



LONDON STADIUM ACCESS STATEMENT

26/27 SEASON



INTRODUCTION

At West Ham United Football Club, we are unequivocally committed to providing a fully inclusive and equal experience for all supporters to London Stadium. We have therefore created a range of facilities and services for supporters with disabilities or accessible requirements and visitors to London Stadium on matchday.

London Stadium is a fully accessible venue, with lifts and all public areas designed specifically to accommodate the needs of supporters with accessible requirements.

Our Access Statement will provide you with all the information you need in relation to access, services and facilities and to help you plan your visit to London Stadium.

We want to ensure your experience is as comfortable and enjoyable as possible, so if you have any enquiries relating to accessibility, please contact our dedicated Accessibility team on 0333 030 0174 or email accessibility@westhamunited.co.uk.

Commitment to EFL Regulation 129

The Disabled Supporters' Association (DSA) is the key conduit between our accessibility supporters and the West Ham United Board and senior management.

You can contact Joint-Chairs, Cathy Bayford and Trevor Bright, on info@whudsa.com.

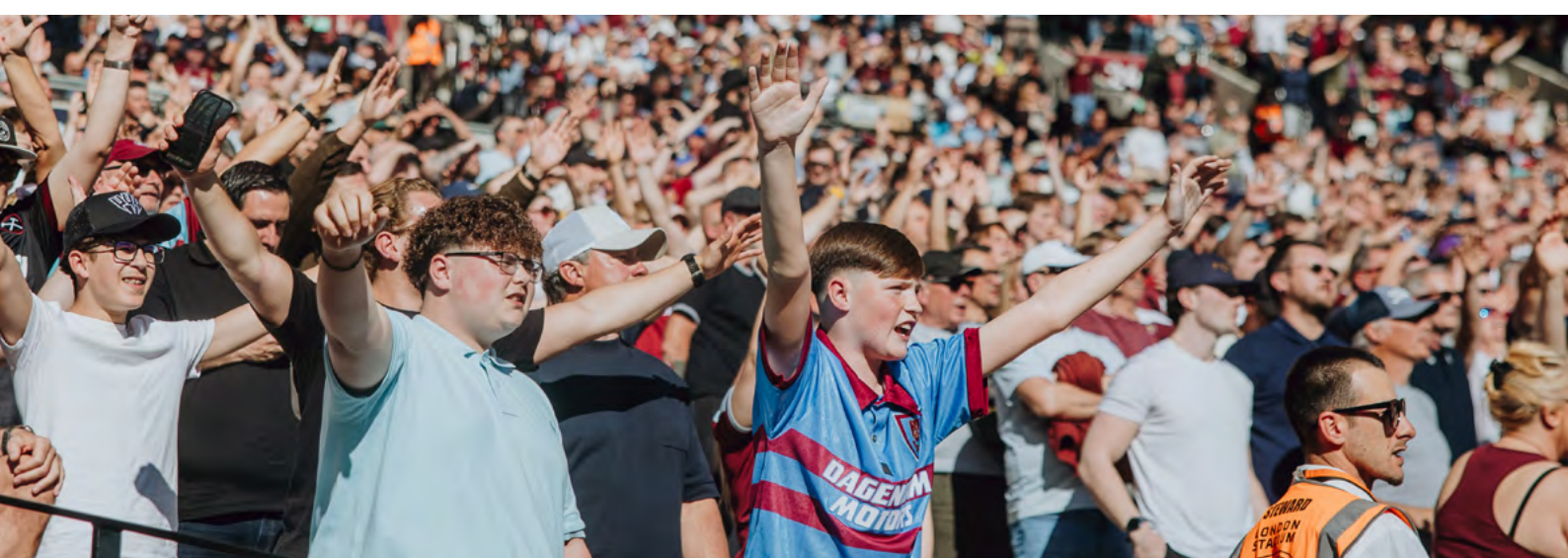
Visit www.whudsa.com for more information.



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SECTION I: HOW TO GET TO LONDON STADIUM

There are many ways to reach London Stadium on matchday. As we are a designated green stadium, we would recommend public transport as the best method of getting here.

The Club also provides a complimentary Accessible Shuttle Bus Service and drop-off facility as a means of making the connection to London Stadium as convenient and comfortable as possible.

Regular travel updates are posted on our channels in the days leading up to the game and on matchday, so please keep in touch with us at [whufc.com](https://www.whufc.com), follow us on X [@WestHamHelp](https://twitter.com/WestHamHelp) or subscribe to our matchday [Fan Information channel](#) on WhatsApp.

Supporters can also visit our [Matchday Guide](#) for further information.

Section 1.1: Public Transport

By train and tube

There are five train and tube lines and all are fully accessible for wheelchair users.

Stratford Station

Served by London Underground central and Jubilee Lines, London Overground, Docklands Light Railway (DLR) and Greater Anglia services. You can find out more about each line and the platforms they run from.

Stratford Station is approximately 20 minutes-walk from London Stadium. Facilities and services:

- Low-level ticket machines and a dedicated gate to the side of the ticket barriers for wheelchair access
- An induction loop
- Step-free access to all platforms with lifts
- Step-free bus stops
- Staff at hand to help from first to last train
- Accessible toilets
- Accessible taxis available outside entrances/exits
- Assistance dogs welcome

You can find out more about assistance and the support that TFL may provide [here](#).

People with sight or hearing loss can find out more information [here](#).

London Underground also provide a number of audible and downloadable [maps](#), including information about the location of accessible toilets at London Underground stations.

However, please note:

Complimentary wheelchairs are not available at London Underground, London Overground or DLR stations or elsewhere on the TfL network.

Stratford Station Customer Services Centre: 0343 222 1234

Stratford Station website: <https://tfl.gov.uk/tube/stop/940GZZLUSTD/stratford-underground-station>

Stratford International Station

Served by Docklands Light Railway and Southeastern services. Stratford International Station is approximately 20 minutes-walk from London Stadium. Facilities and services:

- Low-level ticket machines and a dedicated gate to the side of the ticket barriers for wheelchair access
- An induction loop at designated listening areas
- Step-free access to all platforms with lifts
- Step-free bus stops
- Staff at hand to help from first to last trains
- Accessible toilets
- Accessible taxis available at station entrance/exit (International Way Bus Depot)
- Assistance dogs welcome
- Wheelchairs are available

Stratford International Station Customer Service number: 0345 322 7021

Stratford International Station website: <https://www.nationalrail.co.uk/stations/stratford-international/>

For **passenger assistance** information, you can search the station you are travelling to/from on this link for information on how to book any of the passenger assistance services.

Stratford High Street Station

Served by Dockland Light Railway. Facilities and services:

- No ticket barriers
- Low-level ticket machine
- Step-free access to both platforms via ramp and lifts
- Step-free bus stops
- Assistance dogs welcome

However, please note:

- No wheelchairs available

Pudding Mill Lane Station

Served by Docklands Light Railway (DLR). Pudding Mill Lane station is located to the south of London Stadium and is just one stop away from Stratford Station. The station is approximately ten minutes-walk from London Stadium. Facilities and services:

- Low-level ticket machines
- No ticket barriers

- Step-free access to all platforms with lifts
- Assistance dogs welcome

However, please note:

- No wheelchairs available

The DLR offers free travel assistance which you can find more information about at [Access DLR](#).

Hackney Wick Station

Served by London Overground. Hackney Wick station is located to the northwest of London Stadium and is just one stop away from Stratford Station. The station is approximately ten minutes-walk from London Stadium.

- Facilities and services:
- Low-level ticket machines
- Accessibility gate lines
- Low-level counter at Ticket Office
- An induction loop
- Step-free access to all platforms via lifts
- Staff at hand to help
- Assistance dogs welcome

However, please note:

- No wheelchairs available

For more information across the transport network, [please see toilets in London](#).



Section 1.2: Shuttle Bus

West Ham United shuttle bus service

The Club is pleased to be able to provide a total of 18 complimentary shuttle buses for all home matches at London Stadium to support fans with accessibility requirements in travelling between Stratford Station, Stratford International and London Stadium.

Supporters can request one of the following routes and will be issued a permit for their journey. All routes are subject to availability.

Pick up/drop off points

The shuttle bus service starts 2 hours before kick-off at the following locations:

Stratford Platform 13

Located at the entrance to platform 13, Jubilee Line

Can be found using [What3Words:///chips.owls.logic](#)

Lookout landmark - Entrance next to Petit Pret

Stratford Station offers step-free access to all 17 platforms

It also has 2 accessible toilets located Adjacent to DLR platform 16 (requires a radar key) and Southern ticket hall

Stratford International Bus Station

Located on International Way, opposite the entrance to Stratford International Station, near to bus stop 108

Can be found using [What3Words:///ants.palace.happen](#)

Stratford International offers step free access to all platforms.

It has an accessible toilet located in the booking hall.

London Stadium drop off/pick up - Stadium Store café – nearest turnstile entrance F

Supporters will be dropped at the Stadium Store café. On arrival they will be subject to security checks.

There is a lift on the lower ground level of the Stadium Store (lift 12) which supporters can use to access the concourse level. Alternatively they can access concourse level by using lift 13 situated in the car park of the drop off point. On conclusion of the match, supporters should head back to the lower ground level of the Stadium Store, where they can wait for the shuttle bus. The same lifts, lift 12 and 13, can be used to get to the Stadium Store Café.

Can be found using [What3Words:///keys.issues.bonds](#)

The shuttle bus will run for a maximum of 90 minutes following conclusion of the match and supporters will be dropped off at the same points they picked the bus up from. Buses will not depart from the stadium until road closures have re-opened, which is normally around 30 minutes after the final whistle. Supporters are invited to wait in the stadium café for buses to begin operation.

The pick/up drop off points will usually remain the same for each home game. However there may be times where the drop off/pick-up point at London stadium may be moved to a different location. We will where possible, endeavour to advise all our shuttle bus users of any changes, ahead of the fixture.

Requesting a permit

Take a look at our full Shuttle Bus policy at Appendix 1 to find out how to request a permit.

Section 1.3: Car parking

Our dedicated accessible car park (Gold Top Car Park) is situated on the south Loop Road adjacent to bridge 3. You can also find this using [What3Words:///brains.snack.farms](https://www.what3words.com/brains.snack.farms)

As a designated green stadium, the Club has provision for 55 accessible parking spaces out of a total of 229 at the Stadium (21.4%), including six bays for away supporters. All accessible parking spaces at the stadium are located as close as possible to main entrances, with safe pedestrian routes provided and stewards or one of our dedicated team of Disabled Supporter Assistants (DSAs) at hand to assist in wayfinding.

As supporters exit the car park, at either side of the bridge entrance at bridge 3, there are external toilets that supporters can access should they require.

Two spaces are also available upon request in our dedicated accessible car park for commercial vehicles with hoists (mini-bus).

Home supporters

All home supporter car parking spaces are allocated on a seasonal basis with a waiting list in operation. We would recommend using our complimentary Accessible Shuttle Bus Service or drop-off facility as an alternative means for reaching the stadium. Please contact accessibility@westhamunited.co.uk for further information.

You can view our full policy for the accessible parking spaces at Appendix 2.

Visiting supporters

Visiting supporters wishing to book accessible parking on matchday, please contact your own Club for further advice. All 6 visiting supporters' spaces are subject to availability.

Matchday opening hours

The Gold Top Car Park will open three hours prior to kick-off and close during the match at the 80th minute in accordance with the timed safety and traffic management plan which involves the closure of surrounding roads on matchday.

These road closures are in place to provide safe walking routes for pedestrians leaving the stadium and all car parks and surrounding roads will re-open once the Safety Officer confirms it is safe to do so. This may take between 20-30 minutes after the final whistle.

Section 1.4: Drop-off facility

Please contact the Accessibility team to enquire about a pick-up/drop-off facility at the stadium on matchday – 0333 030 0174 or by email accessibility@westhamunited.co.uk

Tactile paving is in place at the pick-up/drop-off zone along with drop-curbs and non-slip surfaces.

Section 1.5: Pedestrian Access

London Stadium is fully accessible from all directions with level access across all five bridges to the stadium island and a lift available from ground to podium level at Bridge 4 if approaching from the south Loop Road.

There are rest-areas across the Olympic Park at 50m intervals, including on the bridges to the 'stadium island' (immediate area outside of the stadium turnstiles). Many of the rest- areas are modified to include arm-rests to provide support to accessibility supporters. Please note that once you come over the bridges and through the search tents into the stadium there are no seating areas outside the stadium or in the concourses, other than in the stadium seats themselves.

SECTION 2: SIGNAGE

The stadium is signposted from Stratford and Stratford International Stations, Westfield Stratford City and across the Olympic Park. Stewards and West Ham United Supporter Liaison Officers are also at hand to assist supporters to find their way around.

In addition, there is a team of dedicated Disabled Supporter Assistants who are positioned on the podium and at accessible entrances to provide assistance.

Upon reaching the stadium island, all turnstile entrances and transport destinations are clearly displayed on the West Ham United totem poles, which are large in size, non-reflective, colour contrasting and illuminated.

Each set of turnstiles also has a large letter displayed overhead in addition to West Ham United totem poles positioned outside of each entrance with a yellow sign and all follow in alphabetical order to assist in wayfinding.

There is one dedicated accessible entrance at each set of turnstiles with the accompanying universal accessibility symbol. Disabled Supporter Assistants will also be waiting to greet supporters on arrival.



SECTION 3: STADIUM ACCESS

Before entering the stadium, all supporters are subject to a search at one of our security points, located on the entry bridges or on arrival at the ground floor entrance to the Stadium Store Café (for supporters travelling via the accessible shuttle service). Each entry bridge has a dedicated accessible lane for supporters who may struggle to stand in queues. These lanes are usually the first lane to the right of the bridge and can be identified by accessible signage. At the entry point of the search lane you will find a member of the stewarding team accompanied, where possible, by a Disabled Supporter Assistant (DSA) to ensure lanes are kept free for those who need them most.

These lanes are in operation and available for disabled supporters to use until 20 minutes before kick-off, where these lanes will revert to general admission lanes. This allows our DSAs to get to their positions inside the stadium bowl where they will be able to provide any additional support required to our disabled supporters.

Once through the search points, there are 10 turnstile entrance Blocks, A, B, C, D, E, F, G, H, J and K and all have one dedicated accessible entrance to the side of the turnstiles to ensure that fans with access requirements can enter the stadium easily. These entrances can be used by wheelchair users and ambulant disabled supporters.

A two-door airlock system is in operation, with the first door being opened upon scanning of the stadium access card/match ticket. Once inside, Door A will close and this will automatically open Door B to provide access to the concourse area. Both doors have full length visual panels and entry points have level access.

All accessible entrances are operated by Disabled Supporter Assistants who can assist with scanning the supporter's stadium access cards or tickets to assist with entry if required.

Lift access is available to upper tier viewing areas.

The last 30 minutes before kick-off is the busiest period and we advise all supporters to arrive as early as possible to avoid this time.

Section 3.1 Bag Policy

London Stadium currently operates a 100% searching policy meaning all supporters and their belongings will be searched for the safety and security of all attending the match. Bags will be subject to security checks as determined by stadium staff in their reasonable discretion, including on entry and exit and all approved bags are subject to additional inspections within the Stadium.

The London Stadium policy is that bags need to be no larger than A4, but if you need to bring a larger bag, please advise our Accessibility team on accessibility@westhamunited.co.uk or call 0333 030 0174.

Supporters with medical bags or items they need to carry with them must be searched. We do advise arriving early to avoid inconvenience and delays. For any enquiries around medication, bringing a larger bag and requirements to take medication during the match, please contact our Accessibility team.

Section 3.2 Lifts

We have lifts from ground to podium level and ground to upper levels. In addition, one lift, is available on exit from the accessible car park to assist supporters to the stadium. Should you require access to a lift from podium level to an upper tier, please contact accessibility@westhamunited.co.uk to enquire about obtaining your lift permit.

Section 3.3 Outside of Stadium

Lift access is available from Bridge 4 between ground level and the podium. Access to Bridge 4 can be gained via Marshgate Lane.

Accessible services in this lift include; a visual floor indicator, induction loop, audible announcer, tactile floor markings and low-level buttons. Braille is not available on lift buttons; however, lifts are operated by a steward on matchday who will provide assistance wherever required.

Supporters using the accessible car park should use Bridge 3 as the quickest means of access.

Lift access is also available between the ground level and the stadium level from the Accessible Shuttle Bus Service drop-off and pick-up point at the Stadium Café.

Accessible services in this lift include a visual floor indicator, induction loop, audible announcer, tactile floor markings and low-level buttons. Braille is not available on lift buttons; however, all lifts are operated by a steward on matchday who will provide assistance wherever required.

Section 3.4 Inside the Stadium

There are nine lifts available inside the stadium, providing access between upper and lower tiers.

All lifts are operated by a steward on matchdays, and priority will be given to disabled supporters wishing to use the service.

In all lifts, there are visual floor indicators, induction loops, an audible announcer, with lift doors distinguishable from their surroundings and access level/step-free. Braille is not available on lift buttons, however, all lifts are operated by a steward on matchday who will gladly provide assistance wherever required.

Directional floor signage is available outside of each lift in general admission areas and the steward operating the lift will be at hand to offer directional assistance.

Lift services are available in the following locations:

- Block 102
- Block 113
- Block 114
- Block 132
- Club London (Lifts 6, 7, 8 and 9)
- Block 141

SECTION 4: TICKETING

Main Ticket Office

The main ticket office is located to the south of the stadium, opposite turnstile E and alongside the Stadium Store.

- The Main Ticket Office is external, however, there is partial cover provided by a canopy
- There is level access around the Ticket Office, and the queuing system is managed on matchday
- An electronic calling system with sound and digital display can be used to manage the queue during peak periods
- Staff are available to help
- There are 20 windows at the Main Ticket Office, and all are fitted with induction loops and audio microphones
- Four low-level counters are available, two at either end at windows 1, 2, 19 and 20

Ticketing Policy

Every individual experiences their disability very differently and West Ham United Football Club will always take great care to understand and cater to each supporter's requirements, offering our assistance and a dedicated, personable and friendly experience. The Club also provides complimentary Personal Assistant (PA) tickets where these are required. You can view our full PA policy at Appendix 3.

Concessionary pricing is available for supporters with disabilities for Season Tickets and match-by-match tickets, subject to availability.

All home match tickets are sent digitally via your email address. Should you require your ticket in an alternative format, or if you need any assistance with digital tickets, please contact our accessibility team on accessibility@westhamunited.co.uk

Supporting documentation

To receive accessible concessionary pricing to help us support you in the best way possible, we will need to receive either:

A copy of your Disability Living Allowance notice confirming that you are in receipt of the higher rate for either the mobility or care component or;

Confirmation you are in receipt of PIP, at the enhanced rate of mobility or daily living component.

We also will accept Attendance Allowance at the higher rate for mobility or care.

Visually impaired and hearing-impaired supporters can provide evidence in the form of DLA/PIP or CCVI/BD8 form.

The above can be presented to our Ticket Office, emailed to accessibility@westhamunited.co.uk, or sent to us by post at the following address:

West Ham United Football Club, Accessibility Team, London Stadium, Queen Elizabeth Olympic Park, Stratford London E20 2ST.

Please let us know as soon as possible if your circumstances change so that we can support you as best as possible.

Purchasing match tickets

Match ticket information is released on a match-by-match basis and approximately five weeks prior to the game.

Once ticket information is confirmed, supporters should email accessibility@westhamunited.co.uk to apply, quoting their client reference number(s) and the number of tickets they wish to purchase. Claret & Blue Members can apply for one ticket per membership held and will automatically be allocated a ticket for a personal assistant if successful.

A member of the team will be in touch with confirmation of the booking. However, all tickets are strictly subject to availability.

SECTION 5: ACCESSIBLE VIEWING AREAS

- Accessible viewing areas are in the North, East, South and West Stands
- We have 261 wheelchair accessible viewing spaces available within the stadium
- Disabled Supporter Assistants (DSA) are at hand to assist supporters before, during and after the match. All DSA's wear a pink tabard
- There are 19 wheelchair accessible viewing spaces at an elevated level in the visiting supporters' section for EFL Championship matches
- All accessible viewing areas are under cover however, supporters in the lower tiers may get wet in inclement weather conditions, dependent on the direction of the wind

Accessible information by stand

Bobby Moore (North) Stand

There are 51 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

A personal assistant ticket is provided to every wheelchair user

Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

Billy Bonds (East) Stand Lower

There are 9 wheelchair accessible viewing spaces and 9 personal assistant seats on a raised platform at the back of the lower tier in the North East and South East corners of the stadium. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

A personal assistant ticket is provided to every wheelchair user

Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

Sir Trevor Brooking (South) Stand Lower - Home supporters

There are 34 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

A personal assistant ticket is provided to every wheelchair user

Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

Visiting supporters

There are 19 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

West and Upper

There are 62 wheelchair accessible viewing spaces in the front row of the upper tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them
- Handrails are available on either side of the staircase from the concourse to the upper tier.
- Contrasting nosings fitted to the edge of each step to assist blind and partially-sighted supporters
- Lift access is available in the North West and South West corners of the stadium at Blocks 102 and 114
- Level access across the West stand upper tier
- 'P' rails are provided in the upper tier to assist ambulant access supporters up and down stairs

West and Lower

There are 74 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

Club London

There are 12 wheelchair accessible viewing spaces in our Club London hospitality areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

SECTION 6: ACCESSIBLE TOILETS & CHANGING PLACE

General Admission accessible toilets

All of London Stadium's accessible toilets are gender neutral and are available on all levels close to accessible viewing areas.

Facilities

- All our accessible toilets are fitted with RADAR locks. For assistance in unlocking an accessible toilet please ask the nearest steward supervisor or Supporter Liaison Officer who will be happy to help
- Flooring and walls have good colour contrast
- Horizontal and vertical handrails provided at basin and toilet
- Two pull-cord emergency alarms, one at elevated height and one reaching the floor
- Large pictogram signs on the concourse to assist with wayfinding
- Full-length mirror
- Non-slip flooring
- Low-level basins with lever taps
- Door handles at appropriate height
- Level flush mechanism located on the transfer side for wheelchair users
- Left and right transfer available
- Soap, toilet roll and hand towel dispensers at appropriate height

Adult changing facilities

- London Stadium has three adult changing places facilities:
- Two situated on the concourse at Block 124 and 149.
- One in the Club London hospitality area at Level 1 (in the lobby outside the Londoner Claret Lounge)
- Facilities
- Facilities are larger than standard wheelchair-accessible toilets
- Flooring and walls have good colour contrast
- Pull-cord emergency alarm that reaches the floor
- Handrails provided at basin and toilet
- Meets minimum size standards and has room for up to two personal assistants
- Includes a changing bench and hoist
- Large pictogram signs on the concourse to assist with wayfinding
- Fitted with full-length mirror

- Two coat hooks at different height levels
- Non-slip flooring
- Low-level basins with push button taps
- Door handles at lowered-level
- Push button flush mechanism
- Soap, toilet roll and hand towel dispensers all at appropriate height

Baby and parent room facility

London Stadium has three Baby and Parent Room facilities:

- Block 152
- Block 134
- Block 126

Facilities:

- Flooring walls have good colour contrast
- Meets minimum size standards and has room for up to two personal assistants
- Pictogram signs to assist with wayfinding
- Fitted with appropriate height mirrors and pull-cord emergency alarms
- Two coat hooks at different heights
- Non-slip flooring
- Low-level basins with push button taps
- Door handles at lowered level
- Push button flush mechanism
- Light, soap, toilet roll and hand towel dispensers all at appropriate height
- Baby change table provided

All accessible toilets and lifts are checked to ensure all facilities are in working order prior to turnstiles opening. If you have any concerns on a matchday about these facilities or want to report any incidents, please contact us via our dedicated text messaging service on 07701401966. Just type your message and press send. This message will be received by our Supporter Services Team, and your concern will be radioed to control for London Stadium staff to attend. There are posters in and around the stadium, in our information booths and toilets, advertising this number.

Toilets – General provision

All general provision toilet blocks throughout London Stadium have a minimum of one ambulant accessible cubicle with handrail assistance and one low-level urinal in the gentleman's facilities.

SECTION 7: FACILITIES

Sensory Room

Some fans with sensory difficulties, particularly children, can experience anxiety and panic amidst the noise and numbers of a football crowd.

The Sensory Room, developed in close conjunction with the Disabled Supporters' Board and informed by best practice from The Shippey Campaign, offers a range of calming sights, sounds and apparatus, managed on matchdays by specially appointed staff, to help supporters adapt to the atmosphere of London Stadium in safety and security.

For more information about our Sensory Room please contact the accessibility team at accessibility@westhamunited.co.uk

You can view our Sensory Room policy at Appendix 4.

Multi-Faith Room

There are two Multi-faith Rooms at London Stadium, located at block 103. These are available upon request, one for men and one for women.

- Full-length vision panel provided
- Door handles at appropriate height for wheelchair users
- Colour contrast on flooring and walls
- Chair provided
- Foot shower with twist taps



SECTION 8: CATERING

Supporters can choose from a wide selection of food and beverages on matchdays, from hot food, such as pies and burgers, to sandwiches, wraps and salads. Hot drinks include coffee, tea, and hot chocolate with a variety of cold soft drinks also available.

For those supporters looking for a snack, the kiosks also hold confectionery items, such as crisps and chocolate grab bags.

All concourses and catering outlets are accessible and located in close proximity to the accessible viewing areas.

- All catering kiosks and facilities are located on the lower tier concourse area
- Level access to refreshment kiosks on inner circle
- Almost all of the EPOS till systems have forward facing displays for hearing-impaired supporters
- 25% of counters are at an accessible height for wheelchair users
- Vegetarian options are available at all kiosks
- Water fountains are dispersed around the stadium for supporters with medical conditions to freely access

Please be aware that:

- There are two circles of refreshment kiosks surrounding the concourse area, one inner circle closest to the gangways and one outer circle closest to the exit doors.
- Level access is available at all inner circle kiosks but there is a protruding step to the front of all kiosks on the outer circle. This step is shallow measuring at 7cm x 24cm and there are tactile markings and colour contrasting nosings present.

For supporters with specific dietary requirements we recommend you make the staff aware at the kiosks, before you purchase.

For supporters with complex dietary requirements, please contact supporter services at supporterservices@westhamunited.co.uk

For supporters requiring sugary drinks, these can be purchased at a number of kiosks and are also available for purchase from the Stadium Store Café.



SECTION 9: VISITING SUPPORTERS

For any accessibility supporters making their way back to the away coaches after the match, the Shuttle Service will be available upon request from Car Park 1A, adjacent to Bridge 4. DLOs (Pink) and SLOs (White) will be on hand to direct supporters from the coach to the shuttle bus pick-up point. Please be aware that the shuttle bus service will only be in operation if requested via the visiting club ahead of the match.

Any further information can be found on our online help centre, [Hammers Help](#), which includes specific FAQs and guides for each fixture.

We will also be communicating any proactive service messages via the Club website and our Supporter Services twitter handle [@WestHamHelp](#) in the lead up to the match.

We also publish our All You Need To Know information on our website at <https://www.whufc.com/en/news> ahead of each home fixture. This will detail any information you need to know, specific to the upcoming fixture.

SECTION 10: WEST HAM UNITED STORES

West Ham United have four Stores where fans can purchase the widest range of Hammers- related kit, clothing, merchandise and accessories available anywhere.

The Stores are situated at London Stadium on Queen Elizabeth Olympic Park, Lakeside Shopping Centre in Thurrock, Eastgate Shopping Centre in Basildon and Liberty Shopping Centre in Romford.

Alternatively, supporters can shop online, 24-hours-a-day, seven-days-a-week, at the Official West Ham Store.

Stadium Store

The Stadium Store is West Ham United's flagship store, located on Queen Elizabeth Olympic Park in Stratford, right next to London Stadium.

The Store is situated on two floors and is also home to the West Ham United Coffee Co. on ground floor level, a bespoke café and casual dining area where supporters can meet and enjoy a cup of tea or coffee along with a selection of tasty treats including sandwiches, wraps, pastries and fresh cakes.

Please note that on matchdays the first floor of this store (above the café) becomes extremely busy. Supporters who feel overwhelmed in crowds or crowded spaces may wish to avoid this area on a matchday or to travel directly to the ground floor level via the external lift.

- Stadium Store facilities:
- Three sets of wide, fully glazed, double-doors
- One set of double-doors is left permanently open to enable access
- One set of automatic doors for wheelchair users
- 40 low level retail counters
- Queue managed by staff on matchdays
- Large aisles and spaces between displays

- High signage for easy wayfinding on matchdays
- Lift access available
- Stairs have contrasting nosings on the edge of each step and handrails on either side.
- Level access across both ground and first floor
- Low-level tables in café
- Changing room and accessible toilet on ground level
- The café does not have a low-level counter, although staff where possible can provide a table service

Lakeside Store

Lakeside Thurrock, Unit 71, Lakeside Shopping Centre, Thurrock, RM20 2ZP Tel: +44 (0) 1708 890 258

Accessible information:

The Lakeside store is based inside the Shopping Centre and is accessible for wheelchair users. However, please note that low-level counters are not available.

Basildon Store

Unit 45 Eastgate Shopping Centre, Basildon SS14 1EB Tel: 02368 527191

Accessible information:

The Basildon store is based inside the Shopping Centre and is accessible for wheelchair users. However, please note that low-level counters are not available.

Romford Store

Liberty Romford, Unit GLA1A, Liberty Shopping Centre, Romford, RM1 3RL Tel: +44 (0) 1708 741 877

Accessible information:

The Romford store is based inside the Shopping Centre and is accessible for wheelchair users. However, please note that low-level counters are not available.



SECTION II: CLUB LONDON

- Three sets of automatic doors
- Low-level counter
- Double doors to gain access to reception area
- Two wide-aisle entry gates, one at each end of the turnstiles
- Escalators
- Lift access is provided via four lifts, numbers 6, 7, 8 and 9.
- Staff at hand to assist with scanning tickets

Lifts

There are four lifts available in Club London serving all bars, restaurants and lounges. Supporters with Club London membership or tickets can use any of the four lifts to reach their area.

Accessible seating and wheelchair viewing areas.

- There are 12 wheelchair accessible viewing spaces in our Club London hospitality areas, all located in the middle tier of the stadium.
- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them
- Handrails are available in all accessible toilets and at one end of the urinals.
- Low level basins
- Pull-cord emergency alarm that reaches the floor

Baby and parent room facility

There is a Baby and Parent Room facility situated in the Boleyn Bar which is available to any of our Club London guests. Simply ask a member of staff for access and they will be happy to assist.

Club London catering

- Low-level counters are available in all lounges besides the Academy lounge
- Level access to all catering outlets

Club London accessibility

Please click here to view <https://www.clublondon.whufc.com/faqs>

SECTION 12: ACCESSIBLE SERVICES

Disabled Supporter Assistants (DSAs)

The Club now has 41 Disabled Supporter Assistants and 27 Supporter Liaison Officers on a matchday who will be delighted to assist you, wherever they can.

The team will be happy to:

- Provide support and directional assistance wherever required
- Listen to and discuss any feedback and concerns
- Note suggestions around service and facilities to report back to the team
- Request a manager should the situation require

We want to provide the best service and experience possible for all supporters at London Stadium, so please do talk to us! All feedback to the Club is gratefully received.

The DSA/SLO team have a map of facilities they carry with them and will be able to assist or signpost you to the nearest location.

Supporters with temporary accessible requirements

Supporters who are planning on coming to a match and have a temporary accessible requirement should contact our Accessibility team at accessibility@westhamunited.co.uk or call on 0333 030 0174. Our team will be happy to offer guidance and advice on how to make the experience as comfortable as possible however, please note that all tickets are subject to availability and we are unable to guarantee a relocation of seats.

Supporters with health conditions

We will always look to provide suitable seating and location for any supporter who has a health condition. Our Accessibility team will happily discuss their requirements with them in order to ensure their experience is as comfortable and enjoyable as possible. Supporters are advised to contact our Accessibility team at accessibility@westhamunited.co.uk or call on 0333 030 0174.

Personal assistants

Ticket and membership pricing are set by the Club for accessibility supporters, and we are happy to provide a complimentary personal assistant (PA) ticket if required. You can view our PA policy at Appendix 3 to this document.

Assistance dogs

Assistance dogs are welcome at the stadium. We would encourage supporters to contact the accessibility team if they are attending the stadium with an assistance dog. This will allow them to find the most suitable seats available for you and your dog.

Hygiene facilities are available to assistance dogs on Bridge 4, opposite turnstile D and down the staircase ahead (lift access available). Space for assistance dogs is available in the accessible viewing areas, to the side of the supporter. You can view our assistance dogs guidance policy at Appendix 5 to this document.

Programme

West Ham United have launched an [online sales portal](#) for the Club's 116-page Official Programme. West Ham Programmes is your one-stop shop for the 2026/2027 Official Programme, which features news, views, exclusive photography and much more.

These can be purchased inside the Stadium Store, via our official programme sellers stationed around the island close to bridge entry points and at our official programme tents located at the top of bridge 1 and bridge 5.

Audio commentary service

- Audio commentary is available to all partially-sighted and blind supporters sitting in the North, East, South and West Stands.
- All audio units have a volume control function to adjust to the supporter's comfort.

Supporters will need to email accessibility@westhamunited.co.uk or call on 0333 030 0174, in advance of matchday to request this service.

For hygiene reasons, we advise supporters to bring their own headsets they can plug into the audio units, for compatibility, these would need to be 80W max, standard 3.5mm stereo jack/plug for audio output.

Accessibility Pass

Following feedback from our Disabled Supporters' Board, the Club launched an accessibility pass, particularly for supporters with hidden disabilities. The Club are hopeful the pass will make your matchday experience easier, without having to face any personal or intrusive questions when using our services.

This is a non-mandatory card scheme, which will allow all supporters with a hidden disability to show their pass to any member of staff to enable them to access all of the accessible facilities, including the accessible search lanes, turnstiles or toilets. If you are interested in using the accessibility pass, please contact Accessibility at accessibility@westhamunited.co.uk

West Ham United also proudly supports the hidden disabilities Sunflower Scheme. Not every disability is visible, the Hidden Disabilities Sunflower will let us know that you may need some additional support when attending on a matchday. Supporters wearing a sunflower lanyard can access all accessible facilities at London Stadium.



SECTION 13: COMPLAINTS PROCEDURE

Formal complaints can be registered with the Club through either of the following ways:

- Email: supporterservices@westhamunited.co.uk
- Letter: Supporter Services, West Ham United Football Club, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST

You can view the full complaints policy on our policies page [here](#)

SECTION 14: CONTACT US

We want to ensure your experience is as comfortable and enjoyable as possible, so if you have any enquiries relating to accessibility please contact our senior ticketing disability officer, Julie Pidgeon in our Accessibility team on 0333 030 0174 or email accessibility@westhamunited.co.uk.



APPENDIX I

Shuttle Bus policy

The Club is pleased to be able to offer the shuttle bus service to supporters who have registered as disabled with us. This is a dedicated service arranged by the Club to meet our accessible supporters' needs as outlined below.

Season ticket holders

If you are a season ticket holder then you will be issued a seasonal shuttle bus permit. If you attend with a personal assistant (PA), the PA will also be issued a shuttle bus permit to accompany you on your journey to and from the stadium. Where required, the PA will be expected to assist you in getting on and off the shuttle bus.

Match ticket purchases

If you purchase match tickets, you will be issued a shuttle bus permit for the fixture you are attending. If you attend with a PA they will also be issued a shuttle bus pass to accompany you on your journey to and from the stadium. Where required, the PA will be expected to assist you in getting on and off the shuttle bus.

Mobility issues

If you are a senior citizen with mobility issues you may be issued with a seasonal or match ticket bus pass. Due to the high demand for the service, we are only able to offer one bus permit. If you are travelling with family or friends, they must make their own way to the stadium. They will not be able to accompany you on the shuttle bus journey.

Temporary disability

If you have a temporary disability, you may be issued with a shuttle bus permit. The length of time it is issued for will be discussed between the supporter and our Accessibility Team. Due to the high demand for the service, we are only able to offer one bus permit. If you are travelling with family or friends, they must make their own way to the stadium. They will not be able to accompany you on the shuttle bus journey.

Pregnant

If you are pregnant, you may be issued with a shuttle bus permit. Due to the high demand for the service, we are only able to offer one bus permit. If you are travelling with family or friends, they must make their own way to the stadium. They will not be able to accompany you on the shuttle bus journey.

Shuttle Bus Operation

Operates 2 hours before kick-off from Platform 13 at Stratford Station and Stratford International Station. All supporters dropped off at the Stadium Store Café.

On conclusion of the match, supporters and PA's can board the shuttle bus from the Stadium Store Café. The service operates for 90 minutes back to Platform 13 Stratford Station and Stratford International Station.

Supporters who arrive outside the designated times as above may have to make their own travel arrangements.

All on-site car parks close 80 minutes into the game and do not open until the exclusion zone around the stadium is lifted and the roads are pedestrian free. This is approximately 30 minutes after the final whistle and the shuttle buses will leave the stadium in accordance with the above.

Permit checks

You will be required to show your shuttle bus permit, when requested, by a member of our Disability Support Assistant (DSA) team. Failure to do so when asked on more than one occasion may result in your shuttle bus pass being rescinded.

Wheelchair/mobility scooter users

If there has been a change or replacement of your wheelchair/mobility scooter since last season, please get in touch with us to let us know. We can then check if this is compatible with the shuttle buses that we use. The Club will not be responsible for any failure to notify us which then results in any damage caused.

Travelling to/from the stadium

While on board the shuttle bus and for safety reasons you must follow the instructions of the driver. Failure to do so may result in your shuttle bus being rescinded.

Security checks

You must comply with the steward's instructions on entry to the stadium and at the designated search points.

Drop off points at London Stadium

The Club together with London Stadium from time to time reserves the right to relocate these to another part of the stadium on matchday. We will use our best endeavours to communicate these changes ahead of the scheduled fixture to our shuttle bus users. This may be via email and/or via our official Club channels.

Any abuse of the service or towards staff will not be tolerated and may result in your shuttle bus permit/PA permit being rescinded. This should also be read in conjunction with our ticketing terms and conditions, Supporter Conduct Charter and our Supporter Charter which can be found on our fan information guides page.

APPENDIX 2

Gold Top Blue Badge Parking Policy

Access to Gold Top parking

- Blue badge parking in the Gold Top car park is allocated on a seasonal basis for season ticket holders.
- The Club operates an extensive waiting list to give access to these spaces. To register for the waiting list please email accessibility@westhamunited.co.uk.

Use of your Gold Top pass

- Gold Top holders are required to use their allocated hangar at all times and display their Blue Badge on their dashboard.
- To ensure that all spaces are being utilised properly, the Club asks that supporters notify the Accessibility team as soon as possible if they cannot attend a game or will not be utilising their space.
- The Club operates a three-strike system for supporters who fail to notify the Club that they are not attending a match. If a supporter fails to notify the Club that they are not attending a match three times in a row, this may result in their parking access being revoked and passed to another supporter on the waiting list.
- The Club acknowledges that there may be exceptional circumstances but will ask to see evidence of this before considering reinstating their space.

Management of the Gold Top Blue Badge parking

- The car park is managed by West Ham United staff on a matchday, who will confirm when roads have reopened, and it is safe for fans to depart.

APPENDIX 3

Personal Assistant Policy

At West Ham United, we are committed to making football an inclusive experience for all. A Personal Assistant (PA) provides dedicated support to an individual with accessible needs to ensure they can attend and enjoy fixtures safely, comfortably and with dignity.

While the Club's Disabled Supporter Assistants can provide logistical and limited practical support at the London Stadium, it is the responsibility of the PA to deliver any personal care, medical support, or one-to one assistance required by the supporter throughout their visit. The Disabled Supporter Assistants cannot act in a PA role for any supporters.

This policy sets out some guidance relating to the PA role, as well as explaining the standards of behaviour and conduct required of PAs who accompany supporters to events and matches. This entire policy should be read in conjunction with our ticketing terms found here <https://www.whufc.com/en/the-club/policies>

and conditions, Supporter Conduct Charter and our Supporter Charter, which can be found here <https://www.whufc.com/en/fans/fan-information-guides>

By attending with a PA, supporters (or those who manage their accounts) acknowledge that they have read this policy and will ensure that they will always abide by its terms. By attending matches as a PA, PAs also acknowledge that they have read this policy and will abide by its terms.

On matchday, a PA may be expected to support the accessible supporter with:

- Travel to and from the stadium and navigating entrances, queues and transport links
- Scanning all tickets at turnstiles
- Personal assistance such as help with retail purchases, eating, drinking, using the accessible toilets, changing facilities or mobility aids;
- Ensuring that the supporter's equipment is in working order;
- Comfort and wellbeing throughout the match experience;
- Support with emergency evacuations or incidents, and communicating with stadium staff where required;
- Medication management or other non-emergency health needs;
- Dog assistance support (if applicable and in line with the Club's assistance dog guidance);
- Travelling with the supporter on Club-provided shuttle buses or coaches, if required.

The PA is not expected to engage in stewarding or crowd control, nor are they a substitute for Club medical or security staff.

All PAs must:

- Be aged 16 or over and capable of responding in an emergency;
- Act in the best interest of the supporter at all times;
- Refrain from any behaviour that is abusive, disruptive, or breaches Club Ground Regulations;
- Sit only in the seat designated by the Club;
- Remain with the disabled supporter at all times other than when leaving their seat to access facilities or seek help on their behalf;
- Be fit to perform their duties, including not being under the influence of drugs or alcohol.

West Ham United reserves the right to review and, where appropriate, withdraw the provision of Personal Assistant (PA) tickets if there is evidence of misuse, breach of Ground Regulations, or failure to meet the responsibilities outlined in this policy. This includes but is not limited to:

- a PA attending without the supporter;
- Inappropriate conduct while in the stadium; or
- Repeated incidents that compromise the safety, comfort or enjoyment of others.

All cases will be reviewed individually, and the Club will act in line with its Supporter Conduct Charter.

Outside of matchday, a PA may be expected to support the accessible supporter by:

- Being the first point of contact for any ticketing enquiries
- Downloading digital tickets for home and away matches
- Updating the Accessibility team with any changes to the supporters account, ensuring all the information is up to date. This includes any changes in the PA support provided to the Supporter;
- Providing any documentation, where requested by the Club;
- Making our Accessibility team aware of any medication the supporter would need to bring, which may require a medical exemption letter.

Ticket provision and usage

Where a PA is required to enable a disabled supporter to attend a match, the Club will provide a complimentary PA ticket. This is issued under the following conditions:

- The PA must be attending solely to assist the disabled supporter;
- If the supporter is unable to attend, the PA ticket is automatically void and may not be used independently;
- PA tickets are non-transferable and may only be used in conjunction with the valid match ticket of the disabled supporter;
- From season 2027/2028 the PA must share their personal and contact information with the Club to be linked with the supporter they are assisting, so that they can be contacted in the event of an emergency;

- The PA must occupy the designated seat issued by the Club;
- Misuse of PA tickets may result in withdrawal of the benefit and/or further action under Club ticketing policy.

As a standard and in line with our Safeguarding principles and ticketing terms and conditions, PAs should be at least 16 years of age. However, should a supporter wish to attend with a PA under the age of 16, please contact the Accessibility team at accessibility@westhamunited.co.uk for more information. Any requests will be considered on a case-by-case basis with decisions being reached in conjunction with our Safeguarding Team.

Ticket application process

For a supporter to be eligible for a PA ticket, they must provide the necessary documentation to our Accessibility Team. This could include:

- Receipt of the Disability Living Allowance;
- Receipt of Personal Independence Payments (PIP);
- Receipt of either the Severe Disablement Allowance or Attendance Allowance;
- A personal letter from the GP, community nurse or social worker that the individual has a longer-term impairment or 'disability' and requires assistance.

Please note that this list is non-exhaustive and consideration may be given to other evidence that can be provided. Receipt of a Blue badge will not be considered sufficient proof of disability to be eligible for a PA ticket.

We understand that not all supporters registered with us as disabled have a regular personal assistant that attends with them. If PA support changes from time to time, then please contact the Accessibility Team to let us know the name and contact details for the PA that is attending with you.

From Season 2027/2028, we will require contact details for all PA's attending. This can be provided on season ticket renewal or on a match-by-match basis.

APPENDIX 4

Sensory Room Policy

Purpose of the sensory room

- The Sensory Room provides a space for people with sensory needs to enjoy Hammers matchdays in a calm and comfortable environment.
- The Room offers a range of calming sights, sounds and apparatus to help supporters adapt to the atmosphere of the London Stadium.

Accessing the sensory room

- Supporters wishing to make use of the sensory room must pre-book to ensure that the Club can put our specially trained staff in place.
- Bookings can be made by getting in touch with the Accessibility team at accessibility@westhamunited.co.uk.
- Supporters should arrive at Turnstile B on a matchday to access the facility.

Safeguarding and management

- The Sensory Room will be operated by the Sensory Room Manager and specially trained staff.
- The equipment provided in the Sensory Room is specialist and should only be operated by trained staff members.
- In the event of an emergency, Sensory Room staff will assist with supporter evacuation or other stadium procedures.

Facilities in and around the room

- The Sensory Room has an adjacent viewing room or a viewing balcony that supporters can use.
- Paid catering facilities and accessible toilets are available near the Sensory Room.

APPENDIX 5

Assistance dogs policy

As a Club we want all supporters to be able to come and enjoy football and support the Club at home and away matches. We recognise that for supporters with a registered disability, this may not always be possible, and some supporters may not be able to attend football on their own without the support of an assistance dog. The Club therefore welcomes disabled supporters who wish to attend with an assistance dog, subject to the guidance below.

The Law

The Equality Act 2010 recognises disability as a protected characteristic. An assistance dog is defined as a dog that has been trained to assist a disabled person with their day-to-day activities. Assistance Dogs are considered a form of mobility or auxiliary aid, and disabled individuals have the legal right to be accompanied by their assistance dogs in most public places.

What is an assistance dog?

An assistance dog is a dog which should be specifically trained to a high standard to assist the disabled person. The training can be undertaken by a recognised organization or undertaken privately.

Emotional Support and Therapy Dogs

While we recognise the benefits emotional support and therapy dogs provide, they are not trained to perform practical assistive tasks or medical alerts that mitigate a disability.

As a result, they are not classified under disability laws and there is no legal requirement to grant emotional support and therapy dogs access to London Stadium or Victoria Road Stadium.

Expected behaviours of an assistance dog

The Equality and Human Rights Commission states that Assistance Dogs:

- Are 'highly' trained.
- Will not wander freely around the premises.
- Will sit or lie quietly on the floor next to their owner, unless performing a task or alert behaviour.
- Are trained to go to the toilet on command and so are unlikely to foul in a public place.

Coming to football with an assistance dog

To bring an assistance dog on a matchday, you would firstly need to provide evidence that you have a registered disability. You can find out more about this in our Access Statement.

You should then get in touch with the Accessibility team to let the Club know that you would like to bring an assistance dog. Whether you are purchasing a season ticket or a match ticket, we want to assist in providing the best possible matchday experience for you and your assistance dog.

Some of the questions we may ask are:

- What assistance the dog provides and whether it performs any specific tasks.
- What seating you require – ambulant/wheelchair and whether a PA is accompanying you.
- The size and breed of the dog, so we can find the best available seating for you, your dog and a PA if attending.
- Whether the dog meets the criteria of being highly trained and has attended sporting venues before with you.
- Although not a mandatory requirement, it is helpful if you do share with us any accredited training your dog has received as well as any registration/I.D Cards issued to you.

Although not a requirement, we would recommend that your dog wears a recognisable jacket or harness that identifies it as an assistance dog. You can find out more information at <https://www.assistancedogs.org.uk/>

Hygiene facilities are available to assistance dogs on Bridge 4, opposite turnstile D and down the staircase ahead (lift access is available). Space for assistance dogs is available in the accessible viewing areas to the side of the supporter.

Visting away clubs

Please contact our Accessibility Team at accessibility@westhamunited.co.uk if you are intending to travel to an away fixture with your assistance dog. We ask that you get in touch with them as soon as possible, so that they may work with the host club where appropriate.

Handler expectations

- We ask that the handler ensures the assistance dog:
- Is always kept on a lead.
- Uses the designated spending area and is not allowed to foul on paths or other non-designated areas.
- Has their feeding and toilet needs met.
- Behaves in an appropriate manner by sitting or lying quietly on the floor next to its owner, unless performing a task or alert behaviour.

As a general rule, supporters and staff should:

- Not pet, call, or distract an Assistance Dog, **without the handler's permission**; and advocate for handlers by discouraging others from feeding or **distracting the dog without the handler's permission**.

Unexpected behaviours of an assistance dog

We appreciate that even though assistance dogs are highly trained, there may be times where they are distracted from their handler. However, the following undisciplined behaviours may pose cause for concern for the handler, the assistance dog and other people in close proximity.

- Lunging, pulling strongly on a lead, or barking and jumping up (unless these behaviours form part of an escalated alert and are directed at their handler).
- Displaying aggressive or very fearful temperaments e.g. cowering or showing aggression.
- Poorly cared for dogs that constitute a hygiene risk.
- Dogs that are not toilet trained.

If the Club is made aware of concerns, we will work with the supporter where possible, to try to resolve these issues. However, if the assistance dog is not presenting the expected behaviours then the Club may be required to revoke the assistance dog's access to the stadium.