



Adobe Women's FA Cup Final access guide

Accessible Transport and Travel

The stadium provides a range of services for guests with specialist access requirements, including a shuttle service from Wembley Park station. More information can be [found here](#).

Mobility Assistance

Wheelchair and mobility aid storage

Wembley are happy to store and keep your wheelchair, mobility scooter, or walking aids safe while you visit Wembley Stadium. After arriving and entering through your turnstile, please speak to a member of their Customer Engagement Team, who will happily assist you with checking in your items.

Please note that storage availability is limited, so we recommend arriving early if possible. To check in your wheelchair, mobility scooter, or walking aids, please have your ticket details and a form of identification ready.

Their team will ensure your items are stored safely, allowing you to enjoy your visit with peace of mind.

The customer engagement team can be located at information desks across levels 1, 2 & 5.

Lifts and escalators

There are lifts and escalators to all spectator levels of the stadium. Dedicated lifts are big enough for two wheelchair users, personal assistants and an attendant is also available at every entrance. To access your entrance on level 1 outer concourse, there are two large lifts either side of the main entrance, which is situated under the Olympic steps in front of the stadium at ground level. Wembley's customer engagement team will be able to assist accessing lifts.

Walking Aids and Crutches

Walking aids (i.e. crutches, walking sticks, protective boots) are allowed into the seated areas.

Staxi Wheelchair Services

The Customer Engagement Team operate a 'pushing and chaperone' service for guests who require additional support on the day in terms of travel to and from their seat. This service is not pre-bookable and can be accessed across all events at the stadium.

This service is available from the Red, Green and Blue Car Parks surrounding the stadium, and anywhere on the stadium footprint. The service can be requested by speaking to one of the Customer Engagement Team, dressed in Blue t shirts and/or jackets, with Help to Help in Yellow on the back, can direct you as appropriate. In addition, guests can be collected or taken to the shuttle bus pick-up point on Rutherford Way. ([Disabled Access Shuttle](#)) The service does not currently operate to Pink Car Park. Unfortunately, they are unable to take guests to hotels or other areas on the wider Wembley estate.

Stadium Access

Accessible toilets and Changing Places

There are 147 accessible toilets within the stadium. These are all accessed by RADAR key. If you do not own a RADAR key, please request assistance from a steward or member of the customer engagement team.

There are three changing places units in the stadium, located on level 1 at block 104 and another at block 143 and another on the fourth floor near our West Sensory Room box at box 4007. If you require access, please speak to a member of the customer engagement team who will be able to assist.

Accessible entry and stadium navigation

Accessible entrances are available at every turnstile and will open at the official door opening time, which is printed on your ticket. Please check your ticket for guidance.

If you have any concerns about queuing when you arrive, please speak to a member of their Customer Engagement Team. They will be stationed both inside and outside the venue and will be happy to support you and assist with your entry.

We have been advised by Transport for London (TfL) that the accessible lift connecting Wembley Park Station to ground level on Olympic Way is currently undergoing replacement works and will be out of service until September 2026.

Step-free access to the station remains available via the entrance and exit on Bridge Road. For assistance in planning your journey, please visit <https://tfl.gov.uk/>.

Medical Exemption Certificates

If you require a bag that does not comply with Wembley's policy or need to bring items that are not usually permitted (such as food and drink) for medical reasons, they can issue you with a Medical Exemption Certificate. This certificate must be presented to security upon entry. Please note your bag will still be subject to a search on arrival.

Please review their prohibited items list before requesting a medical exemption. If the item or its material is allowed and can fit into a standard A4 bag, a medical exemption certificate is not required.

[Wembley Stadium Prohibited Items](#)

For more information on how to request a medical exemption certificate, please [click here](#).

Support for blind and visually impaired guests

Audio Descriptive Commentary

Guests requiring Audio Descriptive Commentary can pick up a receiver on arrival at the stadium from one of the following internal Information Booths located closest to your seat. Wembley do not take advance reservations for these headsets.

Full audio descriptive commentary is only provided for ALL events at Wembley Stadium.

The customer engagement team can be located at information desks across levels 1, 2 & 5.

Assistance Dogs

Wembley welcome assistance dogs, as defined by the Equality Act 2010, who can provide support to their owners in what is likely to be a busy, crowded and loud environment.

However, if the dog is not kept under control or appears to be distressed in the environment, they would be required to ask for the dog to be removed from the area and would look, where possible, to provide alternate seating.

They ask, where possible, that if you need to bring an assistance dog with you to the Stadium, you inform us prior to the event, this assists with our planning to ensure they best assist you when you come to the event. [Please contact Wembley via their Help Centre](#).

There is a dog spending area available outside the stadium between turnstiles B & C. Should you require any support or assistance, please request support from a steward or the Customer Engagement Team who will be located at one of the Stadium Information Points mentioned below. The customer engagement team can be located at information desks across levels 1, 2 & 5.