WELCOME TO ANFIELD

The home of Liverpool FC

LFC prides itself on being inclusive and working with all its supporters.

We recognise that disabled supporters may need assistance to fully enjoy the experience at Anfield Stadium and offer a variety of reasonable adjustments based on individual needs, not their disability. This guide has been designed to ensure that you have all the information you need to help you plan your journey to Anfield.

Anfield Stadium is located about 2 miles north of Liverpool city centre (a 10 minute car journey away) in a residential area of Liverpool. Address: Anfield Road, Liverpool, L4 0TH. The stadium has four stands: the Kop, Main Stand, Centenary Stand and Anfield Road. The Main Stand has three tiers, the Anfield Road Stand and Centenary Stand are two-tiered, while the Kop is a single-tier. Leading up to the ground, the majority of road surfaces are level and as you enter the stadium gates, all surfaces are paved and accessible.

We offer an array of accessible services and facilities across the stadium – full details are included in this guide. In addition, we have a welcoming Fan Support Team who can be easily identified by a prominent information flag. We also have LFC Stewards wearing high visibility jackets who are on hand around the ground to help you make the most of your matchday experience.

We look forward to welcoming you to Anfield.

PRE ARRIVAL:
CONTACTING THE CLUB

If you have any queries or require assistance please contact our team on +44 (0) 151 264 2500 selecting the relevant option for disabled supporters, and a member of staff will be more than happy to assist. Alternatively you can contact us via email at disability@liverpoolfc.com
We aim to respond to all emails within 5 working days.

PURCHASING TICKETS

Liverpool Football Club has a dedicated team to provide advice and information to disabled supporters. For the most up to date information regarding ticket sales, please visit our Accessibility ticketing page. www.liverpoolfc.com/tickets

GETTING TO THE GROUND

Anfield is located within a residential area. The majority of the surrounding area around the ground is flat, however if you are travelling from the County Road area (by Goodison Park) you may find that the uphill walk to the Stadium is quite steep. Liverpool Football Club takes great pride in welcoming visitors to our ground. We have received a prestigious award from 'Visit Football' for our warm and friendly welcoming for the fourth year running. We want to ensure that we provide you with all the information you need to help you prepare for your visit.

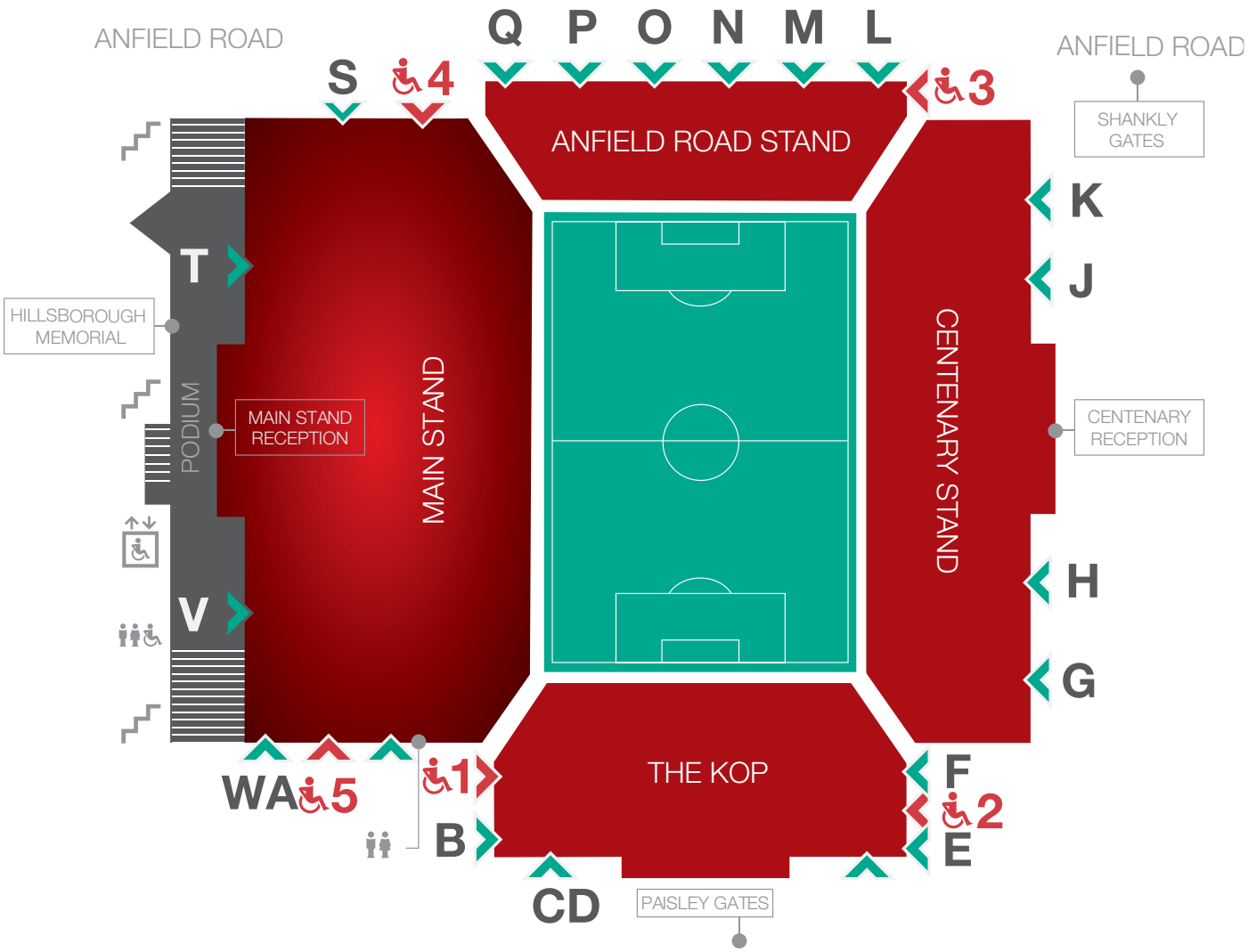
For more details on how to get to the ground, please view our Visiting Anfield Guide. This guide has been put together for all visitors to Anfield and provides useful information on how to get to the ground, things to do when at the ground, places to eat and drink and facilities offered at the stadium. The guide is presented in a PDF format which can be printed and brought with you to the game.

HELPFUL INFORMATION

We have updated some of the information we provide in different formats to ensure that the information we provide is accessible to all.

WE PROVIDE:

- Online 'Accessibility' FAQS which are printed in a size 16 font.
- Large print matchday programmes. To make a request, please contact a member of our Disability Team by calling +44 (0)151 264 5000 (selecting the relevant option for disabled supporters) or email: disability@liverpoolfc.com.
- Programmes are available in alternative formats upon request. You can contact our disability team ahead of the game to arrange this for you. To contact the disability team call +44 (0)151 264 2500 and select the relevant option for disabled supporters.
- Large print menus are available at catering kiosks within the ground. These menus are printed in black size 16 font and are presented on a yellow background. Just ask a member of the Catering Team for a copy on the day of the game.
- Hearing loops are fitted at the ticket office, the retail store and at selected low counter catering kiosks across the ground.



PLAN OF THE STADIUM

To catch a glimpse of the view from your seat, view our seating plan.

BRINGING MEDICATION TO THE GROUND

If you are attending the ground with oxygen please ensure that you make staff aware before you arrive by calling +44 (0)151 264 2500 and select the relevant option for disabled supporters.

CAR PARKING FACILITIES AND ARRIVAL

ACCESSIBLE PARKING

For our disabled supporters, we currently have a limited number of spaces available on a match by match basis.

If you would like to apply for a car park pass please make a note of this on your ticket application or contact us on +44 (0)151 264 2500, selecting the option for disabled supporters.

If we are able to provide a car park space, it will be located in either Stanley Park or the Anfield Road car park, where we have a limited number of accessible car park spaces.

The wheelchair bays in Stanley Park Car Park are Located at the far end (close to the ground). They are 2.4m x 4.8m and the commute from the car park to the ground is roughly 5 minutes. The Stanley Park Car Park surfaces are tarmacked level and wheelchair friendly. The street lights pave the route from Stanley Park Car Park to the ground.

The wheelchair bays in Anfield Road Car Park are 2.4m x 4.8 and the commute from the car park to the ground is roughly 2 minutes. The surfaces are tarmacked level and wheelchair friendly.

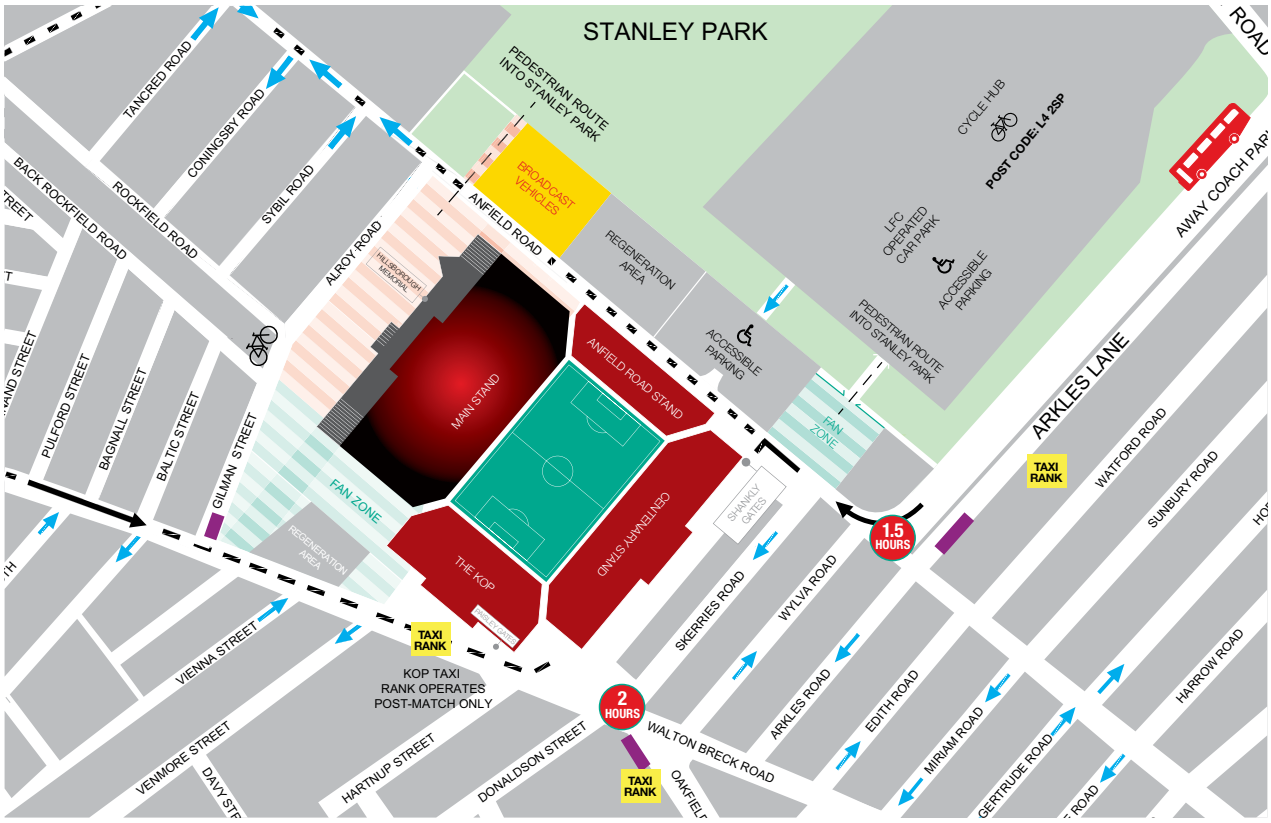
If you have a confirmed parking space, you will be notified of your location by a confirmation letter which will be sent approximately two weeks prior to the game being played.

Due to limited capacity we cannot offer parking to visiting supporters.

DROP-OFF POINT

New accessible drop-off points will be in operation close to the Main Stand to enable you to plan a safe and convenient journey to the Stadium. Fans in the Main Stand who require an accessible drop-off point should use the dedicated area on Gilman Street. Fans in the Kop who require an accessible drop-off point may wish to use the dedicated area on Gilman Street. Fans in the Anfield Road stand should use dedicated points on Arkles Lane. Fans in the Centenary Stand should use dedicated points on Oakfield Road. Please arrive early, vehicle access will be available until two hours before kick-off, when routine road closures will apply. On arrival our Fan Support team will be able to direct you to the correct entrance. To see accessible drop-off points and road closure information please click here www.liverpoolfc.com/fans/supporters-committee/news

MATCHDAY ACCESS ARRANGEMENTS: WHAT FANS NEED TO KNOW



Produced August 2016

IMPORTANT INFORMATION

- Changes to routine closures on Walton Breck Road (2 hours prior to kick-off) will be in place during the 2016/17 Season. Mersey Travel services will be re-routed along existing matchday diversion routes.
- There will be no changes to taxi and accessible drop-off points or key bus services including Mersey Travel's Soccer Bus and 917 services.
- If we are able to provide a car park space, it will be located at either Anfield Road or Stanley Park Car Parks.
- Please allow extra time for your journey to and from Anfield Stadium.

TICKET OFFICE DISABILITY DEFINED

The Equality Act 2010 defines a disabled person as someone with a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

To ensure that the Club treats everyone fairly and to enable us to take the particular circumstances of disabled supporters into account when allocating seats, the Club requires all applicants for seating which has been allocated for the specific use of disabled supporters to produce either (1) confirmation of their entitlement to the medium or higher rate care component of Disability Living Allowance ("DLA"), or (2) a letter from their GP confirming that they are a disabled person with a recognised impairment that requires extra help, or (3) Confirmation of their entitlement to the enhanced rate of Personal Independent Payment (PIP). Reference throughout this guide to a "disabled supporter" is a reference to a person who can provide this confirmation.

The Ticket Office is located in the Kop end of the Stadium, on Walton Breck Road. The postcode for the stadium is L4 0TH.

Upon entering the Paisley Gates the office is to the left of the Stadium, past the Bill Shankly Statue.

There are no steps/ramps and the floor is flat concrete with block paving directly in front of the Ticket Office.

There is a specific window for disabled supporters. This is the furthest away into the corner of the building – window 1.

The window is clearly signed with black and yellow signage and it offers a low counter and a service button to receive attention.

The windows at the Ticket Office are not enclosed they are in ‘the open’. There are no seats for supporters to sit whilst they are waiting to be served.

The lighting is natural light, once dark the accessible window is lit from the outside with a flood light and the non-disabled windows have fluorescent tubes.

LFC RETAIL STORE, ANFIELD

The Retail Store at Anfield is located in the Kop end of the Stadium, on Walton Breck Road. The postcode for the Stadium is L4 0TH.

There are other Club Stores located in Liverpool City Centre (Liverpool One and Williamson Square), Birkenhead, Chester and Belfast. All stores excluding Chester are fully accessible for disabled supporters. The Chester store is not accessible but does instead offer a catalogue service by ringing the service bell. This access statement will focus on the Anfield store only, for information on the other five stores please visit: http://store.liverpoolfc.com/stores/finder/uk

Upon entering the Paisley Gates the shop is to the right of the Stadium, next to The Liverpool FC Story, the Club's interactive Museum.

There is no seating available for Supporters to use whilst waiting in the queue. The entire store is evenly lit with fluorescent lighting.

There is an induction loop system fitted and is available throughout the store.

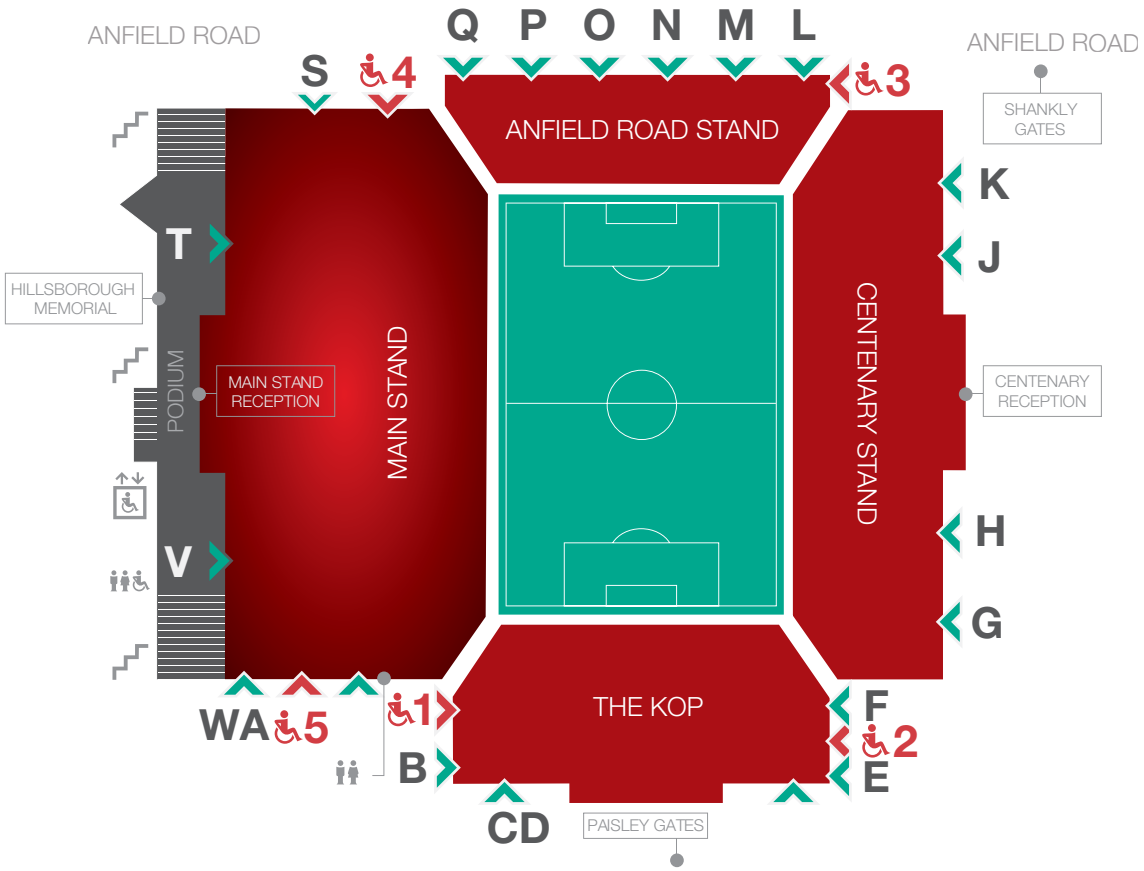
There are no steps/ramps and the floor is flat with block paving directly in front of the Club Store.

There are large spaces between displays and a specific queue point for disabled supporters with a low counter. This is staffed at all times.

The store layout is split level. There are three steps separating the split level and a ramp located in the same area. There are handrails on both sides of the ramp.

ENTERING THE STADIUM

There are 5 accessible entrances into the Stadium. These are highlighted in the below seating plan.



All entrances are operated by stewards who will welcome supporters into the Stadium. All tickets either paper or card access will need to be scanned at the turnstile to gain entry.

Please note for wheelchair users using lift access to gain entry into the Main Stand, we would suggest arriving at the following floors to take your viewing position:

Tier	Blocks	Row	Concourse Level
Main Stand Lower	L7, L8, L9	D4	Level 0 – no lift access required. Entrance will be via accessible entrance 1, located in the Kop.
Main Stand Lower	L1, L2, L9, L10	D43	Level 3
Main Stand Middle	M1, M2, M3, M4, M5, M6, M7, M8, M9	D56	Level 4
Main Stand Upper	U5	D65	Level 6

If your ticket is located in blocks, L1, L2, M1 or M2 you should access the lifts via accessible entrance 4. This is where Anfield Road meets the Main Stand. For supporters located in blocks, L9, L10, M9 and M10, you should access the lifts via accessible entrance 5. This is where the Kop meets the Main Stand.

VIEWING AREAS

ACCESSIBLE VIEWING AREAS

Liverpool Football Club has a total of 185 spaces available for wheelchair users within the Stadium. Our home supporters spaces are allocated as per below: These are split as follows: 17 spaces are for hospitality supporters, 67 are season ticket holders, 84 are issued on a match by match basis and visiting Clubs have 15 spaces which are located with the home fans section in the Anfield Road stand.

- **The Kop** - 52 positions
- **Main Stand** - 97 positions
- **Anfield Road** - 36 positions

- All spaces are pitch level situated in the Kop and Anfield Road Lower.
- Pitch level places offer partial cover; supporters may get wet, ponchos will be distributed during inclement weather.
- Dedicated stewards, identified by green arm bands with blue disabled badges will be on hand before, during and after the match to assist any disabled supporters.
- Personal assistant's seats are situated either behind or next to the supporter.
- LFC offer up to 2 complimentary PA tickets depending on the level of assistance required.
- Ambulant disabled supporters are able to sit anywhere in the Stadium. However as the upper tiers of Anfield are very steep we would discourage any supporter who would be unable to exit the Stadium quickly in the event of an emergency from purchasing tickets in any upper tiers.
- A dedicated area for ambulant disabled supporters is provided in the Main Stand lower (blocks L8 and L9) as this area is accessible with wider walkways and seats with extra legroom.

ACCESSIBLE SERVICES AND INFORMATION

Digital audio commentary for visually impaired supporters is available for ALL areas of the ground; please advise the Club at the time of buying a ticket that this service is required. The audio unit offers a pre-set choice of three commentaries: two from local radio stations and LFCTV commentary. Headsets are provided.

Liverpool Football Club welcomes any disabled supporters using an assistance dog, although we do ask for advanced notification so that we can allocate an appropriate space and also ensure that we have facilities available for your dog. Please let us know when purchasing tickets that you will be accompanied by an assistance dog when attending matches.

Catering facilities are available and accessible (low level counters) from most areas apart from the Main Stand middle tier area where steward assistance is available upon request.

TOILETS

ACCESSIBLE AMENITIES

There are accessible toilets within the Stadium, all toilets are clearly sign posted. There are also two changing places facilities available in the Stadium. One in the Kop and the other is located in the Main Stand. Both need a radar key to enter – our stewards located close to these facilities carry a radar key with them and will be more than happy to help you upon request

THE KOP

- There are 5 toilets in this area, including a changing places facility
- A radar key is required for the Changing Places facility
- Width of the doors exceed 31 inches
- WC height is 430mm/17 inches
- Sinks have lever taps
- Alarm fitted
- Support rails fitted around WC and sink

ANFIELD ROAD

- There are 2 toilets in this area
- Radar keys are not required
- Width of the doors exceed 31 inches
- WC height is 430mm/17 inches
- Sinks have lever taps
- Alarm fitted
- Support rails fitted around WC and sink

MAIN STAND

- There are 2 toilets in this area, including a changing places facility
- Radar keys are required
- Width of the doors exceed 31 inches
- WC height is 430mm/17 inches
- Sinks have lever taps
- Alarm fitted
- Support rails fitted around WC and sink

CATERING

FOOD VENUES - INSIDE THE GROUND

We have low counter facilities in the following areas:

- Lower Anfield Road concourse
- Lower KOP concourse
- Levels 2 and 6 of the Main Stand

In each stand there is a ramp paving the route for fans to access the catering kiosks.

All general admission wheelchair users who have tickets for Main Stand middle tier, can either choose to visit the catering units on levels 2 and 6 or waiter service can be provided upon request. Just speak to your nearest steward.

Our stewards are located in the concourses before, during and after the game so if you need any assistance at all, they will be more than happy to help.

Low counter kiosks in the areas listed above have a queueing system which is managed by both stewards and catering staff. All low counter kiosks have an alternative format of the menu to hand, printed in black size 16 font on yellow paper. Just ask a member of staff for a copy.

FOOD VENUES - OUTSIDE THE GROUND

We have many different outside catering kiosks located across the ground. These include:

THE FAMOUS 'BOOT ROOM SPORTS CAFE' STYLE KIOSK:

- Located next to the Ticket Office in the Kop area
- The surface leading to the kiosk is tarmac and level
- Fully accessible for wheelchair users
- Wide choice of food including gourmet burgers, curries and traditional scouse.

FAN AREAS

Liverpool FC's Fan Zones are open four hours before kick-off on a matchday. The Fan zones provide live entertainment, food & drink and retail offerings.

TEMPORARY ILLNESS/ INJURY

Any supporter who is not necessarily disabled in the legal sense but who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Anfield (e.g. a broken leg) should contact the disability team on +44 (0) 151 264 2500, selecting the relevant option for disability supporters. Each case will be assessed on an individual basis.

TRAINING

All stewards and frontline staff are trained in equality and disability awareness.

EVACUATION

Evacuation procedures will be advised by Matchday Stewards in the event of an evacuation being necessary.

ENJOY YOUR TIME VISITING ANFIELD THE HOME OF

LIVERPOOL FC