

Shuttle Bus Service Terms and Conditions of Use 2026/2027

The Club is pleased to be able to offer the shuttle bus service to supporters who have 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.