



ACADEMY STADIUM ACCESS STATEMENT

2019/20 SEASON

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HOW TO GET TO THE ACADEMY STADIUM

There are several modes of transport available to supporters.

The Academy 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](https://www.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](https://www.tfgm.com)** or **[networkrail.co.uk](https://www.networkrail.co.uk)**

Bus

There are bus stops adjacent to the Academy Stadium. The stop is the Asda superstore opposite the North Gate entrance. 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](https://www.tfgm.com)**

If you need general advice on public transport, including bus timetables and journey planning, visit [traveline-northwest.co.uk](https://www.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

Metrolink runs from the city centre including, Manchester Piccadilly station to the Velopark stop and on towards Ashton-under-Lyne. The journey time from Piccadilly Station takes 12-minutes. For supporters who wish to also visit the City Store, the Etihad Campus stop is directly opposite the store.

The journey time between the Velopark stop and Piccadilly Gardens stop (city centre) is 11-minutes. The journey from the Velopark stop 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 accessible passengers
- 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
- Please note: you can now travel by tram with contactless cards and devices using smart readers.

Car Parking

The Etihad Campus is accessible from all major highways. As you reach Manchester, follow the signs for SportCity. The Stadium address for satellite navigation is: Academy Stadium, Etihad Campus North Gate, 400 Ashton New Road, Manchester, M11 4TQ.

- General Parking is on the Blue Car Park, the postcode for Satellite Navigation is M11 4DW.
- Accessible parking is available onsite at the Academy Stadium in the North and West car parks. If you are attending a match and require accessible parking, please call our Access Team on +44 (0)161 444 1894 to discuss further.

For full details and maps of how to get to the Academy 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 (0)161 230 3333** or **mantax.co.uk**

WHILE YOU ARE AT THE ACADEMY STADIUM

Ticket Office

- On event days, tickets for home and visiting fans can be purchased from the ticket office located under the bridge at the City Plaza of the Academy Stadium.
- This has a portable induction loop and a lowered accessible counter
- There is a level access and non-slip surface around the ticket office and the queuing system is managed on matchday
- Staff are available to help
- On Non-Event days the Ticket Counter is located on Level 1 of the City Store, with access to an induction loop.

Hospitality

- Collections are from the Media Reception
- There is an automatic accessible door at the Media Reception, this is also staffed
- The accessible parking is a short distance from this area
- There is a lowered counter at all reception areas
- An Induction loop is available at each reception point.

Merchandise At The Academy Stadium

On matchdays there are a number of small retail units located inside the stadium. These sell a limited selection of official Manchester City items for the Women's First Team and Men's First Team.

City Store

There are a number of retail options at the Academy 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 is an accessible changing room available.

Please note: the store is extremely busy on First Team matchdays. If you require a quieter period on a First Team matchday we would recommend visiting at least two hours before kick-off and 30-minutes after the game.

Stadium Access

The Academy 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.

Turnstiles

There are four accessible turnstiles at the Academy Stadium, all of which are clearly sign posted.

Please note: these may not all be open on a matchday.

Viewing Areas

- Accessible viewing areas are located in all four stands of the Academy Stadium
- There is no designated visiting wheelchair section, visiting supporters would normally be located in the elevated wheelchair positions in the East Stand
- Stewards are easily identified. They will help you locate your seat and can provide information about facilities
- Headsets, which feature full audio descriptive commentary of matches, can be provided for blind and partially sighted supporters on 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.

Alternatively, please contact the Access Team at

access@mancity.com or call 0161 444 1894 (option 1, 2, 2).

Please note: requests on the day should be made at the ticket trailer, located on the plaza under the bridge.

Wheelchair Users – North Stand

- There are 4 wheelchair user positions all at pitchside level, with adjacent personal assistant seats.

Wheelchair Users – South Stand

- There are 4 wheelchair user positions all at pitchside level, with adjacent personal assistant seats
- This stand may be closed for certain fixtures.

Wheelchair Users – East Stand

- There are 24 wheelchair user positions all at pitchside level, with adjacent personal assistant seats
- There are 8 elevated wheelchair user positions, towards the back of the stand, with adjacent personal assistant seats
- There are 2 designated wheelchair positions available through hospitality.

Wheelchair Users – West Stand

- There are 24 wheelchair user positions all at pitchside level, with adjacent personal assistant seats.

Ambulant Supporters

- Ambulant supporters are able to sit anywhere in the Academy 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
- There are rest points located around the outside of the stadium.

Accessible Toilets

- There are 6 wheelchair accessible toilets - 2 in the East Stand concourse area, 2 in the West Stand concourse area and 2 inside the hospitality area.
- Supporters located in the elevated wheelchair positions of the East Stand, can use the accessible toilets in the hospitality area
- 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 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.

ADDITIONAL INFORMATION

- All stewards and frontline staff are trained in equality and disability awareness
- Evacuation procedures will be advised by the Matchday stewards in the event of an evacuation being necessary.
- 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 dog relieving area available
- We provide storage for wheelchairs supporters who are able to transfer to their seat and require their wheelchairs to be stored whilst the game is in play
- Signage around the stadium is white on a dark blue background and pictograms are used where possible
- Supporters with medical and dietary requirements, that may need to bring medication, food or drink in to the stadium should contact Access Team in advance
- To bring medication or medical equipment into the ground – please email the Access Team at access@mancity.com with details of your current medication or equipment and any support you may require for the duration of your visit with us
- 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

- Whilst we advise supporters to consider the weather when visiting the Etihad Campus we are pleased to offer winterpacks. These contain handwarmers and foil ponchos*
- To request a winterpack please contact the access team for further information.

*The handwarmers should be used in adherence with the instructions on the packaging. Not for use by children.

If the disabled supporter can no longer attend and the personal assistant wishes to upgrade, contact the Access Team to upgrade your ticket, subject to availability. Failure to upgrade your Seasoncard or match ticket 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](https://twitter.com/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

Email

access@mancity.com

Tweet

[@mancityhelp](https://twitter.com/mancityhelp)

Website

mancity.com/access

Address

Manchester City,
Academy Stadium,
Etihad Campus,
400 Ashton New Road,
Manchester
M11 4TQ

Access Manager: Jon Dyster

Disability Liaison Officer: Harriet Harbidge

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