Harlequins

The Stoop Accessibility Guide

2024/25 Season

CASTORE

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Introduction

At Harlequins, we pride ourselves on offering a warm welcome to supporters of all ages, backgrounds, abilities and circumstances and want to ensure you have the best possible experience when visiting The Stoop.

This Accessibility Guide has been produced to provide detailed information on accessibility at The Stoop. With information on ticketing, travel to the ground, and facilities at the stadium, this document ensures supporters are fully briefed on all aspects of their visit.

The accessibility team are here to make your matchday experience at The Stoop as enjoyable as possible. If you, or someone you know, has a disability and would like to visit the stadium prior to a matchday or speak to someone about purchasing suitable tickets, please contact the team by email at accessibility@quins.co.uk and we will be happy to help.

THE STOOP ACCESSIBILITY MAP

Harlequins

SOUTH WEST CORNER

SEATING

THE QUINSSA MATCHDAY STAND

OFFICIAL POP-UP STORE (pennyrock.activism)

CONTROL TOWER (shares.runs.chain)

LONDON PRIDE STAND

BA BB BC BD BE BF

BIKE RACKS

GATE 5

OFFICIAL STORE (lend.boat.dawn)

TICKET OFFICE (chemistry.anyone.privately)

QUINFORMATION (create.glow.marketvw)

GATE 3 (known.label.always)

BIG SCREEN

HONOURS BAR

DEBENTURE LOUNGE

THE CHRIS ROBSHAW BAR

PLAYERS' LOUNGE

CHARLES STANLEY STAND

FA FB FC FD FE FF FG FH FJ

CHARLES STANLEY Wealth Managers

MAIN RECEPTION (helps.suffice.mount)

MEMBER ACCESSIBLE SEATING

CASTORE

OFFICIAL STORE (mugs.left.shades)

PRAM PARK

TICKET OFFICE (help.hook.admit)

GATE 1

BIG SCREEN

AJ AH AG AF AE AD AC AB AA

DHL STAND

GA GB GC GD

NORTH STAND

FAMILY ACTIVITIES

GARDEN

SEATING

STAGE

NORTH VILLAGE

TO TWICKENHAM STATION (15 MINUTE WALK)

DHL

DHL RECEPTION (caked.driver.navy)

ACCESSIBLE DROP-OFF POINT (caked.driver.navy)

LANGHORN DRIVE

GATE 2 EXIT ONLY

LANGHORN DRIVE

TO WHITTON STATION (20 MINUTE WALK)

+ NORTH CAR PARK & ROSEBINE CAR PARK

NORTH CAR PARK DROP OFF (drums.sheet.refers)

ACCESSIBLE SEATING

EASY ACCESS SEATING

LIFTS

TOILETS

ACCESSIBLE TOILETS

BABY CHANGING

FOOD

LOWERED BAR COUNTER

BAR

WATER FOUNTAIN

FIRST AID ROOM (hype.broke.cone)

PEDESTRIAN & WHEELCHAIR ACCESS
BEHIND THE CHARLES STANLEY STAND

Harlequins uses what3words to help find precise locations at The Stoop. Every 3m square has been given a unique combination of three words: a what3words address.

Find each location by clicking on the link or entering the corresponding 3 word address into the free what3words app.

Download the what3words app on Android or iOS

Getting to The Stoop

By Rail- Twickenham station is a short 15-minute walk (0.7 miles) from the stadium following the river Crane or Craneford Way. Whitton station is also close to the stadium (0.9 miles). Both are served regularly by South Western Railway. For further information on train travel, please visit the National Rail website.

By Bus- There are several local bus routes stopping in the vicinity of The Stoop, check your bus route to The Stoop on the TFL website.

By Bicycle- Bicycle parking facilities are provided outside Gate 5. Please bring your own locks and chains. Harlequins cannot accept any responsibility for any loss or damage to bicycles.

By Car- The Stoop can be accessed via the A316 and parking is available free of charge to Blue Badge holders, for more information on our accessible parking processes, please refer to page 6.

Accessible Parking

The Club are pleased to offer the following options for accessible parking on a matchday:

- Bookable accessible parking is available free of charge to blue badge holders in the North car park. Spaces are limited and can be booked via the accessible parking webpage HERE.
- A limited number of first-come, first-served accessible parking spaces, managed on the day by our stewards, who will make every effort to find supporters a suitable parking location.
- Dedicated drop off and pick-up points are located outside the DHL stand reception on Langhorn drive and in the North car park at Gate 1 just outside of the turnstiles for those who wish to be dropped off as close to the grounds as possible.

Stadium Access

The Stoop has two access gates with turnstiles. We recommend selecting yours based on your needs, mode of transport and seat location using the accessible map on page 4. If required, our stewards will open gates for you to enter through, rather than turnstiles. Gate 1 and Gate 3 are the most popular arrival points, but when booking please ask our Ticketing team for the best option dependent on your needs and travel arrangements.

If you would like to visit the stadium prior to a matchday to familiarise yourself with the layout, please contact accessibility@quins.co.uk

Tickets

Accessible tickets for fixtures at The Stoop can be purchased by calling 0208 410 6000 or emailing supporterservice@quins.co.uk

Carer tickets are provided free of charge to those visitors who are eligible and in possession of a Nimbus Access card. Nimbus Disability operate a free customer digital access pass scheme for Harlequins which acts as a discreet way of communicating an individual's access requirements to venues and live events organisers. For further information on the Nimbus scheme, click HERE. For further guidance on securing accessible tickets, click HERE.

There are ticket offices available on matchday should you require further ticketing assistance, induction loops are available for supporters with hearing impairments, and level access.

Accessible Seats

Accessible seating is available at the front of the Charles Stanley (West) stand and the DHL (East) stand. Accessible seats in the West stand have a small concrete lip in front of the row and this can be difficult to navigate for those in heavier wheelchairs.

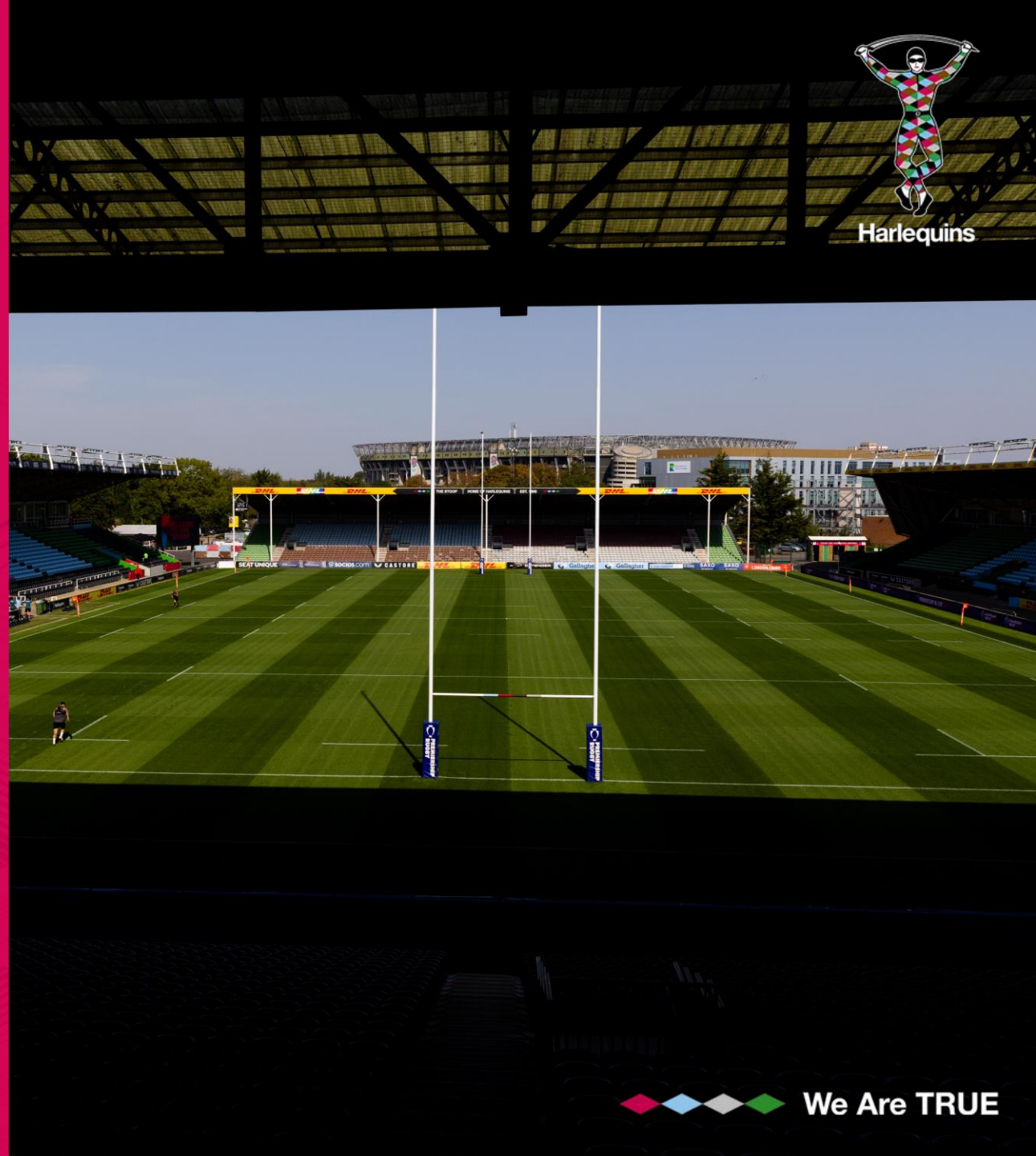
There is a wheelchair viewing balcony located at the end of the Charles Stanley (West) stand, available to Members as a Season Ticket booking.

There are easy access seats available at the front of the North and London Pride (south) stands which have step-free access. Please note these seats are not suitable for spectators in wheelchairs.

Accessible seating tickets for fixtures at The Stoop can be purchased by calling 0208 410 6000 or emailing supporterservice@quins.co.uk

Accessible Toilets

- Accessible toilets are available throughout the ground and can be accessed via Radar Key. To find the closest accessible toilet to your seat, please refer to our accessibility map HERE. Should you require to borrow a Radar key to access these facilities, please visit the Quinformation team at Gate 3 or contact a steward.
- Sanitary bins are available in accessible toilets, as well as grab handles and emergency alarms.



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Shops at The Stoop

There are two main retail locations at The Stoop on Men's matchdays, located at Gate 1 and Gate 3. Both stores have step-free access and are wheelchair accessible, an induction loop is available in shop 1. Both can get extremely busy on matchdays and overwhelming for those not comfortable in crowds, for quieter shopping, consider visiting within the first hour of gates opening.

Both stores are open from gates opening and close approximately 30 minutes after the full-time whistle. Shop 1 at The Stoop is also open on Monday-Saturday 09:00 to 17:00 and on Women's matchdays at The Stoop.

Both stores stock a wide range of Harlequins and Castore merchandise, training wear and kit. Harlequins merchandise can also be purchased via our online shop HERE.

Food & Drink

The Stoop offers a wide selection of gourmet food options as well as traditional rugby fare. Please refer to the map on page 4 to locate these. While the permanent food stores have lowered counters, some of the temporary food options have higher counters. Staff at these concessions are more than happy to assist with ordering.

We have a number of internal and external bars around the stadium serving a wide selection of beers, wine and spirits. Our bars also have a range of low and zero sugar beverages as well as non-alcoholic beers and soft drinks.

Non-Visible Disabilities

The Stoop offers free Non-Visible disability (NVD) wristbands to supporters to communicate to stewards they may require assistance or more time. To collect a Harlequins NVD wristband, visit the Quinformation point at Gate 3 on Men's matchdays, or the North Village on Women's matchdays.

Harlequins have joined the Hidden Disabilities Sunflower network. Supporters with non-visible disabilities can wear a Sunflower lanyard, wristband, or pin badge to indicate they may need extra support. Harlequins' staff and stewards have received Sunflower training to provide appropriate assistance and raise awareness of non-visible disabilities at The Stoop. For more information on this partnership, click HERE.

Sensory packs are available to rent at all fixtures from the Quinformation point for a returnable deposit of £20. For more information, visit slide 17.

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Visual Impairment

Fan Radios are available free of charge to supporters with visual impairments from the Quinformation point at Gate 3. Fan Radios can provide either the match commentary or a live feed of the referee's comments. Radios can be used throughout the season at all matches in Premiership grounds. If you require assistance securing a Fan Radio in the lead-up or on a matchday, please contact the Club who will be able to assist you.

Score updates and other announcements are given around the ground throughout the match via the PA system.

Assistance Dogs

Assistance Dogs are very welcome at The Stoop. Water bowls can be found next to the Quinformation at Gate 3. Please contact the Ticketing team on 0208 410 6000 if you would like to bring an assistance dog with you to a match.

Hearing Impairment

Induction loops can be found throughout the ground at various locations including at ticket offices, Quinformation, and in shop 1 to aid supporters with hearing impairment.

The Club is working to provide BSL interpretation at as many matches as possible across our Big Screen content, and live BSL interpretation takes place at our annual Access Day.

Sensory Processing

Harlequins Men’s matches are regularly sold out and this can lead to large crowds in certain areas and loud noises from the crowd and speaker system throughout the matchday.

Pyrotechnics including but not limited to fireworks, flames, and CO2 cannons are used regularly for matches at The Stoop. If you or someone you are with may find it difficult being in the vicinity of these effects, please refrain from taking your seat until the teams have emerged from the tunnel.

Should you wish to hire ear defenders, you can do so from the Quinformation point for a refundable deposit of £20 as part of our Harlequins Sensory Packs.

Sensory Room

A Sensory Room and Quiet Room are available at all Harlequins Women's matches in the Charles Stanley stand. Please refer to signage in the reception for information on which boxes they are located in. Sensory Rooms are also available at Harlequins matches at Twickenham stadium.

Sensory packs are available to rent at all fixtures from the Quinformation point for a returnable deposit of £20. Packs include ear defenders, fidget toys, puzzles and games to aid supporters with sensory processing requirements, particularly those with autism.

A range of other matchday resources to help those with autism or other sensory processing disorders plan their visit to The Stoop can be found at quins.co.uk

Access Day

Since the 2022/23 season, Harlequins have hosted an annual Access Day fixture which aims to provide a steppingstone for disabled people to attending live sporting events. The day delivers a range of important accessible initiatives to support and educate visitors of The Stoop.

To read more about the Club's Access Days so far, please click HERE.

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Disabled Supporter Forum

The Harlequins Disabled Supporter Forum aims to open dialogue between supporters and the Club about accessibility at The Stoop.

The Disabled Supporter Forum aim to meet twice a year (in-person and online via video call). If you would like to join the Forum or hear more about previous meetings, please email accessibility@quins.co.uk

Safeguarding

Harlequins FC and Harlequins Foundation are committed to the safeguarding and protection of Children and Adults at Risk. The Club and the Foundation accept the responsibility for the wellbeing and safety of all Children and Adults at Risk who are under their care or using their facilities.

The Club and Foundation believe that all Children and Adults at Risk have the right to protection from all forms of abuse and exploitation and that everyone working for the Club and Foundation, whether paid or unpaid, has a responsibility to safeguard the welfare of Children and Adults at Risk by creating an environment that protects them from harm or risk.

The Club and Foundation are committed to creating a safe and welcoming environment, and to ensuring that all Children and Adults at Risk have this protection regardless of age, sex, gender or gender identity, ability or disability, race, colour, nationality, ethnic or national origin, religion or belief, size, sexual orientation, or marital status. The Club and the Foundation will work in partnership with the relevant agencies in this regard.

To read the Club's full safeguarding policy, click HERE.

Accidents and Incidents

Professional medical staff are on-site for all Harlequins Men’s and Women’s fixtures. If you or someone else requires medical assistance when at The Stoop, please alert your nearest steward.

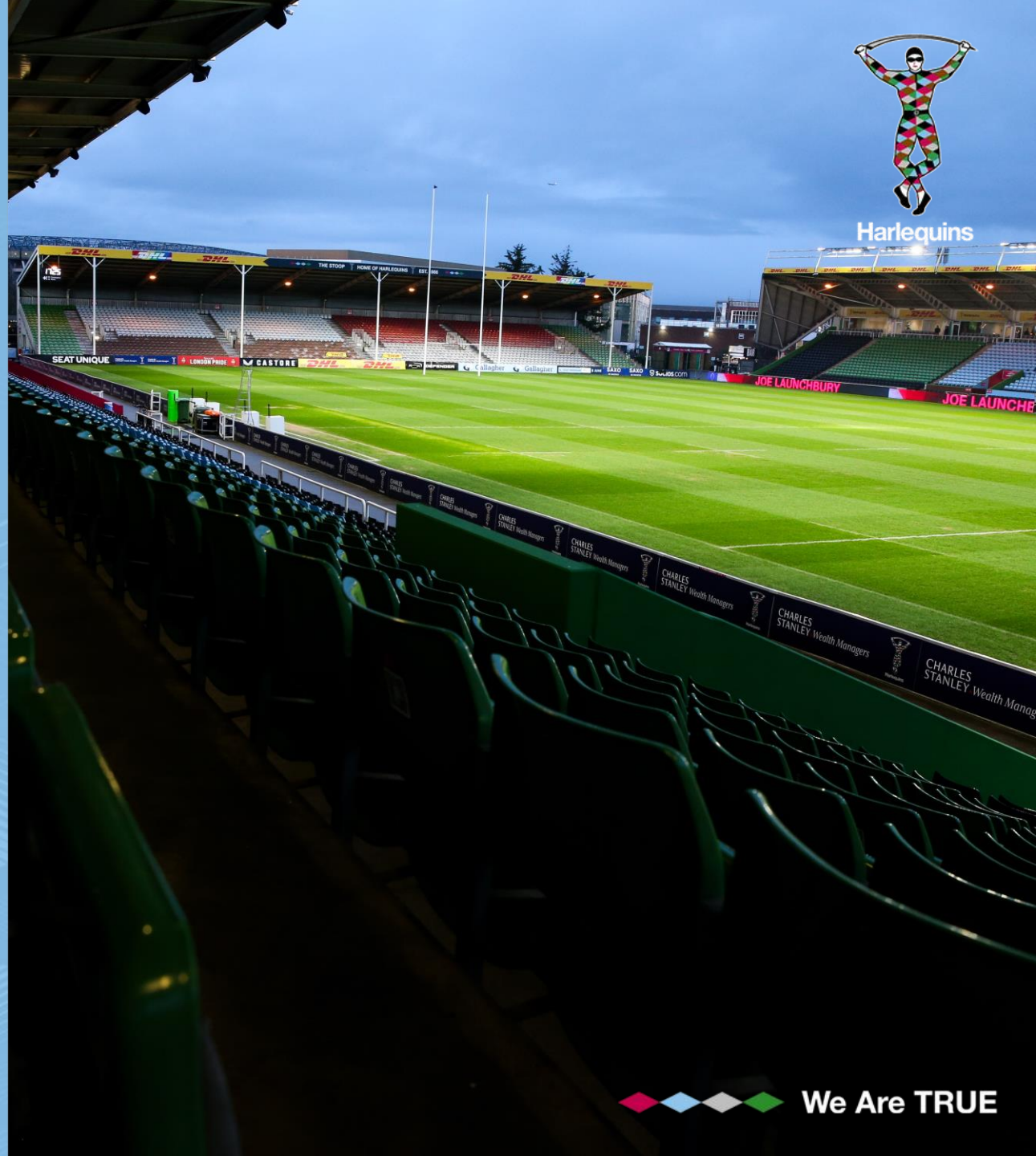
If you wish to report any incidents to Club staff in real time, please do so via the QR code on the back of the seats throughout the stadium.

Smoking and Vaping

Smoking and the use of E-Cigarettes is not permitted within the confines of The Stoop under any circumstances.

Should you wish to smoke or vape when at the stadium, you can do so outside the perimeter gate of the ground at Gate 3 in the southeast corner.

Any person caught smoking or vaping inside the ground will be asked to stop and if they fail to do so, will be removed from the premises.



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What3Words Locations

PARKING	
North car park entrance	**fairly.canny.scans**
Rosebine car park 1 entrance	**bleat.noises.tribal**
ENTRANCES	
Jason Leonard Gate (Gate 1)	**help.hook.admit**
Gate 3	**known.label.always**
Ticket Office Gate 5	**chemistry.anyone.privately**
RECEPTIONS	
DHL Reception	**caked.driver.navy**
	helps.suffice.mount
Main Reception (Charles Stanley)	
KEY LOCATIONS	
Quinformation Point	**visits.suffer.guides**
Disability meeting point	**visits.suffer.guides**
First Aid room	**hype.broke.cone**
Media Office	**repair.clap.ship**
Accessible Toilets	**games.easy.swaps**
Accessible Toilets	**mice.scarf.filled**
SHOPS	
Club Shop 1	**mugs.left.shades**
Club Shop 3	**tend.boat.dawn**

Staff Training & Collaborations

nimbus disability

Official Collaboration

PROUD TO SUPPORT THE SUNFLOWER FOR INDIVIDUALS WITH HIDDEN DISABILITIES

Official Collaboration & Training

Level Playing Field
For disabled sports fans

Official Access Day Collaboration, proud to support Unite for Access

WAVE

ASK FOR ANGELA

Staff training

DHL

CASTORE

Harlequins

Thank you

If you require further information on accessibility
at The Stoop, please contact accessibility@quins.co.uk or call
020 8410 6000

You can also visit our accessibility FAQs page by clicking HERE.