

DISABLED SUPPORTERS ACCESS GUIDE

PURCHASING TICKETS

Our online booking site enables all disabled supporters to purchase tickets for themselves and their personal assistants. We've given a brief outline of the process on our website.

If you have any feedback about the online booking process or this help guide, please email **supporter.services@brightonandhovealbion.com**

We ask that disabled supporters, where possible, fill out our disabled supporter registration form on our website so we can add your access requirements to your account and so we can make sure you're informed of all the services we offer that would benefit you. A physical copy can also be found at the end of this access guide.

Disabled supporters can contact supporter services to purchase tickets on 01273 668855 option 1.

SEASON TICKETS

Season tickets are available to purchase by MyAlbion+ members on a yearly basis (subject to availability), and supporters who are eligible for a personal assistant can have a personal assistant season ticket alongside their season ticket.



We provide season ticket cards to disabled supporters, who need a physical season ticket card, free of charge.

To be added to the season ticket waiting list, we suggest you become a MyAlbion+ member as you will be kept up to date with information regarding purchasing. You can purchase a MyAlbion+ membership on our website, here.

MEMBERSHIPS

We offer a MyAlbion+ membership for all supporters. You can find out more information here.

AWAY FIXTURES

We ensure that either the two front, or two back rows are available for ambulant disabled supporters to purchase.

We are also allocated a limited number of wheelchair spaces and personal assistant seats for these fixtures.

If you are registered disabled with us, you will be able to select these seats online

The home club provide a small number of accessible parking bays for our supporters. Please request this via **supporter.services@brightonandhovealbion.com** – with the subject **Accessible Parking Request vs *club***

TRAVELLING TO THE AMEX

Accessible parking **must be pre-booked.**

It is available to purchase match by match and we must have your blue badge before you are able to book. You can send this though to the Supporter Services email address.

You must display your blue badge on matchdays.

CAR PARK A - SATNAV: BN1 9BL
(formerly Bennett's Field Car Park)

Car Park A provides the best access to the ground and is located on site. It is situated on the east side of the stadium and provides by far the shortest journey to and from the stadium.



LOCATE THE AMEX CAR PARKS

CAR PARK B - SATNAV: BN1 9PW
(formerly Bridge Car Park)

FROM BRIGHTON CITY CENTRE: Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles, cross the traffic lights at the junction of the A270. Proceed until you arrive at the junction with Stony Mere Way, then turn right and proceed under the A270, through the tunnel into the Bridge car park, where stewards will direct you.

EASTBOUND: Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile turn left at the lights on to the A270. At the junction with Stony Mere Way, turn right and proceed under the A270, through the tunnel and into the Bridge car park, where stewards will direct you.

WESTBOUND: On the A27 head past the off-slip for the stadium and Falmer and bear left off the A27 at the next junction, signposted to Brighton, onto the A270. Stay left on the slip road and at the traffic lights turn left through the tunnel into the Bridge car park, where stewards will direct you. The stadium is approximately an 850-metre walk from the Bridge car park.

CAR PARK C - SATNAV: BN1 9RB
(formerly Sussex University (Stanmer Park))

FROM BRIGHTON CITY CENTRE: Take the A23 northbound on Old Steine and bear right, following signs for Lewes (A270). Continue for approximately three miles before turning left onto Stony Mere Way, which is just before the A27 junction.

EASTBOUND: Leave the A27 at the Hollingbury exit and follow the signs for Coldean. At the roundabout take the exit for Coldean and after one mile turn left at the lights on to the A270. Proceed until you arrive at the junction with Stony Mere Way, then turn left and follow the road into Sussex University.

WESTBOUND: On the A27 head past the Amex stadium and bear left off the A27 at the next junction, signposted to Brighton, on to the A270. Stay left on the slip road and at the bottom of the slip road turn right into Stony Mere Way and follow the road into Sussex University. Upon entering the site, stewards will then direct you to the available car parks, and the stadium is a short walk from the campus.

CAR PARK 5 (University of Sussex) is reserved for disabled supporters who have pre-booked into this car park and an accessible shuttle bus service is provided from here to the stadium.

All other car parks at University of Sussex are located no more than 250 metres from the nearest bus stop.

Disabled supporters can also be dropped off at Car Park 5 and take full advantage of the accessible shuttle bus.

For home league fixtures the club offers three park and ride sites around the city. All of the sites are served by at least one wheelchair accessible bus. Supporters with specific mobility needs should tell the stewards on arrival so they can be directed to appropriate parking areas.

Park and ride drops supporters off in the coach park on site, where a lift can take supporters to concourse level. Buses then leave from the same location after the match.

Please refer to the Fan Guide for the locations and details of the three park and ride services.

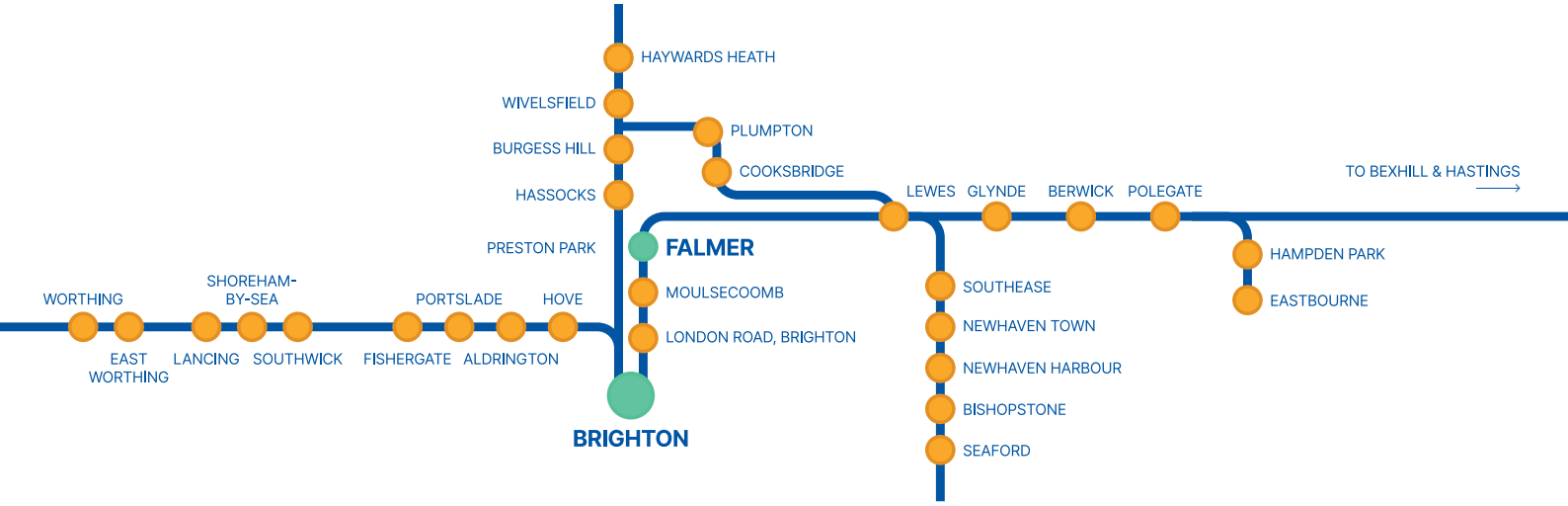
TRAIN TRAVEL

For all Premier League games at the Amex we offer home and away fans complimentary train travel within the Free Travel Zone (shown below). Supporters must show their match ticket or season ticket card to obtain free travel.

The nearest train station to the Amex is Falmer.

The stadium is 250 metres from the station and has the following facilities:

- Staff available for assistance
- Step-free access via side gate to each platform
- Ramp for train access
- Step-free route between platforms



BUS TRAVEL

For details of free bus travel within the designated bus Travel Zone please refer to our travel guide in the 'Fan Guide' page. The stadium is served regularly by the number 25 bus, which stops in Village Way – the nearest stop to the stadium is The Amex Stadium. While the 23 bus stops at Knights Gate Road in Falmer Village & Falmer Station.

The buses have the following facilities:

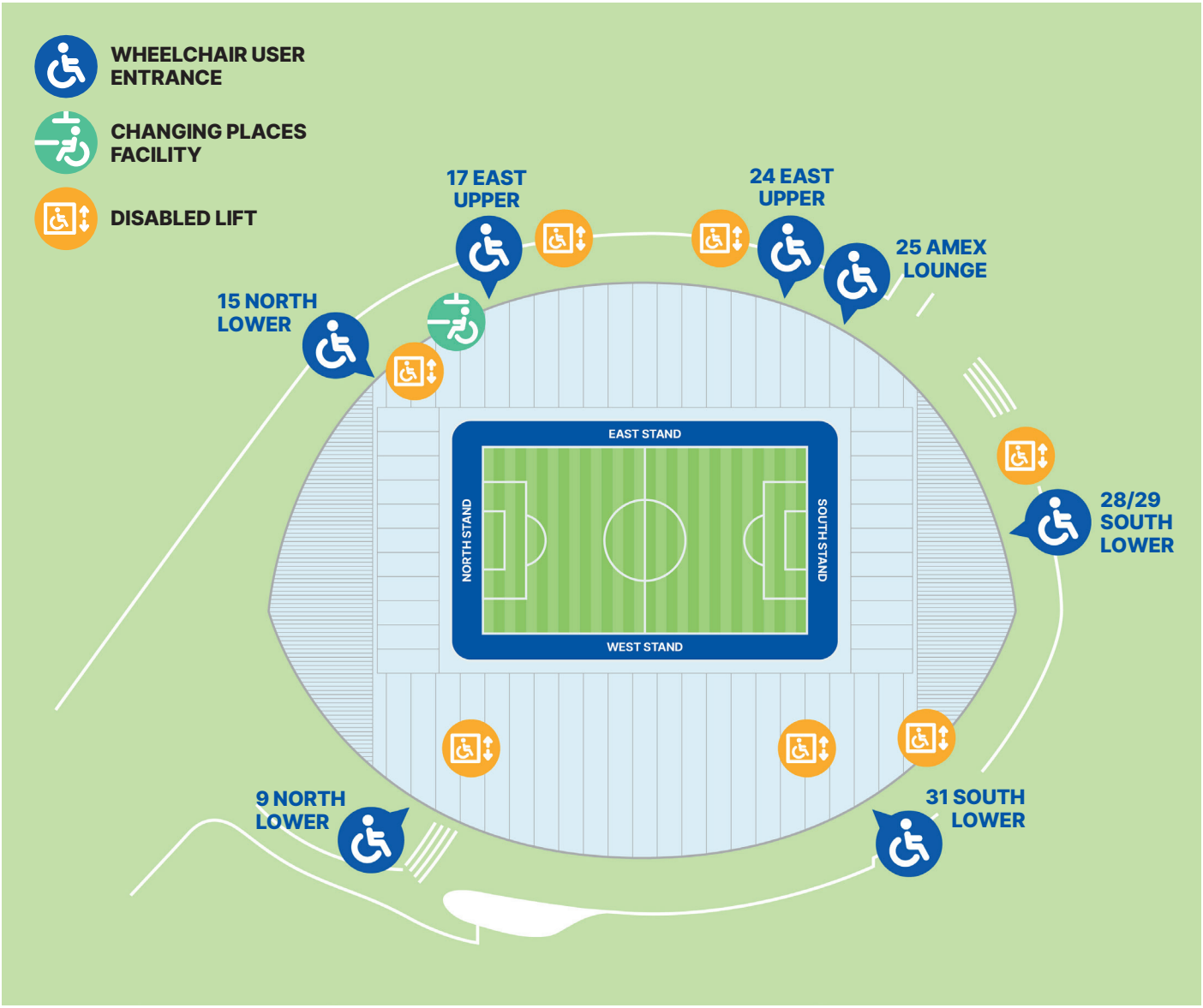
- All Brighton and Hove buses are wheelchair accessible
- Each bus has suspension that is capable of being lowered to meet the level of the kerbstone
- Every bus is fitted with screens showing the name of the next stop
- Bright and easy displays on the front, rear and nearside of the buses clearly show the route number and final destination of each service

For more information on bus times and accessibility please visit buses.co.uk



STADIUM ACCESS MAP

The entire stadium perimeter is accessible: around the east side of the stadium is flat tarmac and on the west side there is a ramp. The map below shows the wheelchair entrances to the stadium.



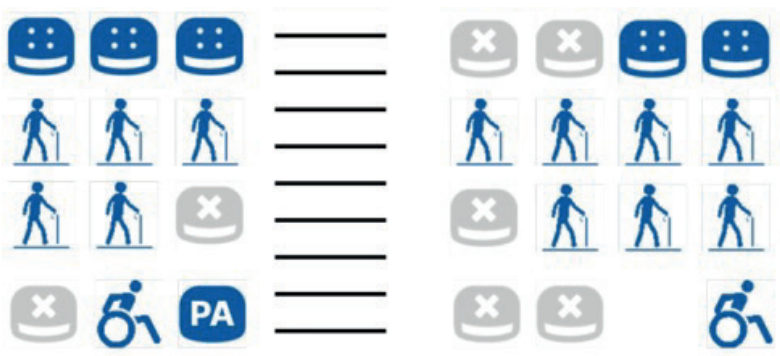
ACCESSIBLE SEATING

The stadium has 221 wheelchair spaces in a variety of locations around the stadium of which 185 wheelchair spaces are in general admission. This includes both pitch side seating and raised platforms which gives wheelchair users a choice of different prices and views. There are a minimum of 17 spaces in the visitors' stand, all of which are on a raised platform. Please note that the West Upper Tier is not accessible via a lift. However, the East Upper is accessible by lift.

EASY ACCESS SEATING

We have a variety of easy access seating available across the stadium;

These show on the website as below;



ACCESSIBLE TOILETS AND CHANGING PLACES FACILITY

There are 37 accessible toilets in the stadium and one Changing Places facility. These are found in the concourses, lounges, hospitality areas and Dick's Bar.

The accessible toilets have the following facilities:

- Grab rails by the toilet and sink
- Mounted flushing lever
- Back rest
- Emergency assistance alarm fitted to floor level
- WC height 480mm
- Dryer height 900mm
- Sink height 740mm

There are 52 accessible toilets (larger cubicles) which are in every stand and on every concourse.

We have a changing places facility measuring 6.16m x 2.56m located in the East Stand in section E2A.

The facilities are as follows:

- Bench (adjustable height, adult size, free standing)
- Hoist (ceiling)
- Peninsular toilet
- Non-slip floor
- Shower and shower curtain
- Emergency alarm
- Radar Key accessible
- Colour-contrasted hand railings and fixtures
- Full-length mirror
- Sanitation bins
- Paper roll



CLUB SUPERSTORE

The club superstore is located in the North Stand. It has level access in addition to the following:

- Wide aisles with large spaces between displays
- One till with fitted induction loop system with a microphone
- Large wheelchair accessible changing room
- Staff are available on the shop floor to provide assistance
- Seating is available next to the changing rooms
- Managed queuing system on matchdays
- One till with a dropped counter



TICKET OFFICE

All ticket office windows at the stadium are fitted with Securicom speech transfer systems with integral induction loops. To prevent interference, the induction loops are utilised in windows 1, 5 and 10, as indicated by induction loop system stickers on the relevant windows.

There is a separate queue for window 1, the accessible ticket window, which has level access.

The ticket office is only open on a matchday.

AUDIO DESCRIPTIVE COMMENTARY

Equipment can be signed out from ticket office window 1. Equipment must be returned in the same condition as it was when signed out.

ASSISTANCE DOGS



If you require an assistance dog to attend matches, please contact Support Services ahead of a matchday. This allows us time to find you suitable seating for an assistance dog and make security aware prior to the match. There is then a dog spending area in the East which stewards and security would be able to let the assistance dog use.

CATERING

There are dropped counters in each concourse of the stadium for wheelchair users. We also have a seat of 2 stadium style seats in each concourse for ambulant disabled supporters to use, should they need to.

HIDDEN DISABILITY WRISTBAND

The wristband is to help catering, stewarding, and ticketing staff to better assist supporters and avoid otherwise awkward situations for supporters and our staff.



- If needed, the information collected on the application forms may be used to assist staff with how situations are managed and what support is needed and reasonable.
- This information will only be accessible to stand managers, control room staff and the ticket office.
- Use of the disability lane at Falmer Station
- The wristband will not entitle any supporter to queue jump or gain preferential treatment over any other supporter - however this is at steward discretion, so please seek their help if need!

Please get in touch with **supporter.services@brightonandhovealbion.com** to request a hidden disability wristband.

INCLUSION ROOM

The inclusion room is a safe and reassuring space where supporters who may struggle to sit within the main stands can enjoy football.

The inclusion room is split into 3 sections, we have a quiet room at the back with coloured LED lighting, weighted blanket, and bean bags, the main part of the room contains stadium-style seating so you can watch the match from inside the room. The main section of the room also has a TV screen showing the match, bean bags, sensory toys and a disabled toilet with a hoist. For those feeling really brave, there is seating just in front of the room that you can watch the match from.



You can register your interest in using the inclusion room here.

DEMENTIA PACKS

We offer packs as additional support and peace of mind for both fans and their loved ones.

Available to any supporter who feels they would benefit; these packs are designed to make the matchday experience smoother and more comfortable.

We believe these packs will make a real difference in enabling fans with dementia to continue enjoying the Albion experience. Please contact Supporter Services, if you would like to request a pack, by emailing **supporter.services@brightonandhovealbion.com**

You can find more information about Albion Memories, including session times and how to get involved, by visiting the Brighton & Hove Albion Foundation website at bhafcfoundation.org.uk/albion-memories.

ATTENDING FIXTURES AT THE TRAINING GROUND

There is a wheelchair accessible viewing platform, and easy access seating available at the training ground for under 21s fixtures. This is accessible via dropped curbs from the training ground car park to the pitch, with a ramp up to the viewing platform.

There are accessible toilets in the lounge available to supporters on a matchday at the Training Ground.

There are also accessible parking spaces available for disabled supporters, with 8 accessible bays.



APPLYING FOR A PERSONAL ASSISTANT

In order for disabled supporters to purchase a personal assistant ticket online, they must have provided supporting documents to the club in advance of purchase.

If you require a personal assistant to support you when inside the stadium, you will need to fill out the form on our website. A physical copy can also be requested from supporter services (**supporter.services@brightonandhovealbion.com**)

Please ensure to fill out all required information on the form and attach any required documents.



THE TERRACE

The Terrace is wheelchair accessible, with lifts up to the American Express clubhouse on Level 1.

Disabled supporters can order food & drink items from any kiosks by going to the counter at Melts. Anything ordered will then be delivered to where you're sat, this should allows disabled supporters to avoid large crowds and queuing on multiple occasions.

TEMPORARY SEAT MOVES

If you need to move temporarily due to a broken leg, hip replacement etc. then please get in touch with Supporter Services who can find some suitable seating for you for the games you are affected.

MEDICAL SEAT MOVES

If you need to move for medical reasons at any point during the season please contact Supporter Services who will be able to find some suitable seating for you for. We do also have a medical moves form when renewing your season ticket, if you do want to move for the following season. This can be found on the renewals section of our website. Or, you can contact Supporter Services who can provide a physical form for you to complete.



FORM PAGE 1 OF 2

DISABLED SUPPORTER REGISTRATION FORM

If you have difficulties accessing our form online, please email **supporter.services@brightonandhovealbion.com** and we can provide a printable version of the form, or you can give us a call on 01273 668855 option 1 and we can complete the form on the phone with the supporter/carer.

Please provide the following information so we can update your account to access services you may need.

You should consider completing this form if you require access to the following services:

- Wheelchair accessible viewing platforms
- Easy access seating
- Audio Descriptive Commentary
- Hidden Disability Wristband scheme
- Use of the inclusion room
- Changing Places Facility
- Accessible parking

If you have any questions regarding the Stadium Facilities or require an alternative format for the form, please contact **supporter.services@brightonandhovealbion.com** or call 01273 668855 option 1.

To help us understand your requirements and how we can help you, **please answer the following questions:**

Title | **First Name** | **Surname**

Fan Number | **Email**

Address | **Postcode**

Which services would you like access to? Please ticket each service you would like to have access to

You should consider completing this form if you require access to the following services:

- ☐ Inclusion room
- ☐ Easy Access Seating
- ☐ Wheelchair accessible platform
- ☐ Audio Descriptive Commentary
- ☐ Inclusion Room
- ☐ Changing Places Facility
- ☐ Hidden Disability Wristband
- ☐ Bringing in an assistance animal
- ☐ Accessible parking*
- ☐ Information about our SignLive services for deaf supporters

*please attach a photo of the front and back of your blue badge to this form (if you have one)

FORM PAGE 2 OF 2

Please provide a description of your Access Requirements:

E.g. visually impaired – need easy access seating and to use Audio Descriptive Commentry headset