



STADIUM ACCESSIBILITY

Welcome to the Gtech Community Stadium

We want your visit to the Gtech Community Stadium to be as enjoyable as possible, so we have put together some information that may be useful to your visit to the stadium and matchday experience.

In this guide, you'll find details of our provision for disabled supporters along with information on tickets, parking, transport and a stadium map showing all accessible points and routes.

All queries should be directed to our Disability Access Officer, Connor Bagenal via the dedicated mailbox at accessibility@brentfordfc.com.

STADIUM ACCESSIBILITY

Brentford Disabled Supporters Association

The Brentford Disabled Supporters Association (DSA) is an independent body which represents Brentford Football Club's disabled supporters. The Brentford Disabled Supporters Association meets regularly with the Club to discuss any accessibility issues supporters may face while supporting the Bees.

If you would like to get in touch with the Brentford Disabled Supporters Association to discuss any matters, please contact brentforddsa@gmail.com

Buying Tickets for Home Games

Supporters are required to have a My Bees Membership for the 2024/54 season to have the chance to book tickets. More information on joining the Club as a My Bees Member, is available on our website [here](#).

Please select the appropriate membership for your age group. Once signed up you will be able to purchase tickets in the appropriate sales window. Details of the on-sale dates for each fixture can be found on our website [here](#).

To book tickets:

Online 7 days a week, 24 hours a day [here](#).

By phone 0333 005 8521, Monday to Friday, 10am – 5pm

In person from the Box Office:

Monday, Tuesday and Friday: 10am to 5pm

Closed on Wednesday



Thursday: 10am to 7pm

Saturday/Sunday - closed non-matchdays.

The Box Office is open on all home matchdays, 2.5 hours before kick-off until half-time and 30 minutes after full time (and 30 minutes after full time).

Note: overseas ticket buyers - tickets will not be sent in the post. Choose 'Print at Home' or they will be held for collection on matchday.

Disability Access Requirement Form

As part of our commitment to inclusive matchdays, we ask Season Ticket Holders and My Bees Members who have a disability or attend matches with a Personal Assistant to tell us a little more about how we can support you on a matchday via our Disability Access Requirement form.

[Disability Access Requirement Form for 2024/25 Season Ticket Holders](#)

[Disability Access Requirement Form for 2024/25 My Bees Members](#)

If you have any questions regarding the form submission or if you need this form in a different format, please email accessibility@brentfordfc.com

Personal Assistant Tickets

Supporters can apply for a complimentary match ticket for a Personal Assistant to accompany them to all Brentford FC fixtures by completing a Disability Access Requirement form and providing the relevant supporting documentation.

By accepting the complimentary Personal Assistant Ticket, the disabled supporter's companion accepts responsibility for providing the support they need to attend a match. This includes being able to provide additional assistance during an emergency evacuation.

The stewards at the match are unable to provide assistance in excess of their typical role, therefore, it is important that, if the disabled supporter requires help moving around, the personal assistant is ready and willing to support them with this.

To ensure fairness for all our disabled supporters, supporting documentation is required for us to allocate the complimentary ticket. Brentford FC reserves the right to review supporting documentation before issuing a complimentary Season Ticket or Match Ticket for a Personal Assistant. All applicants (including Season Ticket Holders and My Bees Members) must include supporting documentation that is valid within the last year from the date of application on a seasonal basis.

Please contact accessibility@brentfordfc.com for more information or a copy of the Disability Access Requirement Form.



Supporting documentation accepted for a complimentary Personal Assistant ticket includes:

- *Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);*
- *Receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment;*
- *Receipt of the enhanced rate of the mobility component of the Personal Independence Payment;*
- *Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance;*
- *A personal letter from a hospital to confirm that the person is in receipt of support services;*
- *A copy of a Local Authority blind and visually impaired person's registration card or a CVI document;*
- *A copy of an entitlement to War Pensioners Mobility Supplement letter.*

Please note that receipt of an Orange/Blue Badge will not be considered sufficient proof of disability.

Special cases – we will consider all applications for a personal assistant on a case-by-case basis so if the individual does not have any of the above but still needs support, please email us at accessibility@brentfordfc.com providing as much information as possible about mobility or access requirements.

Away Tickets

Brentford Football Club appreciates our loyal fan base and the many away journeys our supporters make each season. If you are purchasing away tickets, please follow these instructions.

For away ambulant/easy access seats, we ask all supporters to purchase as outlined for home tickets above in the correct sales window, then call the Box Office on 0333 005 8521 to ensure they can pick specific seats. Again, we ask supporters to give us as much information on their mobility or access requirements as stadiums do vary in design, so we need to know as much as possible to be able to allocate the appropriate space. Ticketmaster are currently working on a system to allow PA tickets to be purchased online for away fixtures, this will mean supporters will be able to select specific seats online for their access requirements.

Away wheelchair tickets need to be allocated to supporters so please email us before booking and request a wheelchair ticket. This needs to be done in the correct sales window in line with supporters Ticket Access Points. We will then allocate the space and add it to your ticketing account to make payment. Again, we are issued a varied number of spaces dependent on the ground, so we need to be able to allocate the best tickets for you.

A new option for supporters to book away tickets online for Personal Assistants is due to be introduced shortly. In the meantime, we ask all supporters to purchase a seat in the available booking window (choosing any seat that's available at the time) then email us at accessibility@brentfordfc.com with your booking reference and we will move you to a



wheelchair space. This process ensures that the ticket purchase process is fair and ensures that disabled supporters don't miss out on booking tickets within their booking window. We will also need to know if supporters have other people in their group and we will look to try and put groups together or as close as possible subject to available space at the time of booking.

Wheelchair Bays

Within the stadium we have 138 wheelchair bays in the seating bowl supported by companion spaces for each wheelchair. This includes 14 spaces for away supporters.

If you require a wheelchair bay, they are available in each of our stands, either on a wheelchair platform (picture 1) within the South, East and West Stands, or at pitch level (picture 2) in the corners of our North Stand.

Pic 1



Pic 2





A new option for supporters to book Home tickets online for Personal Assistants is due to be introduced shortly. In the meantime, we ask all supporters to purchase a seat in the available booking window (choosing any seat that's available at the time) then email us at accessibility@brentfordfc.com with your booking reference and we will move you to a wheelchair space. This process ensures that the ticket purchase process is fair and ensures that disabled supporters don't miss out on booking tickets within their booking window. We will also need to know if supporters have other people in their group and we will look to try and put groups together or as close as possible subject to available space at the time of booking.

Please note that we may have to move supporters from their original booking location in the stadium to give the best available option for the wheelchair bays

Ambulant/Easy Access Seats

If you require any specific ambulant or easy access seating, we have a number of seats within the stadium that give supporters more room, for example on the end of aisles or with less steps to negotiate. Please purchase your ticket in the correct window as outlined in the 'buying a ticket' section, then contact us at accessibility@brentfordfc.com and we can move you to an ambulant or easy access seat. It will also help us if you provide us with as much information on any mobility requirements.

Seat Dimensions

North Stand

Seat Row Passing Space - 315.6mm

Seating Row Dept - 760mm

Useful Seat Depth - 362.55mm

Seath Width - 400mm

East Stand

Seat Row Passing Space - 315.66mm

Seating Row Depth - 760mm

Useful Seat Depth - 362.5mm

Seath Width - 400mm

South Stand

Seat Row Passing Space - GA Seat: 315.6 mm GA Plus Seat: 353.6mm

Seating Row Depth – 760mm

Useful Seat Depth – 362.5mm

Seath Width - GA and Media Seats: 400 mm. Hospitality Dugout: 420 mm. Other Hospitality 470 mm

West Stand

Seat Row Passing Space -315.6mm

Seating Row Depth – 760mm

Useful Seat Depth – 362.mm

Seath Width – 400mm



SEAT DIMENSIONS



Seat Row Passing Space
GA Seat: 315.6 mm
GA Plus Seat: 315.6 mm

Seating row depth
760mm

Useful seat depth
362.5mm

Seat width
400mm

Seat Row Passing Space
315.6mm

Seating row depth
760mm

Useful seat depth
362.5mm

Seat width
400mm

Seat Row Passing Space
GA Seat: 315.6 mm
GA Plus Seat: 355.6 mm

Seating row depth
760mm

Useful seat depth
362.5mm

Seat width
GA Seat: 400 mm
Media Seat: 400 mm
Hospitality Dugout: 420 mm
Other Hospitality: 470 mm

Seat Row Passing Space
315.6 mm

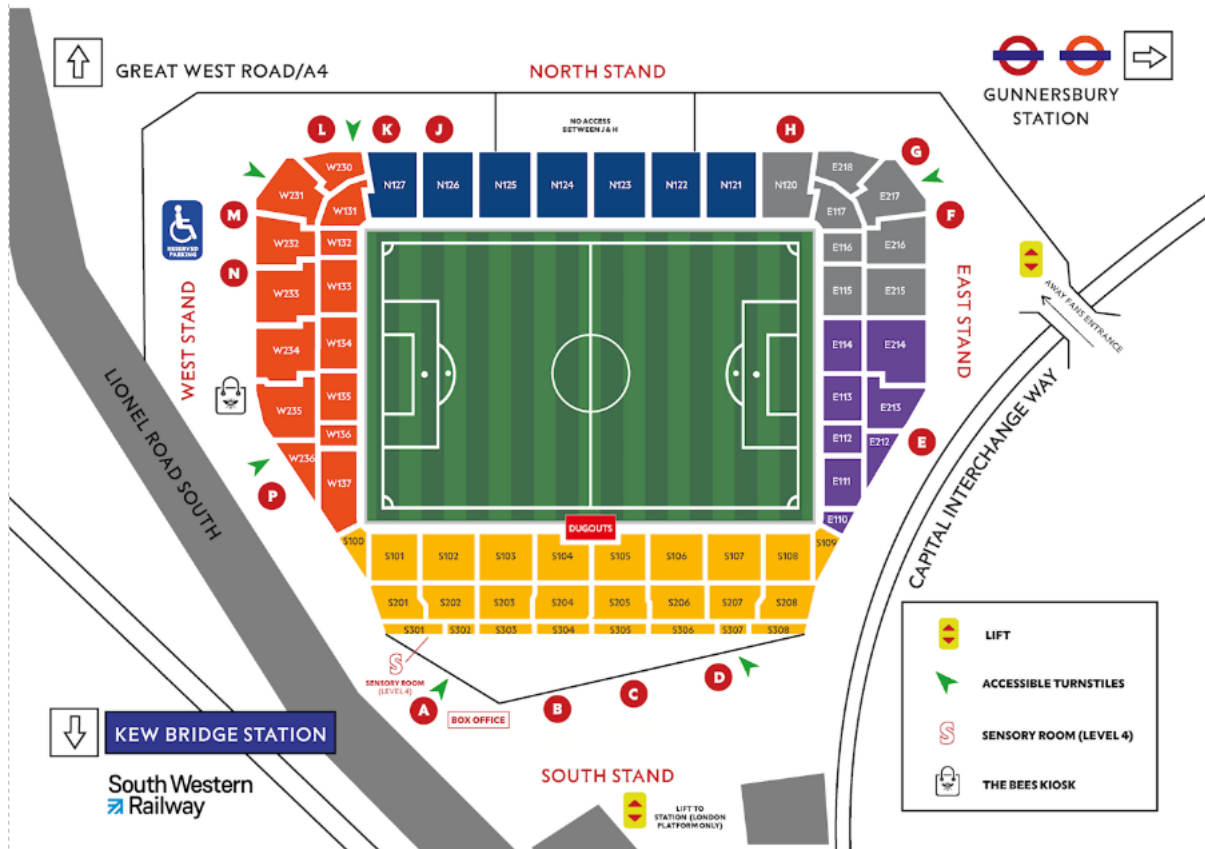
Seating row depth
760mm

Useful seat depth
362.5mm

Seat width
400mm

Stadium Map

The map below provides information on the accessible facilities at Gtech Community Stadium:





Trains

For supporters requiring step-free access on the trains, the nearest step-free station is Brentford, which is a 20-minute walk from Gtech Community Stadium. Please check before you travel to ensure that the lift at Brentford station is operational. Supporters requiring assistance from Brentford station can speak to South Western Railway staff who can help with organising a taxi from the station.

Car Parking

Our on-site blue badge parking spaces are sold on a seasonal basis to Season Ticket Holders based on those supporters with the greatest need. We do not sell spaces in the on-site car parks on a match by match basis.

We have four disabled parking spaces reserved for away supporters, these are available to purchase on a first come first serve basis which are priced at £12.00.

For more information about on-site blue badge parking please contact accessibility@brentfordfc.com

Blue badge parking spaces are also available at Our Lady & St John's RC Primary School where we have a mini-bus shuttle for those that need it. Our car parking partner Event Support Team (EST) operates this car park on our behalf. These spaces must be pre-booked and are available to book via the website below.*

The shuttle will run every 30 minutes up until kick-off. If you require a shuttle timetable or more information, please contact accessibility@brentfordfc.com. The mini-bus shuttle will drop blue badge holders from Our Lady & St John's RC Primary School to the Bees Superstore. If you require a wheelchair pick up when departing from the shuttle bus at the Bees Superstore, please email accessibility@brentfordfc.com detailing your expected arrival time.

**Please note the mini-bus shuttle can only transport foldable wheelchairs and there are a few steps to negotiate to access the shuttle bus.*

[Book your parking online](#)

Taxis/Drop Off

All London Style 'Black Cabs' are wheelchair accessible and can provide a suitable alternative to the bus or car. There is no formal drop-off point on site at the stadium. The closest nearby road for drop-offs is on Capital Interchange Way. If you have difficulty walking the short distance from Capital Interchange Way, please contact us at accessibility@brentfordfc.com and we will try to assist you.

Further information on Travel

Further details on the different options for getting to Gtech Community Stadium, are provided in our Visiting the Stadium Guide [here](#).

If you have any other queries about getting to the stadium, please contact us via email to accessibility@brentfordfc.com with any enquiries



Accessible Toilets

There are 23 accessible toilets across the stadium, in each stand and in or around the hospitality lounges. All accessible toilets are clearly signposted and are fitted with RADAR locks, supervising stewards hold RADAR keys in case a supporter with an access requirement is not in possession of their own key. Supporters that require access to an accessible toilet and don't have their own key should then ask a steward who will then open the facilities for them.

Changing Places Toilets

We have two Changing Places Toilets within the stadium, one on the second floor of the South Stand and one in the main concourse of the North Stand within the Family Area. Supporters in the West or East Stands (including the away end) requiring access to these Changing Places Toilets should ask a steward who will escort them.

The Changing Place Toilets include a large space for both the user and carer to move freely within the room, accessible toilet, hoist, movable changing bed, privacy screen along with seating for other users.

Please contact accessibility@brentfordfc.com if you require use on a matchday prior to your visit.

Stoma Friendly Toilets

Ahead of the 24 /25 season, we have made all 23 of our Accessible Toilets, Stoma Friendly. Supporters will be able to identify these by looking for the accessible #StomaFriendly toilet signage, which is on the door of every Stoma Friendly Toilet in the stadium.

The Stoma friendly facilities feature:

Hook on door – To hang clothing, handbags and luggage while changing stoma bags. This provides more space in the cubicle.

Shelf space – To enable ostomates to spread out their items easily and avoid having to use unsanitary surfaces.

Mirror – To enable users to see their stoma while changing their appliances.

Disposal bin in every cubicle – To avoid embarrassment for men and women having to dispose of their stoma bag in public view





Accessible Baby Changing Rooms

We have five Accessible Baby Changing Rooms across the stadium, these rooms have been specifically but not exclusively designed and purposed for a wheelchair user to be able to use a baby changing facilities.

Three of these facilities are located on the second floor of the South Stand, we have another also allocated in the West Stand and with an additional one in the East Stand (away end) Supporters in the North or East Stands who need access to these changing rooms should ask a steward for assistance. A steward will escort them to the nearest facility. These rooms are clearly signposted and fitted with RADAR locks. Supervising stewards have RADAR keys in case a supporter with accessibility needs does not have their own key.

Fan Support Team/Wheelchair Service

The Fan Support Team are available on matchdays to assist supporters entering and leaving the stadium. We also run a wheelchair pick up service that can be prebooked to assist supporters getting from our pickup point and to their seats within the stadium.

We have two pre-matches pick up points at either end of Lionel Road South, the first is at the Bees Superstore and the second is near Kew Bridge station. The stadium map below shows both locations.



Our Fan Support Team can be identified on a matchday by pink high visibility bibs with “Fan Support Team” on the back

To book a wheelchair pick up please email accessibility@brentfordfc.com in advance of the game giving us details on which pick up point you will use, stadium location you need to go to along with an idea of arrival time. We will then let you know and confirm your booking. Please be aware matchdays are very busy and the closer to kick-off the roads around the stadium will get more congested. This does mean you will need to be patient as our Fan Support Team may be on another drop off.



We will also be able to pick up at other locations in reasonable distance around the stadium if required so please let us know your requirements in your email.

Hidden Disabilities Sunflower network

Brentford has signed up to the Hidden Disabilities Sunflower network to provide better support to fans and staff with non-visible disabilities

The Hidden Disabilities Sunflower is for people with non-visible disabilities to voluntarily share they have a disability or condition that may not be immediately apparent – and that they may need additional support or more time in public spaces.

The initiative includes lanyards and pins branded with the distinctive sunflower symbol, which discreetly indicates that the wearer may require additional support, help or a little more time.

Some fans may also need to access our disabled facilities such as toilets or lifts. It aims to assist people with disabilities that are not always immediately obvious. These can be temporary, situational or permanent. They can be neurological, cognitive and neurodevelopmental as well as physical, visual, auditory and including sensory and processing difficulties. They also include respiratory, rare diseases and chronic conditions such as asthma, diabetes.

The Sunflower Lanyards are now available to be worn on bees matchdays by any adult or child with a hidden disability. They can be picked up from the kiosk at the Bees Superstore.

Hearing Loop

There is a hearing loop in operation at the Box Office to assist supporters. In addition to this we also have a portable hearing loop situated on the counter in The Bee's Superstore

Audio Descriptive Matchday Commentary

At Gtech Community Stadium, we provide matchday commentary for both home and away supporters through our in-house commentator. We provide receivers and headsets that can be booked through our Accessibility team by emailing accessibility@brentfordfc.com and letting us know which match they will be attending. You can also visit the box office on a matchday and be issued with a headset (subject to availability).

Home supporters' collection for the booked headsets is from the Box Office collection window from 2 hours before kick-off, headsets must be returned to a steward as you leave the ground.

Away supporters will be able to collect their booked headset from the away end turnstile once into the ground, please speak to the stewards and they will have the supporters name and you will be issued with the headset. Please return the headset to a steward when exiting the stadium.



If supporters have their own receiver (R5-863D Soccersight Wireless System) they can use it on channel 4 when in the stadium. Users can use their own headset as long as it's fitted with a 3.5mm jack plug.

As part of our Audio Descriptive Commentary, we also offer 5 Neck Loop's. Each neck loop slips comfortably over the wearer's neck which then plugs into a R5-863D Soccersight Wireless System and transmits the Audio Descriptive Commentary wirelessly to a supporters t-coil device.

If we have availability, other supporters who may benefit from commentary are welcome to book a headset. We have found that some supporters struggle to see exactly what is going on within the game especially with VAR decisions or if they attend by themselves. Again, the headset can be booked through our Accessibility team or from the Box Office on matchdays.

Food and Drink

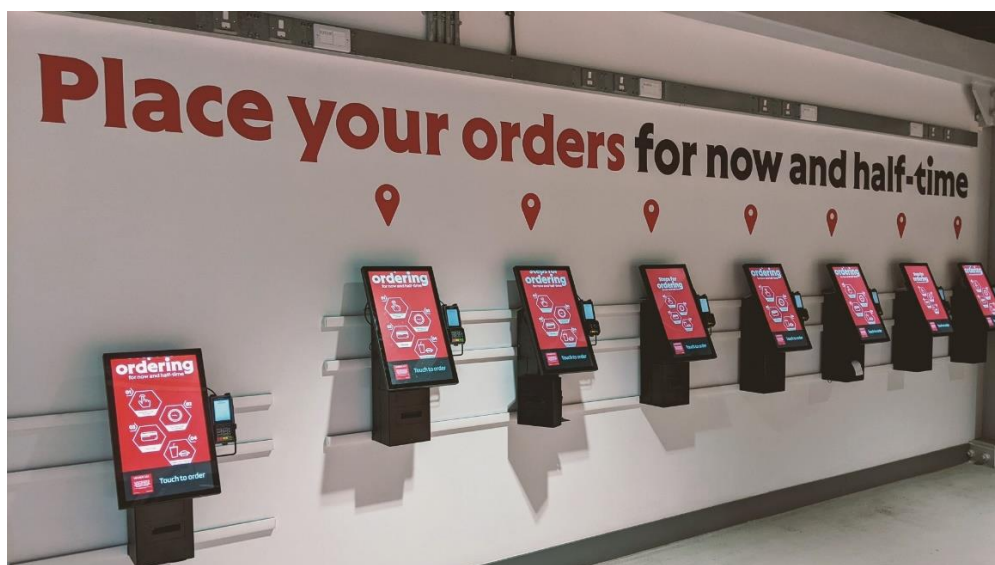
Throughout the stadium including our hospitality lounges we provide low level bar and serving areas to allow all supporters to access them. We also have wireless card readers to allow all supporters to conveniently make payments.

Supporters with specific dietary allergies should ask for advice from catering staff - all food and drink areas have a folder listing the allergens for any options being served.

Self-Order Screens

At Gtech Community stadium, we have a number of lowered self-ordering screens in three locations across the stadium. The screens are located in the south stand (S106-S109), east stand (east lower concourse) and west stand (west lower concourse).

Fans can use these screens to place an order for food or drink, which can be picked up at the nearest kiosk by presenting your collection voucher. The screens help to limit half-time queues by encouraging fans to place their food and drink orders in advance, ready to collect at the break. The self-order screens, which replace the counter service in these areas allow fans to spend less time in queues for food and drink, and more time enjoying the game.





Bee Order

We are delighted to now be able to offer Bee Order which is a service available through the Brentford FC app that allows fans to pre-order food and drink ahead of matchdays. This technology is designed to increase the range of food and drink options available across the stadium.

The system allows fans to order food and drink items in advance which may not be sold in outlets in the stand where they are seated. For example, Bee Order allows a fan seated in the north stand to order a butter chicken dish from the Brilliant Restaurant pop-up (which is only based in the east and west stands). Bee Order has an expanded range of items which cater for those with dietary requirements. We will continue to review what's available throughout the season.

Using Bee Order, you can order up to 60 hours before kick-off, allowing you to plan your food and drink choices ahead of the match. The Bee Order option closes nine hours before kick-off. Once you have made your order, you can pick it up at a designated kiosk at your chosen time. Upon making your order you will receive information on your collection point. Please note that this is not a priority queuing service, it is designed to offer more choices at the stadium and not a chance to skip the queues.

If you have any specific catering needs or questions, please contact the Accessibility team by emailing accessibility@brentfordfc.com and if we cannot answer your question, we will put you in touch with our catering partner who will be able to assist.

Special Dietary Requirements and Medication

If you have any special dietary related food items or Medication that you require to bring into the stadium on a matchday, please contact the Accessibility team by emailing accessibility@brentfordfc.com 48 hours prior to the game and they will provide you an exemption letter for the fixture

Sensory Room

At the top of the South Stand, in the far west corner, the Club's Sensory Room offers a full view of the pitch with special glass to protect against the noise. It allows families that might not otherwise be able to come to watch The Bees to have access to our matches. It is aimed at supporters who have sensory processing issues and that struggle to deal with the large crowds and the matchday atmosphere



Sensory Room Picture



The aim is to slowly introduce supporters to the main bowl seating and matchday atmosphere with opportunities to go out at half time from the room or during the game. We hope that some supporters over time will be able feel comfortable enough to go into general admission seating. We are aware that this will not suit everyone and we also must stress that parents and carers should be there to support our staff not just to watch the game from this viewpoint.

The Sensory Room is open from 30 minutes before the match and is accessed from Entrance A on the corner of the South Stand to the left of the Box Office. It has its own self-contained accessible toilet, and we provide opportunities for you to purchase food during the game and bring it up into the room. Also, if individuals need to bring their own refreshments or food this can be done, we just need to know in advance.

The room can be booked on match-by-match basis with priority going to season ticket holders and members. There is limited space in the room so booking is required, we will try and accommodate all requests to use the room subject to availability.

To book space in the Sensory Room, please contact us at accessibility@brentfordfc.com to complete an application form.

Once you have filled out the application form, a member of the Accessibility team will be in contact to follow up with your request and provide available dates.

If you have specific questions on the Sensory Room, please do get in touch with us. We can take small groups into the room of up to three people and on most matchdays there will be other supporters using the room at the same time. We ask all users to respect each other and be aware there will be a range of ages and group sizes using the room. Also, users will have a range of sensory processing issues so we will make sure our staff are on hand to support each group.

Visiting the room before a game:



We do offer opportunities on non-matchdays or before the room opens for supporters to visit the room along with their family to get an idea of the space, how it is accessed and the matchday journey from start to finish. We feel this helps some users feel more comfortable when coming to a live match and dealing with the busy matchday atmosphere.

Bees Superstore

Our Bees Superstore is now open on Lionel Road South (near the junction with the A4/M4) - please see the stadium map for the exact location. The Bees Superstore is now open from 9am to 6pm on Mondays to Saturdays and from 10am to 4pm on Sundays.

Step-free access is available at the Bees Superstore and staff will be on hand to assist any supporters once inside the store. Within the store there is low level counters and a portable hearing loop to make it easier for all supporters to purchase items.