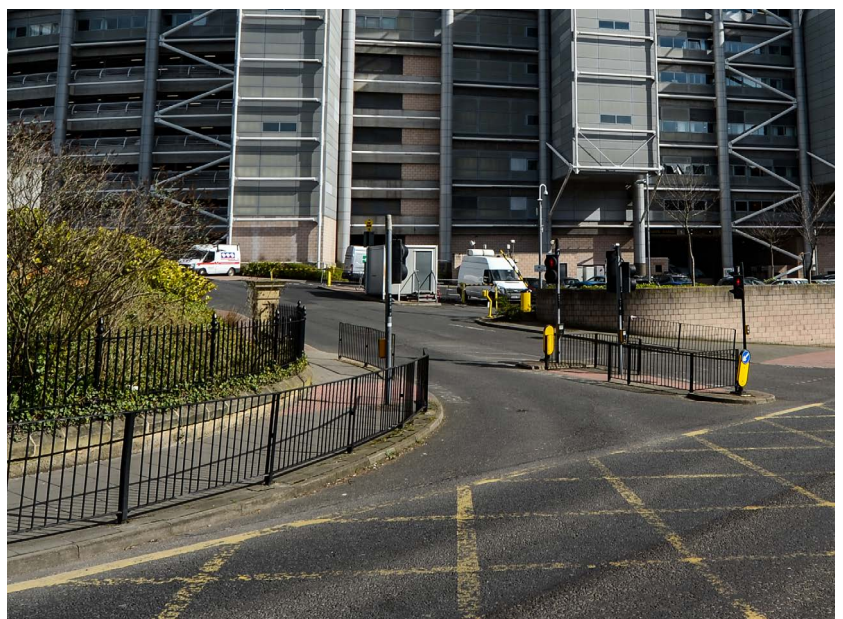
Where spaces used to be allocated on a first-come-first-served basis, our car park facilities are now allocated through an online ballot system to ensure a fairer process for those that request a space.

To be eligible to enter the ballot, you must be registered as a blue badge holder with NUFC. To ensure this is the case, you must email **[car.parking@nufc.co.uk](mailto:car.parking@nufc.co.uk)** with a copy of your blue badge, supporter number and car registration. Once you are registered correctly, you will be able to see the ballots in your online account for upcoming games and can apply in the ordinary way.

Successful applicants will be notified via email within 72 hours of the ballot closing. If you do not receive an email, this means that your ballot entry was not successful and you have not received a car parking space for that fixture.

Please note that we cannot offer alternative parking arrangements, should you not be successful in a ballot.

There is a drop-off / pick-up space on site if that is an easier way for you to access the stadium. If you are travelling by taxi or getting dropped off, enter via Barrack Road and you will be directed to the rear of the North Stand.





## How to get here by park and ride

The X50 bus is wheelchair accessible and provides a direct link between the Metrocentre and St. James' Park on match days, at a cost of only £2 return for adults and £1 for under 19's. The X50 will drop off on Barrack Road but due to road closure trials for the 25/26 season, will return from St James' Boulevard. For directions, timetables and additional information, please visit [gonortheast.co.uk/services/GNE/X50](http://gonortheast.co.uk/services/GNE/X50)

There is no need to book these services meaning visitors can just turn up on the day. Both park and ride schemes are operational from around 3 hours before the game and for around 3 hours afterwards to make your journey as flexible as possible.



Figure 5. Go North East Matchday Park and Ride Bus





## How to get here by bus

**Newcastle has two major bus stations, Haymarket (for services from Northumberland and the North) and Eldon Square (for services from County Durham and the South). These are located adjacent to each other on Percy Street, next to Haymarket Metro station.**

To access the stadium from both bus stations, visitors should cross over to the far side of the road, turn left and then right when they arrive at Morden Street (next to Goose Stonehouse).

At the top of Morden Street, they should turn left and continue along this road until the stadium becomes visibly apparent. Access to the stadium in this way will be from the South East corner of the ground.

If visitors are season ticket holders and are travelling within Tyne and Wear, it is worth noting that a discounted travel ticket can be obtained for £25 for a whole season. Such tickets can be purchased at the point of season ticket renewal or throughout the season on the Newcastle United website.

The Magpie Mover is valid on all buses within the Tyne and Wear network for three hours before and until the end of service. Where visitors are not a season ticket holder or are not local to the area, even without this discount, a range of bus tickets are available to meet their needs from each of the bus operators.

In addition to the local bus routes that operate out of Haymarket and Eldon Square bus stations, the city is also serviced by a national bus service which is operated by Stagecoach.

Unfortunately the Stagecoach buses which operate within Newcastle and Gateshead city boundaries do not stop at either of the bus stations listed above and instead stop in the centre of town. However, the ground is sign-posted and is also easily accessed from this bus stop.



Figure 6. Image of Haymarket Bus Station





## How to get here by Metro

**The Metro, also operated by Nexus, is a very quick and direct mode of transport that links the city with wider local authority areas such as North Tyneside, South Tyneside, Gateshead and Wearside.**

The nearest Metro station to the stadium is St. James' although it should be noted that not all lines run directly through this station. Alternatively, Haymarket station is also located a short walk from St. James' and can be seen on the map below (Figure 7).

The most direct line to the stadium is the yellow line that travels from the Coast via Wallsend. All stations along the metro line are well signposted and changes between trains are easily navigated.

Like the bus services that operate around the city, the Magpie Mover is also valid on all metro services for three hours before and until the end of service.

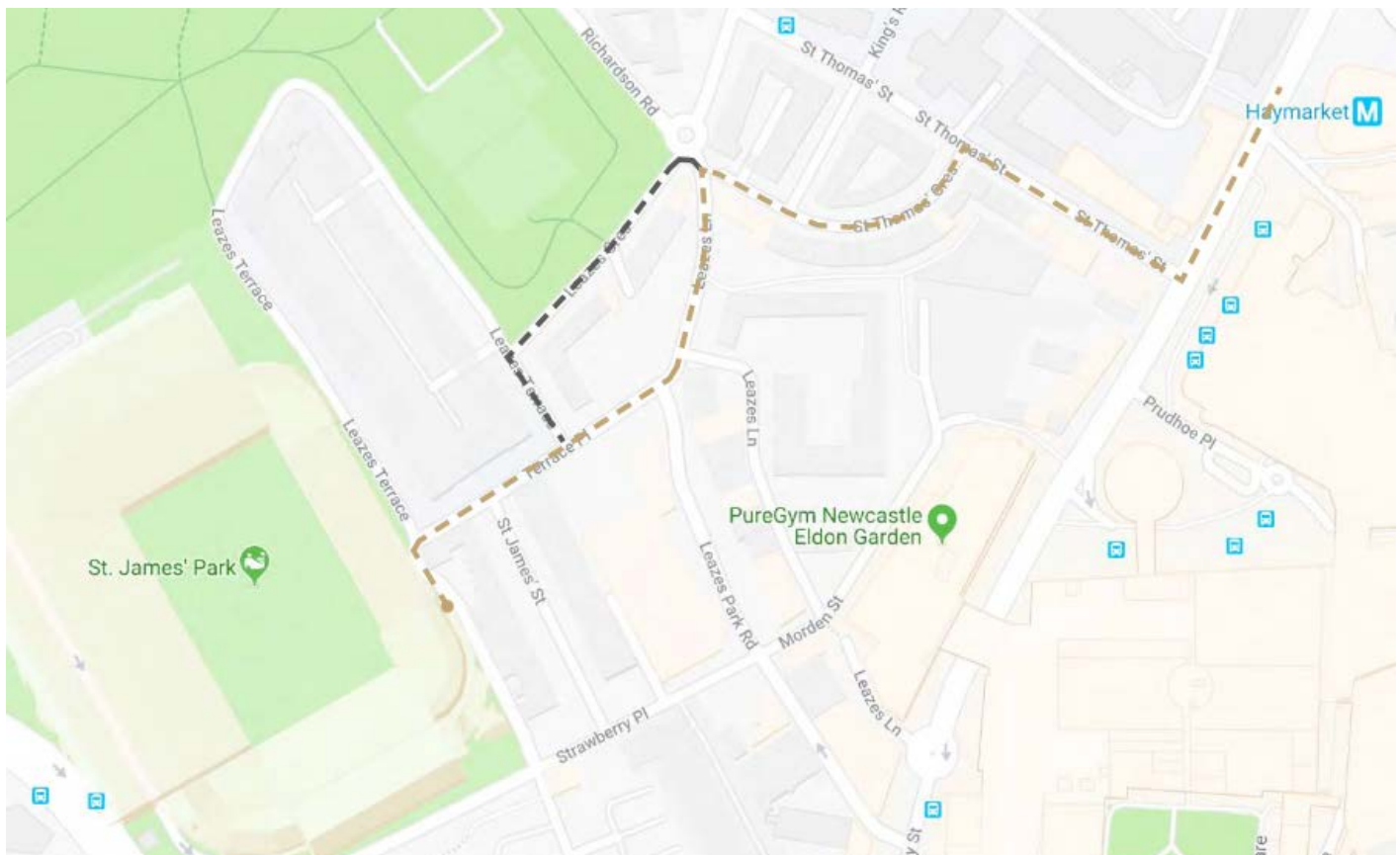


Figure 7. Alternative Route to stadium from Haymarket Metro & Bus stations

## Approach from St. James' Metro Station

Visitors arriving at the metro station can use the lifts to gain access to ground level. From there they have an option to approach the stadium via a flight of steps or via the public footpath which although not stepped at any point, is very steep and has significant cross falls. Both deliver to Strawberry Place.

The footpath route can be navigated by people using powered wheelchairs or by those whose chairs are pushed by a companion. However, it may be challenging for individuals using manual wheelchairs or for those with limited mobility. The slope of the route, shown in figure 8 below, varies in gradient but is as steep as 1:6, with a cross fall of 1:14 in places.

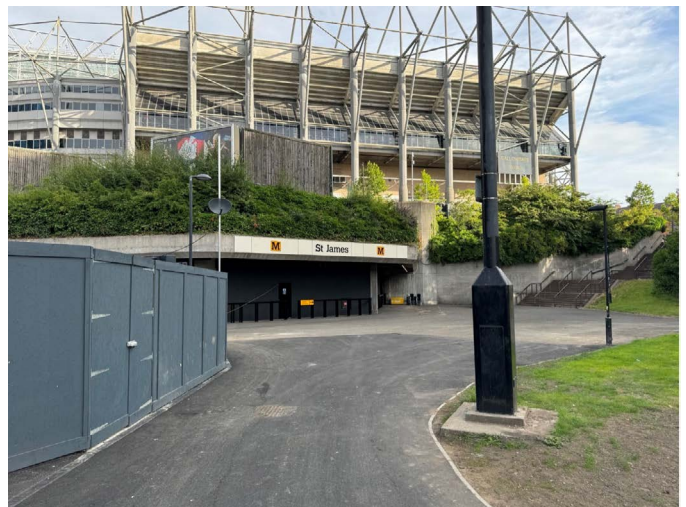
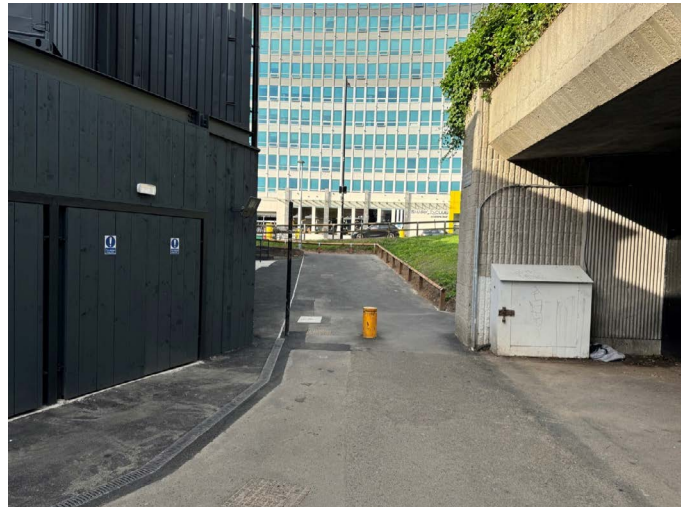


Figure 8. Steep route (with cross fall) from St.James' Metro up to Stadium



## How to get here by Train

**Newcastle Central Station is served by trains from across the North East and beyond, with frequent services both running before and after the game to get you here easily.**

The station itself is located less than one mile from St. James' Park, and is well signposted making it a popular choice of transport for visitors based outside of the region.

To travel to the stadium from the station, visitors should exit the station via the main entrance/exit way and cross the road via the pedestrian crossing. From here visitors should then travel up Pink Lane, passing the Forth Hotel, turn right onto Clayton Street and then left onto Westgate Road.

They should then continue along Westgate road as far as Tilley's Bar, where they should bear right onto Bath Lane, passing Fujiyama restaurant. After 200 metres, they should turn right and then left onto Gallowgate, where the stadium will come into view.



## How to get here by Air

**Lots of major airlines fly into Newcastle International Airport (NCL) which is located seven miles north east from the stadium. It is the largest airport in the North East, handling over four million passengers per year. The airport receives flights from more than 80 destinations worldwide.**

Travelling from the airport to the stadium is easy with local Metro services linking the airport and stadium via one single change at Monument Metro station. Visitors can also choose to travel on the metro to Haymarket and commute from there using the directions previously listed. Taxi and hotel shuttle services to the city centre are also readily available from the airport.



Figure 9. Image of stadium parking sign with St.James' Park



# Road Closures

The Tyne Bridge is currently under restoration works. The current programme of works will see lane restrictions in place for a minimum of two years, until 2026, with further temporary lane closures and overnight closures scheduled for the remaining two years of restoration works. Heavy congestion is expected on the Quayside route, Swing Bridge and routes to and from Redheugh Bridge and all approaches to the Tyne Bridge from both Newcastle and Gateshead sides.

## Matchday Road Closures

Strawberry Place and Leazes Terrace in close proximity to St. James' Park are both closed 2 hours before kick-off until approximately 30-45 minutes after full time. As a trial for the 25/26 season, Barrack Road will be closed for a period during the second half, until approximately 30-45 minutes after full time.



Figure 10. Full page image of St.James' Park from Barrack Road



# Approach from St. James' Metro Station

**Around the stadium footprint, there are two access ramps to assist with navigating changes in gradient. These ramps are located in the South East Corner of the stadium and within the Crowd Corridor. Both provide access to the South Stand walkway from street level (see Figures 11 and 12 for locations).**

The 'Crowd Corridor' is a covered walkway that runs under the length of the West and North. Visitors are urged to be mindful that whilst the walk way is accessible it can become congested, particularly immediately before and after a match or event.

The corridor itself is wide and gently sloped for most of its length, but becomes significantly steeper at the south end, near the junction with Strawberry Place (south end of the ground).

Those with access needs who need to navigate the corridor are advised to consider the potential difficulties associated with navigating the lower (steeper) part of the corridor. To avoid this area, an alternative route can be accessed by travelling along the South Stand walkway, which in turn, can be reached by both access ramps described below or by taking the lift located on street level of the South Stand.



Figure 11. Access ramp located in the South East corner

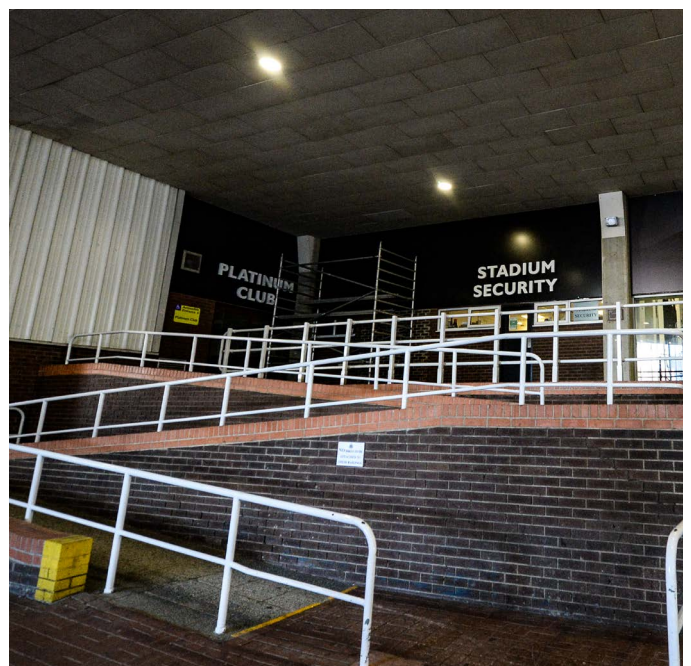


Figure 12. Access ramp located in the 'Crowd Corridor'

# Accessible Entrances

There are 10 accessible entrances located around the stadium.  
These are located as follows:

ENTRANCE	TYPE	LOCATION
<b>Accessible Entrance 1</b>	Lift	Milburn Stand
<b>Accessible Entrance 2</b>	Lift	Milburn Stand - provides access to Bar 1892
<b>Accessible Entrance 3</b>	Lift	Glass Atrium Reception, Milburn Stand
<b>Accessible Entrance 4</b>	Lift	Milburn Stand - provides access to Platinum Club. There is a separate lift to Platinum Club by the entrance near to Stadium Security.
<b>Accessible Entrance 5</b>	Lift	Milburn Stand
<b>Accessible Entrance 6</b>	Lift Ground	Southwest Reception Exit Gate N16
<b>Accessible Entrance 7</b>	Lift	Located in Leazes Stand - provides access to Park Grill.
<b>Accessible Entrance 8</b>	Lift	Leazes Stand - adjacent to turnstiles 93-94.
<b>Accessible Entrance 9</b>	Ground	East Stand - adjacent to turnstile 39. Accessed via ground level.
<b>Accessible Entrance 10</b>	Lift  Gallowgate Walk Way	In between the club shop and Shearers Bar on Strawberry Place. Exit Gate 543

There are also accessible entrances at exit gates N16 and S43. The above are the main lifts used by supporters with access needs to access the stadium on a match day, however there are a number of other lifts that could be used.



# Viewing Areas

The current capacity of St. James' Park is 52,258 of which 234 seats are allocated as wheelchair spaces.



## Wheelchair Users

Newcastle United has accessible viewing areas for wheelchair users in all stands and offers viewing positions in both elevated and pitch side locations. Supporters who experience discomfort with heights may prefer to avoid elevated seating such as Level 7 (see Figure 13) and are encouraged to email [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk) prior to attending.

Please note that pitch-side seating carries a small risk of contact with the match ball if it enters the crowd. While the stadium is fully covered, supporters seated at pitch-side or in lower levels may still be exposed to the weather depending on wind direction. We recommend wearing appropriate clothing based on the forecast.

Figures 14 and 15 provide examples of the views experienced from wheelchair-accessible areas located in different stands throughout the ground.



Figure 13. View from Level 7 Viewing Platform (home and visiting supporters)

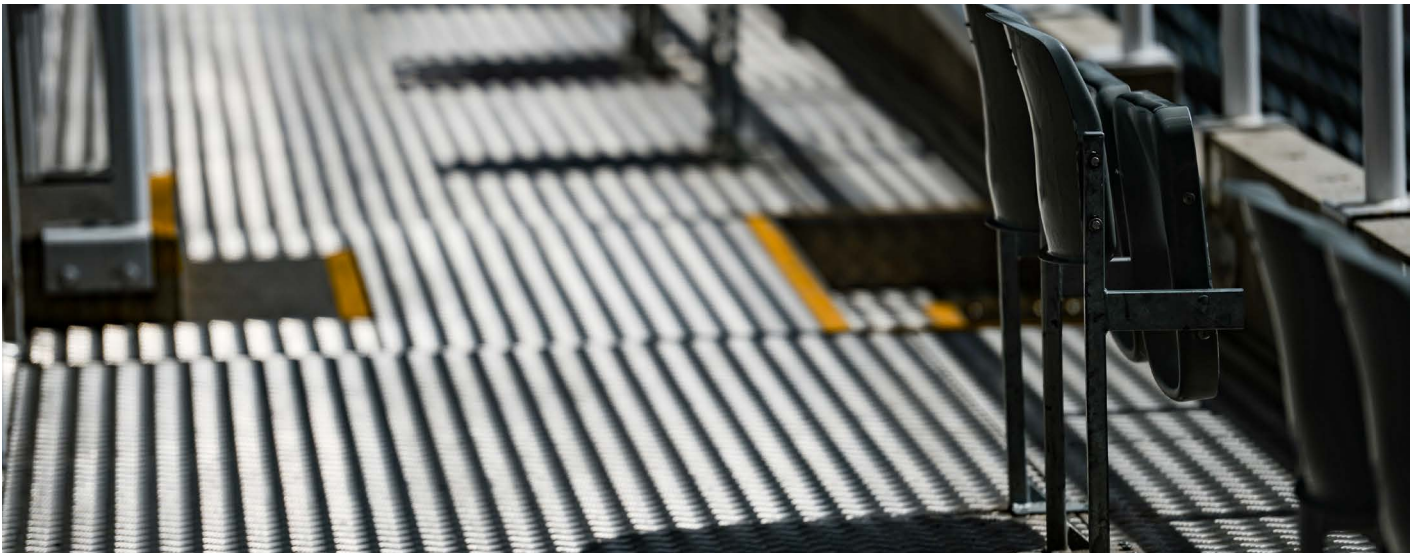


Figure 14. Gallowgate (South) Stand viewing area (home supporters)



Figure 15. Leazes (North) Stand viewing accessible area (home supporters)

**The Club employs a dedicated team on match days whose responsibility is to assist supporters with mobility and access requirements. Assistance from this team can be arranged by contacting the club employees listed in the back of this guide, who will be more than willing to help in order to make your visit as comfortable as possible.**

There are 16 wheelchair-accessible spaces available for visiting supporters situated in the ‘Away End’ of the ground which is located in Upper Level 7 of the Leazes Stand (North Stand).

All spaces are situated on accessible viewing platforms and offer unrestricted views of the pitch (see Figure 13).



## Accessible and Amenity Seating

**In addition to the 234 wheelchair-accessible spaces available there are 125 dedicated accessible seats and 85 amenity seats available for supporters to use.**

Accessible seats are denoted by having very few steps and generally flat access routes associated with them whilst amenity seats also offer extra leg room. These seating options are available throughout all four stands of the stadium, providing a range of viewing experiences.



## Quiet Viewing Area and Sensory Room

**The Quiet Viewing Area offers a calm and comfortable space for supporters with sensory processing difficulties to enjoy the match. It provides an exceptional view of the pitch from behind soundproof glass, allowing supporters to experience the game in a controlled environment.**

**Adjacent to the Quiet Viewing Area is the Sensory Room, equipped with bean bags, sensory lighting, and interactive toys to support self-regulation.**

**The Quiet Viewing Area accommodates 12 supporters:**

- **Six supporters who require access to the space**
- **Six parents/carers accompanying them**

To apply for access, The Mags+, The Mags and Junior Mags members can enter the accessible ballot by selecting the sensory room option.

If you have any questions about our Quiet Viewing Area and Sensory Room, please get in touch with our team at **[accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)**



Figure 16 Quiet Viewing Area

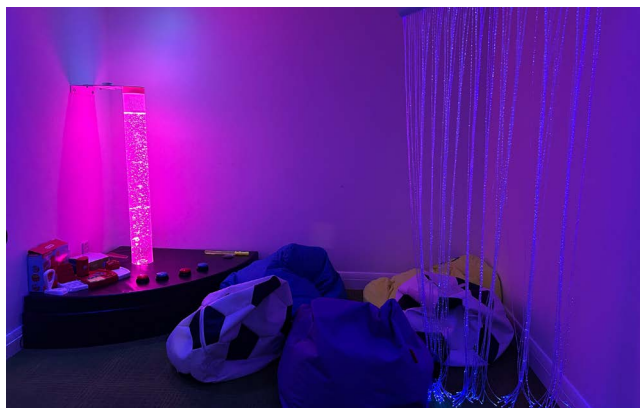


Figure 17. Sensory Room





## Audio

### Facilities for Supporters with a Visual Impairment

To support visually impaired supporters, Newcastle United offers an Audio Description Commentary Headsets and audio commentary in specific seating areas.

### Audio Description Commentary

The Club offers an Audio Description Commentary Service for home fixtures. Bookings for Audio Description Commentary Headsets must be made in advance by contacting [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk). Headsets will be provided to you in your seat prior to kick-off, and collected at the end of the match.

Supporters using this service should bring their own jack-plug headphones.

### Live Commentary in North East Corner Seating

Seats equipped for live audio commentary are located in the North East corner of the stadium. These tickets must be booked specifically. Supporters should bring their own jack-plug headphones. Nearby stewards are available to assist.

## Facilities for Deaf and hard-of-hearing Supporters

### Sela Sound Shirts

Sela Sound Shirts have been designed to enhance the matchday experience for Deaf and hard-of-hearing fans, providing real-time haptic feedback.

Microphones positioned around the pitch capture crowd noise, which is transmitted to an antenna and directly to the shirt, allowing fans to feel the vibrations of the crowd's cheers.

To enquire about using a Sela Sound Shirt, Deaf and hard-of-hearing supporters can email [supporter.services@nufc.co.uk](mailto:supporter.services@nufc.co.uk).

Our Matchday Support Officers can provide BSL Communication Support and will be in the Milburn Reception up to 90 minutes prior to Kick Off.

### Audio Induction Loops

The Box Office, Club Shop, and Milburn Reception are equipped with hearing loops to support those who use hearing aids.



Figure 18. Sela Sound Shirt



## Assistance Dogs

Assistance dogs are welcome at St. James' Park and water bowls can be provided on request. To ensure a comfortable and safe matchday experience, supporters wishing to bring an assistance dog must contact the Club before purchasing tickets, so we can advise on suitable seating locations.

For more information, please contact **[accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)**



## Corporate Hospitality

Many of the matchday hospitality suites and boxes at St. James' Park can accommodate wheelchair users and ambulant supporters; with spacious lifts available to access these areas.

Hospitality guests can utilise our Changing Places facility, accessible toilets, as well as our wider accessibility features, including the Audio Description Commentary service and Sela Sound Shirts.

To enable us to provide the best possible experience, we kindly ask hospitality guests to communicate any access requirements in advance by contacting **[hospitality@nufc.co.uk](mailto:hospitality@nufc.co.uk)** or calling **0191 201 8444**

# Food and Drink

To improve accessibility, wheelchair users at St James' Park can order food without navigating the busy concourse before the match. Food and drink can be pre-ordered via the Hungrr app and delivered to your chosen seat location. The link for this will be sent to supporters prior to the match and the cut-off time for orders is 4pm the day prior to matchday. Orders can also be placed directly with staff on matchday.

**The food delivery service is available in the following areas:**

Level 7  
Lower North      Lower East  
Lower South

## Accessible Toilets



Accessible toilets are all located within 30 metres of the seating deck and are alternatively sited with left and right transfer spaces. They are RADAR key operated and have an alarm fitted to floor level.

A breakdown of accessible toilets and their locations are seating areas is as follows:

East Stand	<ul style="list-style-type: none"><li>• Next to Access 7</li><li>• Next to Access 8</li></ul>	<ul style="list-style-type: none"><li>• Next to Access 9</li><li>• Next to Access 10</li></ul>
Leazes Stand (North Stand)	<ul style="list-style-type: none"><li>• Level 3 North</li><li>• Level 5 North</li><li>• Level 6 North</li><li>• Level 6 Park Grill</li></ul>	<ul style="list-style-type: none"><li>• NE Corner, next to staff room</li><li>• North Stand, Access 4</li><li>• North Stand, Access 8</li></ul>
Gallowgate Stand (South Stand)	<ul style="list-style-type: none"><li>• Gallowgate Restaurant</li><li>• Level 3 South</li><li>• Level 6 South</li><li>• SE Corner, opposite the electrician workshop</li></ul>	<ul style="list-style-type: none"><li>• South Stand, Accesss 6</li><li>• South Stand, Access 10</li><li>• South Stand, Access 12</li></ul>
Level 7 Milburn & Leazes	<ul style="list-style-type: none"><li>• Level 7, lift 1</li><li>• Level 7, opposite stair 2</li><li>• Level 7, opposite stair 3</li><li>• Level 7, opposite stair 4</li></ul>	<ul style="list-style-type: none"><li>• Level 7, opposite stair 5</li><li>• Level 7, opposite stair 6</li><li>• Level 7, opposite stair 7</li></ul>
Milburn Hospitality	<ul style="list-style-type: none"><li>• Level 4, North</li><li>• Level 4, South</li><li>• Level 6, Magpie Club</li></ul>	<ul style="list-style-type: none"><li>• Level 2, Four Corners</li><li>• Level 2, Club St. James</li></ul>
Visiting Supporters	<ul style="list-style-type: none"><li>• Level 7, opposite stair 9</li></ul>	<ul style="list-style-type: none"><li>• Level 7, opposite stair 10</li></ul>





## Changing Places

### East Stand:

- Ground Floor, Near to access 9



### Level 7 Milburn: (access for visiting supporters)

- Next to Lift 5

### Each Changing Places toilet provides:

- A height adjustable adult-sized changing bench
- A tracking hoist system, or mobile hoist if this is not possible
- Adequate space in the changing area for the disabled person and up to two personal assistants
- A centrally placed toilet with room either side
- A screen or curtain to allow some privacy
- A safe and clean environment
- Wide tear off paper roll to cover the bench
- A large waste bin for disposable pads

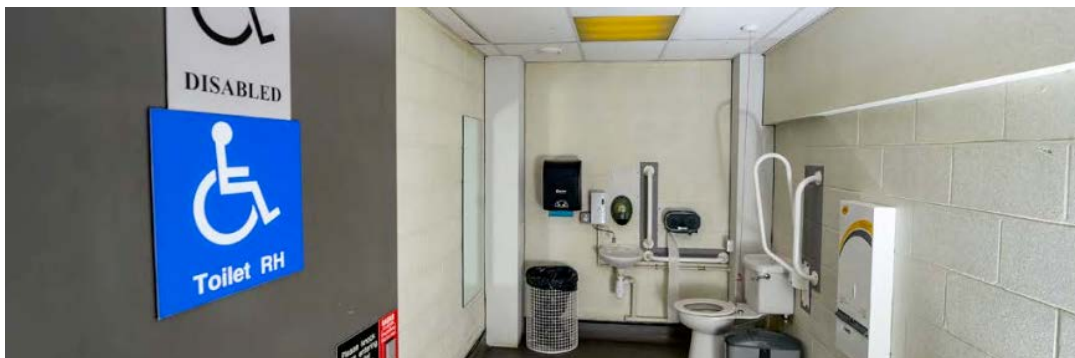


Figure 19. Accessible Toilet



Figure 20. Changing Places



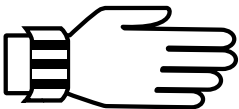
## Personal Assistant

**Newcastle United offer a concessionary ticket for those who require a Personal Assistant free of charge.**

However, the Club reserves the right not to issue a complimentary PA ticket or a concessionary disabled supporter ticket to any individual who does not meet the eligibility criteria. All applicants are reminded that tickets are non-transferable without the express permission of the Club. This process is subject to regular review to ensure fairness and consistency.

A Personal Assistant (PA) ticket is not a concessionary ticket but rather a reasonable adjustment made by the Club to enable a disabled supporter to more easily attend events at the Stadium and access the full range of matchday services when they might otherwise find it unreasonably difficult or impossible to access.

For further information please contact **[accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)**



## Safeguarding Wristbands

Parents, carers, or personal assistants are encouraged to write their name, mobile number, and seating information (stand, block, row, and seat) on the wristband before securely placing it on the child or supporter they are accompanying.

In the event that a child or supporter requiring additional support becomes separated from their parent, carer, or personal assistant, the information on the wristband will assist staff in safely reuniting them.

# Ticket Offices and Collection

**Tickets for Newcastle United home matches can be purchased through the following methods:**

Online at **[book.newcastleunited.com](http://book.newcastleunited.com)**  
By calling 0344 372 1892

To see which home match tickets are on sale, please visit our 'tickets on-sale' page on the website at:  
**[newcastleunited.com/en/tickets](http://newcastleunited.com/en/tickets)**

## **Milburn Stand Box Office**

### **Hours of Operation:**

Wednesdays: 10:00 – 17:00

Matchdays: 10:00 – Half time.

Whilst the in-person Box Office service is reducing, the phone lines will continue to remain open during the following times.

Monday – Friday 10:00 – 17:00

Home matchdays – 10:00 - 30 minutes prior to kick off.

Away matchdays – 3 hours prior to kick off up until kick off.

If you require additional support and are unable to get to the Box Office during one of our designated opening times, then an appointment can be made to support you by emailing or calling our teams in Box Office, Supporter Services or Disability Support.

**[boxoffice@nufc.co.uk](mailto:boxoffice@nufc.co.uk) / [suporter.services@nufc.co.uk](mailto:suporter.services@nufc.co.uk) / [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)**

**0344 372 1892**

## **Sign Video**

The Sign Video service provides instant access to a real-time online British Sign Language interpreter, who will be available to assist fans with their enquiries via a video relay system. This service is simple, fast, secure and free to use.

This service is open 10am to 5pm, Monday to Friday. The office is closed at weekends, except matchdays when access is available four hours prior to kick-off - remaining open until half-time.

To contact Newcastle United, fans can call via Sign Video's app or by using the direct link below. **[CLICK HERE TO ACCESS SIGN VIDEO NOW.](#)**



Figure 21. Location of Match day Box Office & Collection Point 'A'



Figure 22. Layout of Match day Box Office and Collection point 'A'



# Ticket Offices and Collection Points

**To collect tickets in person on a match day visitors should attend the ‘Box Office’ situated in the Milburn (West) Stand, at the south end of the crowd corridor, near to the Sir Bobby Robson statue.**

The Box Office has hearing induction loops installed. Visitors should note that this location is also adjacent to the previously described steep slope near the junction with Strawberry Place. If visitors have identified this as a potential access barrier then the alternative routes described previously should be used in order to safely navigate to this ticket office.

On match days, the Box Office is staffed by two stewards who are there to assist if required. Unfortunately there is no lowered counters in this ticket office however disabled supporters are encouraged to use ‘Collection Point A’ as this service desk has no glass partition between staff and customers allowing staff to adjust their service to meet visitors needs accordingly.

Newcastle United home tickets are allocated through our Mags Member Ticket Ballot and Member General Sale. You can only enter the Mags Member Ticket Ballot or apply in the Member General Sale if you are a paid member.

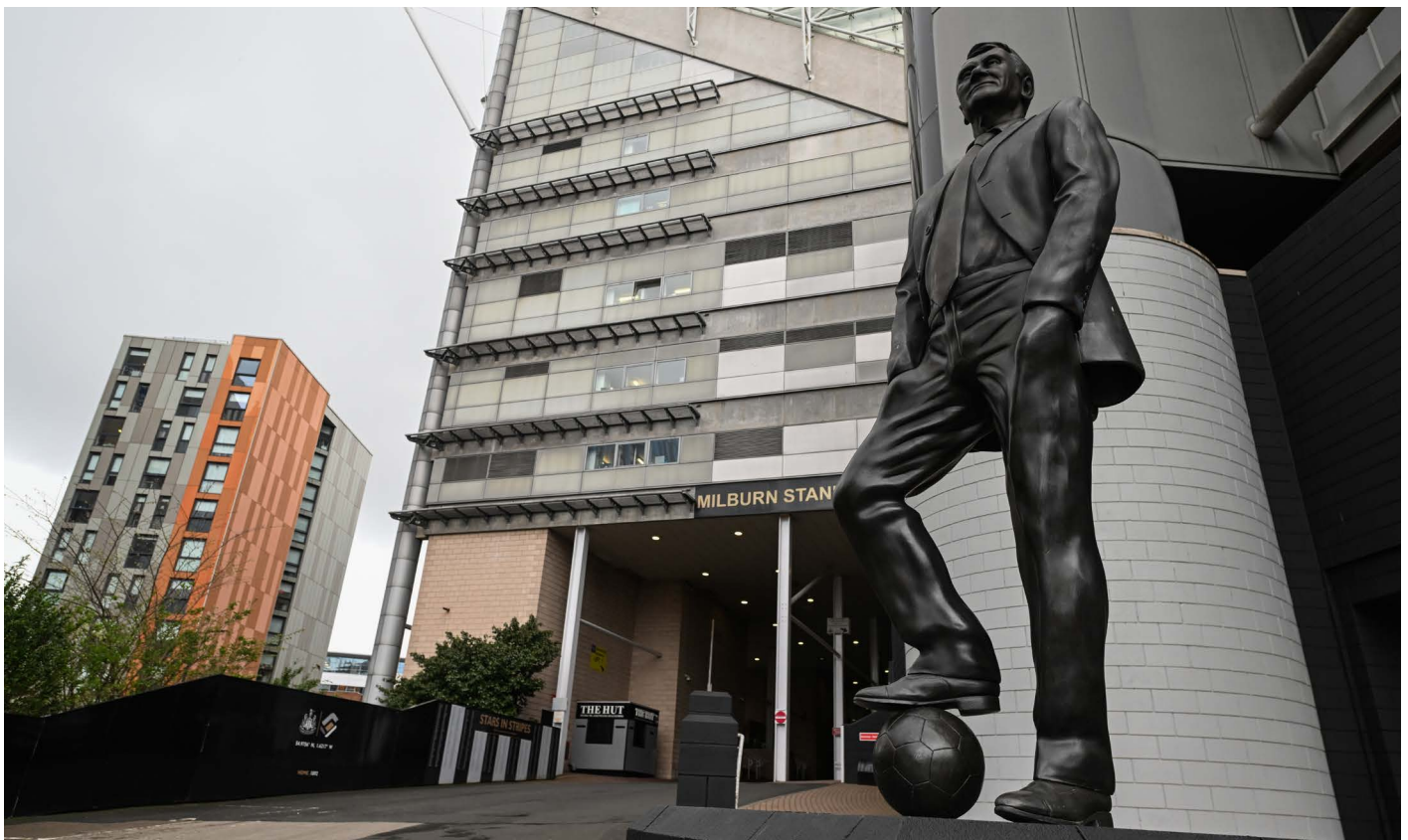


Figure 23. Image of the Sir Bobby Robson Statue at South West Reception, facing the Milburn Stand



## Club Shop

**The Newcastle United Club Shop is located at street level in the Gallowgate (South) Stand of the stadium, on Strawberry Place. The shop spans two floors and is accessible via a lift or escalators. There is level access throughout, with aisles wide enough to accommodate wheelchair users and others with access requirements.**

There are two entrances to the shop. One entrance features assisted access and double doors with a width of 1540mm to support easier entry.

The shop is equipped with a hearing induction loop and offers balanced lighting throughout. However, please note that there is currently no lowered counter area.

Opening Times:

Monday to Saturday: 9am - 6pm

Sunday: 11am - 5pm

Midweek evening kick-offs: 10am - 10:30pm

The shop can be busy on match days. If you require a quieter shopping experience, we recommend visiting at least three hours before kick-off or 30 minutes after the final whistle. Non-match days are generally much quieter and may offer a more relaxed environment.

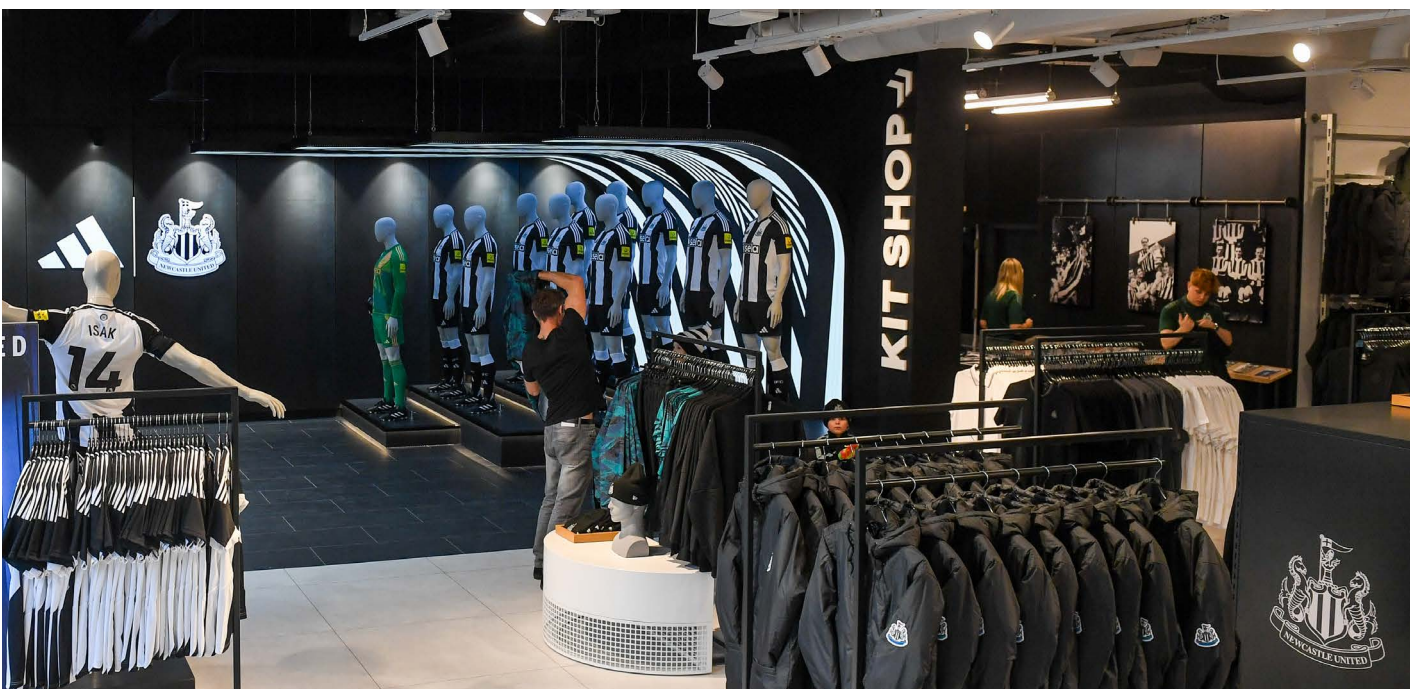


Figure 24. Image of Club Shop



## Licensed Bar Areas

**Newcastle United has one licensed bar at the stadium that is open to the public on both matchdays and non-matchdays - Shearer's Sports Bar.**

Shearer's Sports Bar is located next to the Club Shop on Strawberry Place. The venue is accessible to wheelchair users and visitors with mobility access needs. It includes ramped access and assisted entry doors, which are situated on the left-hand side of the entrance (see Figure 25).





# Medicine

Supporters who require guidance regarding bringing medication or medical equipment to the stadium are encouraged to contact the Club by emailing [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)

## Level 7

Supporters sitting anywhere in Level 7 of the stadium should note that they will be required to ascend/descend 14 landings and 140 stairs to/from this seating level.

There are 4 lifts available up to this level (see previous information) and fans with access needs may wish to consider utilising these lifts on match days.

## Additional Support

Visitors with wider access needs are encouraged to contact the club via email at [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk) prior to the day of a game so that we can have a better understanding of their needs and make suitable arrangements. Visitors can also use this email to request an **Accessibility Passport**, which provides a discreet and supportive way for individuals to communicate their needs on a matchday.

We will endeavour to accommodate any individual's reasonable requests wherever possible.

## Wellbeing Officers

The Club's Wellbeing Officers play a dual role, providing safeguarding and wellbeing support while also promoting accessibility, equality, diversity, and inclusion for everyone on the stadium footprint during matchdays and large-scale events.

Wellbeing Officers will wear white reflective vests with "Wellbeing Officer" wording across the back/shoulders and at least one Wellbeing Officer will be deployed in each stand. Should you have any accessibility or inclusion issues whilst at the stadium please report these to a Wellbeing Officer or to your nearest steward.



Figure 26. Image of a Wellbeing Officer

# Local Heroes Hub



Figure 27. Image of a Local Hero helping the supporters

**Our Local Heroes Hub is open on a matchday 3 hours prior to kick off and is manned by our helpful Local Hero staff who are on hand to help supporters with any match day support.**

Whether supporters need directions, information on accessibility, contact details or just a safe space to come the Local Heroes are on hand in the hub. Our Local Heroes are also out and about on foot around the ground wearing 'Here to Help' flags to help them stand out in our busy crowds. The Local Heroes Hub is located near the Milburn Stand, situated next to the Box Office.

## **Matchday opening times:**

Opens 3 hours before kick off  
Closes 20 minutes after kick off

The timings will vary for other events.

Email: [accessibility@nufc.co.uk](mailto:accessibility@nufc.co.uk)

## Contacts

### **EDI Lead**

**Dean Buckle**

Email: [Unitedasone@nufc.co.uk](mailto:Unitedasone@nufc.co.uk)

### **Supporter Liaison Officer**

**Matt Willis**

Email: [supporterservices@nufc.co.uk](mailto:supporterservices@nufc.co.uk)

### **Box Office Disability Liaison Officer**

**Shelly Hornsby**

03443721892

Email: [BoxOffice@nufc.co.uk](mailto:BoxOffice@nufc.co.uk)

### **EDI Partner/**

**Disability Access Officer**

**Rosie Harris**

Email: [Unitedasone@nufc.co.uk](mailto:Unitedasone@nufc.co.uk)

## Useful links and websites

**Newcastle United Disabled Supporters Association (NUDSA):** [www.nudsa.org](http://www.nudsa.org)

**Level Playing Field:** [www.levelplayingfield.org.uk](http://www.levelplayingfield.org.uk)

**Disabled Go:** [www.disabledgo.com](http://www.disabledgo.com)

### **Accessibility in Newcastle:**

[www.newcastlegateshead.com/plan-your-visit/accessibility](http://www.newcastlegateshead.com/plan-your-visit/accessibility)

**City Maps:** [www.newcastlegateshead.com/plan-your-visit/maps](http://www.newcastlegateshead.com/plan-your-visit/maps)

### **Local Bus Accessibility Information:**

[www.nexus.org.uk/bus/guide-buses/safety-and-accessibility](http://www.nexus.org.uk/bus/guide-buses/safety-and-accessibility)

### **Local Metro Accessibility Information:**

<https://www.nexus.org.uk/metro/looking-after-our-customers/access-all>









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