ETIHAD STADIUM ACCESS STATEMENT

2018/19 SEASON

WELCOME

MANCHESTER CITY PRIDES ITSELF ON BEING INCLUSIVE, AND WORKING WITH ALL ITS SUPPORTERS.

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HOW TO GET TO THE ETIHAD STADIUM

THERE ARE SEVERAL MODES OF TRANSPORT AVAILABLE TO SUPPORTERS.

The Etihad Stadium is easily accessible using all modes of transport and is within easy walking distance from Manchester city centre. Further information can also be found at mancity.com/access

TRAIN

The nearest station is Manchester Piccadilly (approximately 2-miles). You can also access the Metrolink from Manchester Piccadilly, where the journey takes approximately 10-minutes. On event days trams will run every 6-minutes. Alternatively, you can get a taxi which takes around 5-minutes (approximate fare £8)

- All entrances are step-free, and there is level access to all platforms
- The ticket office has a low counter and there are accessible ticket machines
- Wheelchairs are available via a member of station staff
- Mobility buggies (pre-booked with your train company)
- Staff available for assistance
- Accessible toilets, radar key is required
- Induction loop at the train information booth (outside the ticket office)
- Platforms 1-12 have tactile warning strips, 13 and 14 do not
- Lift access around Piccadilly Station
- Accessible car parking within both short stay (Fairfield St, M1 2QF) and long stay (Boad St, vehicle access on Station Approach, M1 2ND)
- Pick up/set down: in the short stay car park
- Accessible Taxis: the allocated drop off point is on Rowsley Street.

For further information on train travel visit tfgm.com or networkrail.co.uk

BUS

A number of bus routes run along Ashton New Road, stopping directly outside the Etihad Stadium. All buses are low floor vehicles (this means they can be lowered to pavement level when the bus stops and the doors open). On most buses the wheelchair ramp is positioned at the exit doors. There is enough room for one wheelchair user on each bus; supporters should be aware that buses can get very congested on matchdays. Most buses run every 4-8 minutes from the city centre with an approximate journey time of 20-minutes. For more information use the TfGM journey planner and accessibility information at tfgm.com

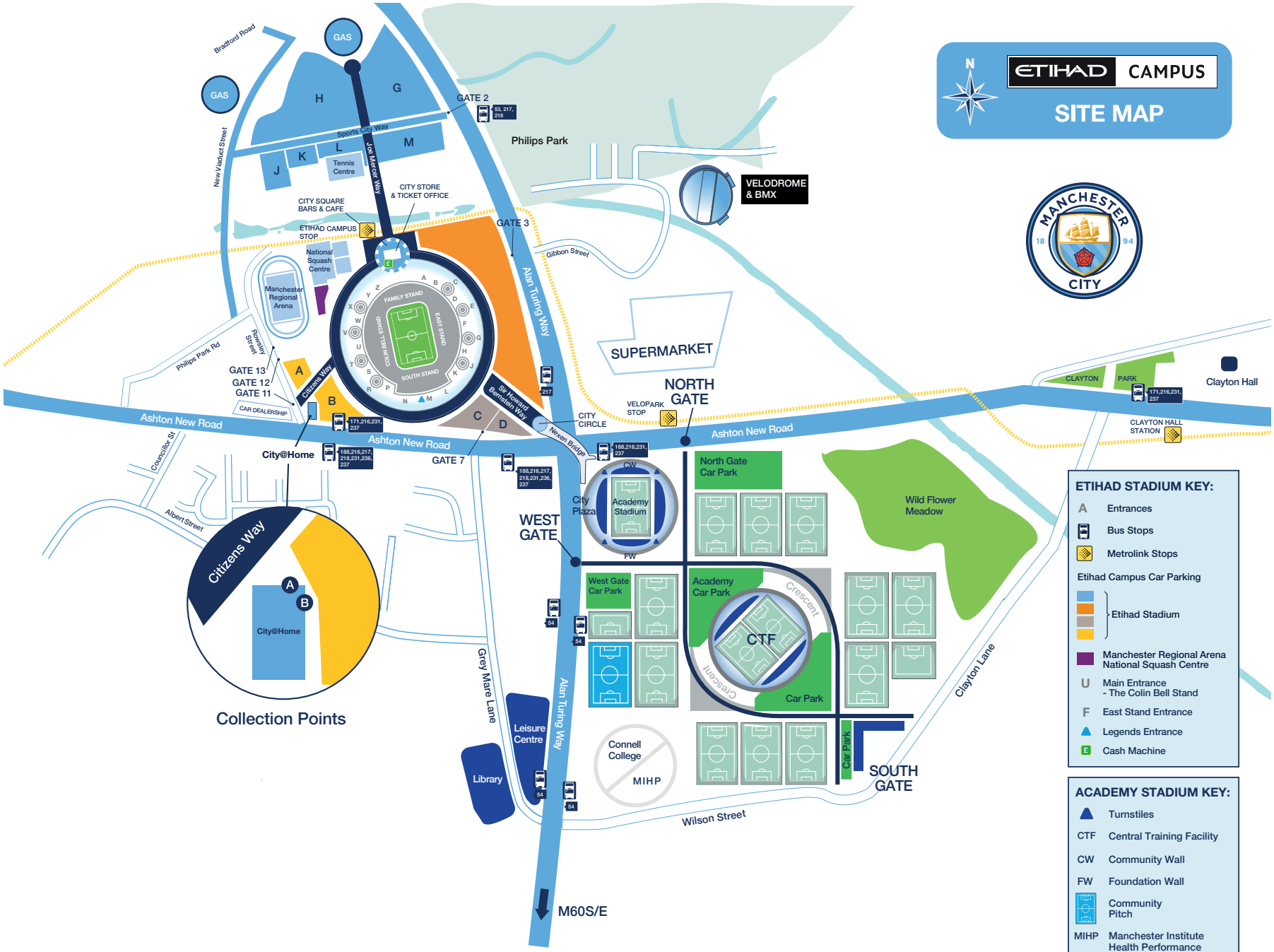
If you need general advice on public transport, including bus timetables and journey planning, visit traveline-northwest.co.uk or call Traveline on +44 0871 200 2233 (calls from landlines cost 10p per minute, calls from a mobile phone may vary)

METROLINK

The Etihad Campus stop is directly opposite the City Square Fanzone. There is a frequent service to and from the Stadium on matchdays, both before and after the event. The journey time between the Etihad Campus stop and Piccadilly Gardens stop (city centre) is 11-minutes. The journey time between Manchester Piccadilly Train Station and the Etihad Campus stop is 8-minutes. The journey from the Etihad Campus to Ashton-under-Lyne is approximately 25-minutes.

- All stops have either a ramp, lift or escalator access
- All stops have Ticket Vending machines, CCTV, Emergency Call Points, and Customer Information Points, and get me there smart readers
- Most platforms have tactile edges for blind and partially sighted supporters
- All platforms have designated wheelchair/ pushchair access point for step free access
- Each tram has designated accessible/pushchair areas with its own emergency/information call points
- Park and ride facilities are available at the Ashton Moss and East Didsbury stops.




ETIHAD CAMPUS
SITE MAP
N
GAS
GAS
Bradford Road
New Viaduct Street
Sports City Way
Joe Mercer Way
H
G
J
K
L
M
Tennis Centre
GATE 2
53, 217, 218
Philips Park
VELODROME & BMX
CITY STORE & TICKET OFFICE
CITY SQUARE BARS & CAFE
ETIHAD CAMPUS STOP
GATE 3
Gibbon Street
Alan Turing Way
National Squash Centre
Manchester Regional Arena
Rowsley Street
Philips Park Rd
FAMILY STAND
EAST STAND
COLIN BELL STAND
SOUTH STAND
SUPERMARKET
GATE 13
GATE 12
GATE 11
A
B
Citizens Way
CAR DEALERSHIP
Sir Howard Bernstein Way
C
D
CITY CIRCLE
VELOPARK STOP
NORTH GATE
Ashton New Road
Ashton New Road
Ashton New Road
CLAYTON
PARK
Clayton Hall
CLAYTON HALL STATION
171,216,231, 237
188,216,231, 237
188,216,217, 218,231,236, 237
City@Home
GATE 7
Councillor St
Albert Street
Nevyn Bridge
CW
City Plaza
Academy Stadium
FW
North Gate Car Park
Wild Flower Meadow
WEST GATE
West Gate Car Park
Academy Car Park
Crescent
CTF
Car Park
Grey Mare Lane
Leisure Centre
Library
Connell College
MIHP
Car Park
SOUTH GATE
Wilson Street
Clayton Lane
M60S/E
Collection Points
ETIHAD STADIUM KEY:
A Entrances
Bus Stops
Metrolink Stops
Etihad Campus Car Parking
Etihad Stadium
Manchester Regional Arena
National Squash Centre
U Main Entrance - The Colin Bell Stand
F East Stand Entrance
Legends Entrance
Cash Machine
ACADEMY STADIUM KEY:
Turnstiles
CTF Central Training Facility
CW Community Wall
FW Foundation Wall
Community Pitch
MIHP Manchester Institute Health Performance

CAR PARKING

The Etihad Stadium is extremely accessible from all major highways. As you reach Manchester, follow the signs for SportCity. The Stadium address for satellite navigation is: Etihad Stadium, Etihad Campus, Manchester, M11 3FF.

- Disabled Supporters who hold a 'Blue Badge' may apply for free parking, subject to availability, on a match by match basis. Supporters will need to supply a copy of their Blue Badge to the Club in advance to qualify for free parking
- There are 180 spaces in Orange Tarmac. This is located approximately 20 metres from the Stadium
- There are 350 spaces in Blue Car Park H and 55 spaces in Blue Car Park G which is located just 250 metres from the Stadium
- 'Pay on the day' parking is available in the Etihad Stadium car parks at a cost of £10. Minibuses and coaches are free of charge
- Free shuttle service using buggies to transfer supporters who need extra help from the Blue Car Park. This can be pre-booked from the Orange Car Park by contacting the Access Team
- The service runs up to kick-off and resumes again after the final whistle, although supporters should note that due to congestion, the shuttle may suspend operation for a short period of time for the safety of all our supporters. Please note due to the pedestrian areas of the Campus, the shuttle operates on Joe Mercer Way only and does not take supporters to the Etihad Stadium entrances
- There are a number of satellite car parks around the Stadium. The Club does not endorse these car parks and all items are left entirely at your own risk
- Manchester City advises all supporters to use the official Club car parks.

For full details and maps of how to get to the Etihad Stadium visit mancity.com. Further information is also available via our official Twitter service @mancityhelp



TAXIS

An accessible taxi service is available via Mantax +44 0161 230 3333 or mantax.co.uk

WHILE YOU ARE AT THE ETIHAD STADIUM

TICKET OFFICE

- On event days, the Ticket Office is located in City Square, behind the stage available for both, sales, collections and queries
- There are 10 windows with lowered counters
- Supporters queue externally and there is a canopy above
- There is a level access and non-slip surface around the ticket office and the queuing system is managed on matchday
- Induction Loops are available at designated windows. These are indicated by signage.
- Staff are available to help
- For away fans the Ticket Office is in the South Stand. Here there are 3 windows with lowered counters, with access to an induction loop
- On Non-Event days the Ticket Counter is located on Level 1 of the City Store.

PREMIUM SEATS

- Premium Seat holders within 93:20 should visit the Ticket Office in City Square for collections, sales and queries
- Premium Seat holders within Joe's should visit City@Home reception.

HOSPITALITY

- Collections from City@Home, which is located at Gate 11 (off Rowsley St)
- There are further accessible collection points at the East Stand Reception and South Stand Reception depending on your hospitality package
- There is an automatic accessible door at City@Home and the door is also staffed on matchdays
- There is a lowered counter at City@Home
- An Induction loop is available
- Staff are available to help.

CITY STORE

The shop is extremely busy on matchdays. If you require a quieter period on a matchday we would recommend at least two hours before kick-off and 30-minutes after the game. Non matchdays are considerably quieter.

There are a number of retail options at the Stadium on matchdays:

- City Store located in City Square is fully accessible on a flat even surface via automatic double doors which are also manned on matchdays
- There is a lift to the first floor
- Staff are always available on the shop floor to assist
- The aisles are generally wide and large spaces between displays
- Seating is available if required
- Lighting is balanced and evenly lit around the shop



- A managed queuing system is used on matchdays and a lower counter is available. Tills are also outward facing
- A loop system is available on the Ground floor and Level 1 service points
- There are small retail units located around the stadium



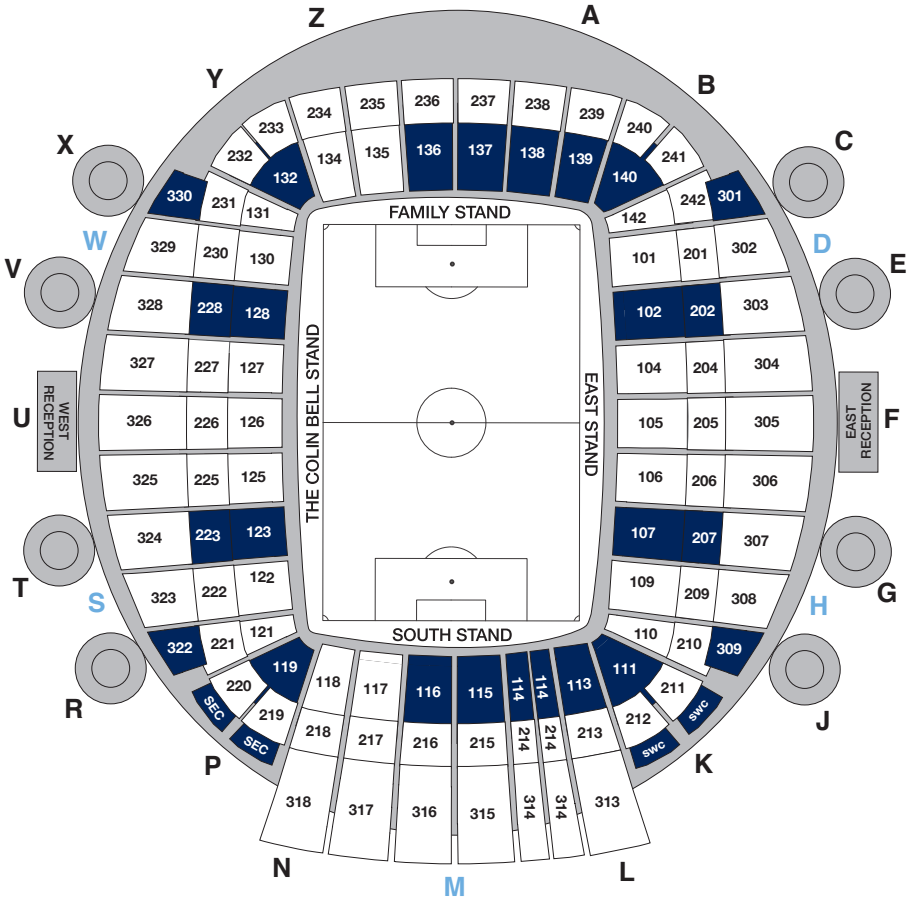
- There is a slight threshold to the entrance of these units
- A retail unit located in the reception of the Colin Bell Stand for hospitality customers
- There is a level access and non-slip surface outside the Colin Bell Stand entrance.

STADIUM ACCESS

The Etihad Stadium is around 2-miles from central Manchester. The area around the stadium has level access and pavements have dropped kerbs and slab paving. There are accessible rest points around the stadium.

When walking around the local area on matchday, please stick to the pedestrian footpaths only and avoid walking in the road, even if the pavement appears congested. This is particularly important on the Ashton New Road with the amount of fast moving vehicles on the road.

There are five accessible entrances at the Etihad Stadium: D, H, M, S and W doors, all of which are clearly sign posted. For supporters located on Levels 2 and 3, a lift is available at these entrances. The lift at entrance M is inside the stadium and can only be accessed once you have passed through the turnstiles.



Key:

- & Lift Access
- Wheelchair Positions

Induction Loops are available in the following food concession points:

Level 1

Blocks 101, 110, 113,122 and 131

Level 2

Joes East, Joes West, Blocks 213 and 236

Level 3

Blocks 304, 313, 316 and 328

Changing Places

Level 1

Block 119

VIEWING AREAS

- Accessible viewing areas are located in the all four stands of the Etihad Stadium
- Stewards are easily identified. They will help you locate your seat and can provide information about facilities
- Headsets, which feature full audio commentary of matches, can be provided for blind and partially sighted supporters upon request. This audio commentary service is provided free of charge and is available stadium wide; please advise the Club at the time of buying a ticket that you require this service. Supporters with a hearing aid can also switch to 'T' to hear the audio commentary depending on their location
- The Stadium roof has an overhang but is considered an outdoor venue with no roof; supporters at pitch level may get wet, as well as those located on the upper levels, dependent on the direction of the wind.

WHEELCHAIR USERS - LEVEL ONE

- Accessible viewing areas are located at the back of Level One across all four stands
- There is a Super Riser located in the Family Stand Level one (Block 138 and Block 139) and the personal assistant sits alongside the wheelchair user in this location
- Wheelchair users of visiting clubs are located on a Super Riser on Level One of the South Stand with their own supporters.



WHEELCHAIR USERS - LEVEL TWO

- Accessible viewing areas are located in the Colin Bell Stand and East Stand both for general admission, Premium Seats and Hospitality
- There are visiting supporter wheelchair bays located on the Box Level platform immediately above the visiting supporter section
- There are accessible viewing platforms in the South-West and South East corners and Box Level platform. The personal assistant sits alongside the wheelchair user in this location
- The Platinum Boxes located in the North Stand have an allocated wheelchair position in each private viewing box.

WHEELCHAIR USERS - LEVEL THREE

- Accessible viewing areas are located in the Colin Bell Stand and East Stand
- The personal assistant sits immediately in front of the wheelchair user
- There is an accessible viewing platform in the South-West and South East corners, Level Three, where the personal assistant sits next to the wheelchair user.



AMBULANT SUPPORTERS

- All supporters are able to sit anywhere in the Etihad Stadium to enjoy the game, from any seat they choose
- If for any reason, any supporter feels they have more specific seating requirements (a certain area, block or row) they should contact the Access Team to discuss their requirements in more detail
- The upper tiers are very steep and we would therefore discourage any supporter who would be unable to exit the stadium quickly in the event of an emergency from purchasing tickets in these areas
- There are handrails located on the aisle seats of the stadium seating on Level Two and Level Three to assist when entering and exiting the stadium bowl
- There are rest seats located both outside the stadium and on the internal concourses on Level Two and Level Three, stadium wide.



ACCESSIBLE TOILETS

- There are 42 wheelchair accessible toilets; 16 toilets on Level One, 20 toilets on Level Two and 6 toilets on Level Three
- A Changing Places facility is located in Level 1 of the South Stand, in Block 119. The changing places facility contains a hoist, shower, height adjustable sink and changing bed. Please note that the hoist is only compatible with a loop sling and supporters will need to bring this with them. Contact the Access Team for more information about how to access the facility on matchday
- The accessible viewing platforms located on the Box Platform, South-West and South-East corners on Level Two do not have direct access to the concourse. Accessible toilets are accessible either on the Box Level corridor or there are facilities adjacent to Legends
- Supporters located on the accessible viewing platform in the South-West and South East corners,Level Three, can access the accessible toilets located on either the Colin Bell Stand or East Stand, Level Three
- Accessible toilets are found at regular intervals throughout the stadium
- All toilets are fitted with RADAR locks and keys, the supporter can use their own key or contact a nearby stewards
- Every concourse toilet facility has one compartment (cubicle) that is suitable for ambulant supporters
- There is no alarm fitted at floor level.



CATERING

- Catering Kiosks are found at regular intervals around the stadium
- There is a lower counter facility; 850mm/33.5 inches at each concession
- The accessible viewing platforms located on the Box Platform, South-West and South-East corners on Level Two do not have direct access to the concourse. Food and drink orders will be taken up to 15-minutes before kick-off (for service before kick-off) and up to five minutes after kick-off (for half-time service)
- Food and drink will be delivered to the seat approx. 15-mins after the order has been placed or at the start of half-time if ordered beforehand. Payment (cash) is paid at the time the order is placed
- In line with the Ground Regulations, there will be no alcohol served in these locations
- Supporters located on the accessible viewing platform in the South-West and South East corners, Level Three, can access the concourse of the Colin Bell Stand or East Stand, Level Three for food and drink
- Handheld menus are available at all kiosks
- Straws are available upon request
- Induction loops are available at Key Food Kiosk points.

ADDITIONAL INFORMATION

- All stewards and frontline staff are trained in equality and disability awareness
- Evacuation procedures will be advised by the Access Officer and Matchday stewards in the event of an evacuation being necessary. Upper Tiers have Evac Chairs available
- We welcome assistance dogs and water bowls can be provided on request. Orientation visits can be arranged via the Access Team. There is no dedicated relieving area available
- We provide storage for wheelchairs supporters who are able to transfer into a matchday or easy access seats and require their wheelchairs to be stored whilst the game is in play
- Signage around the Stadium is dark blue on a light background and pictograms are used where possible
- To bring medication into the ground - please email the Access Team at access@mancity.com with details of your current medication and any support you may require for the duration of your stay with us
- Toilets require RADAR keys, a number of stewards in the accessible areas will be on hand to assist
- We would ask that you advise the Club if you are to be accompanied by a personal assistant who is under the age of 16 at any time as this will ensure that the stewards in your area are aware should there be an emergency at any time
- 'Winter packs' are available for supporters by contacting the Access Team. These include foil ponchos and handwarmers
- The Club offers accessible tours to wheelchair users. Visitors with special requirements may qualify for a free assistant place on the tour, subject to sales criteria and availability.

To discuss any specialrequirements, please contact our Tours team on+44 (0)161 444 1894 (option 4, option 2) or email tours@mancity.com

If the disabled supporter can no longer attend and the personal assistant wishes to upgrade, contact the Supporter Services team to upgrade your ticket. Failure to upgrade your Seasoncard or match ticket before you enter the stadium may result in a stadium ban. Please note: an upgrade fee may also be payable when a concession is used by another concession, within another age band.

THE MANCHESTER CITY DISABLED SUPPORTERS ASSOCIATION (MCDSA)

The Manchester City Disabled Supporters Association is an independent organisation representing the interests of all Manchester City disabled supporters. They hold regular meetings and events, for more information about the MCDSA, to join or contact them visit www.mcdsa.co.uk, call +44 (0)7740 859216, email mark@mcdsa.co.uk or tweet @mancitydsa

CONTACT INFORMATION



If you cannot find the information you need in this Access Statement or you have any suggestions about how this might be improved, let us know as we'd love to hear from you. If you would like this statement in an alternative format or if you have any queries or comments please get in touch by contacting our Access Team.

Call: +44 (0)161 444 1894 (option 1, 2 then 2)

Email: access@mancity.com

Tweet: @mancityhelp

Website: mancity.com/access

Manchester City, Etihad Stadium,
Etihad Campus, Manchester M11 3FF

We're here to help and look forward to welcoming you to the Etihad Stadium.