

# Welcome to Anfield

## The home of Liverpool FC

### LIVERPOOL FC FACTS:

Ground: Anfield  
Capacity: 54,000 (all seated)  
Address: Anfield Road, Liverpool, L4 0TH  
Pitch Size: 110 x 75 yards  
Year Ground Opened: 1884  
Shirt Sponsors: Standard Chartered  
Kit Manufacturer: New Balance  
Home Kit Colours: Red With White Trim

Official Website: [www.liverpoolfc.com](http://www.liverpoolfc.com)  
Customer Service Telephone No: 0151 264 2500  
Contact Us: <http://www.liverpoolfc.com/contactus>

## 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, Kenny Dalglish Stand and Anfield Road. The Main Stand has three tiers, the Anfield Road Stand and Kenny Dalglish 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 a range 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 Accessibility Support Team wearing blue 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 disability ticketing 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](mailto: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/accessibility](http://www.liverpoolfc.com/accessibility)

### Visiting Anfield

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 welcome for the fifth year running. We want to ensure that we provide you with all the information you need to help you prepare for your visit.

For details on how to get to the ground, please view our [Getting to 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.

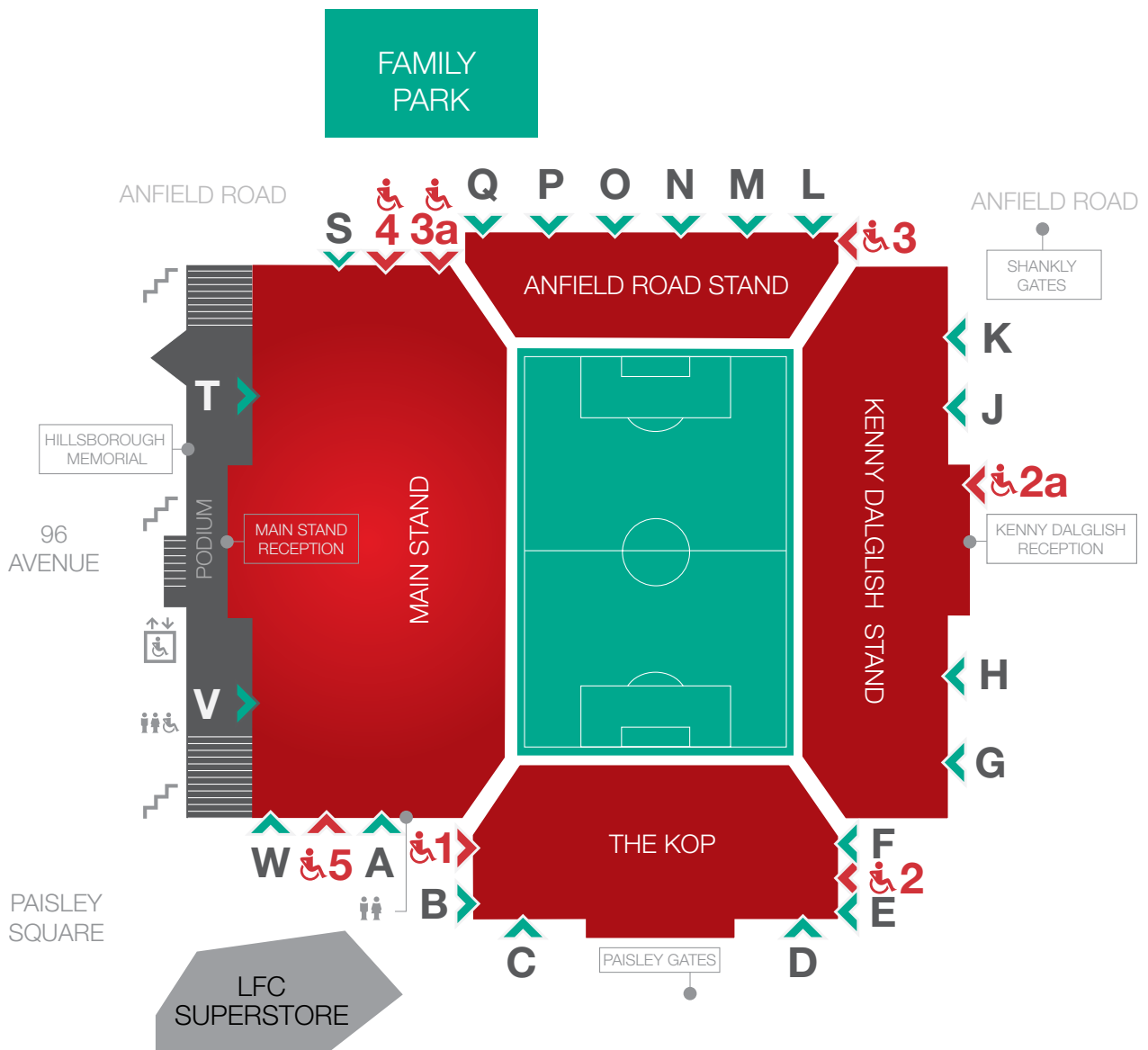


### Helpful Information

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.
- Programmes are available in alternative formats upon request. You can contact our Supporters' Liaison Officer (SLO) to arrange this for you. Please be aware that alternative formats may not be available on the day of a match but will be available as soon as possible. To contact the SLO email: [slo@liverpoolfc.com](mailto:slo@liverpoolfc.com)
- 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.

## Getting to the ground

Regardless of how you travel, please allow extra time for your journey to and from Anfield particularly on a matchday. There are number of transport options available for supporters travelling to Anfield which includes the following private transport options:

### On Foot

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.



## Car Parking Facilities and Arrival

### Accessible Parking

For our disabled supporters, we currently have a limited number of car park spaces available on a match by match basis. Stanley Park has 45 spaces, which are allocated on a rotating match by match allocation. Anfield Road car park has 25 spaces allocated seasonally.

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.

The accessible parking bays in Stanley Park Car Park are located at the top end (close to the ground). They are 2.4m x 4.8m and the commute from the car park to the ground is less than 5 minutes. The Stanley Park Car Park surfaces are tarmacked, level and wheelchair friendly. The route from Stanley Park Car Park to the ground is lit by street lights.

The accessible parking bays in Anfield Road Car Park are 2.4m x 4.8 and the commute from the car park to the ground is less than 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

Accessible drop-off points are in operation close to the stadium to enable you to plan a safe and convenient journey.

- 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 / Wylva Road.
- Fans in the Kenny Dalglish 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](#)

The following public transport options are available also:

### Bus

The 917 and Soccerbus are both accessible services available to transport supporters to and from Anfield Stadium on a matchday.

### Taxi

On a matchday taxi pick up points are located on Sleepers Hill and Oakfield Road during the game. Post match and on a non matchday taxis are available outside the Kop. Taxis from the city centre to Anfield usually cost between £7-£9.

Taxi One operates a taxibus service from St Johns Lane, Liverpool city centre direct to Anfield. A frequent service operates from 3 hours prior to kick off. Taxi One return service will operate from the corner of Anfield Rd/Sleepers Hill opposite the Isla Gladstone conservatory back to the city centre.

### Train

There are a range of train travel options for supporters living outside and within the Liverpool area. Further details available [here](#)

### Bike

The Cycle Hub is a FREE service that allows fans who cycle to the game to drop-off and park their bike safely and securely with an attendant. The Cycle Hub is situated in Stanley Park Car Park, a few minutes' walk from the Anfield Road end of the Stadium on a matchday. On a non matchday, there is a bike rack situated on Anfield Road.

# Matchday Access Arrangements:





## 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.

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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 remaining windows have fluorescent tubes.

The hospitality collections window is located at ground level underneath the Main Stand podium on 96 Avenue.





## NEW LFC Superstore, Anfield

The new Retail Store at Anfield is located in a stand alone building at 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:

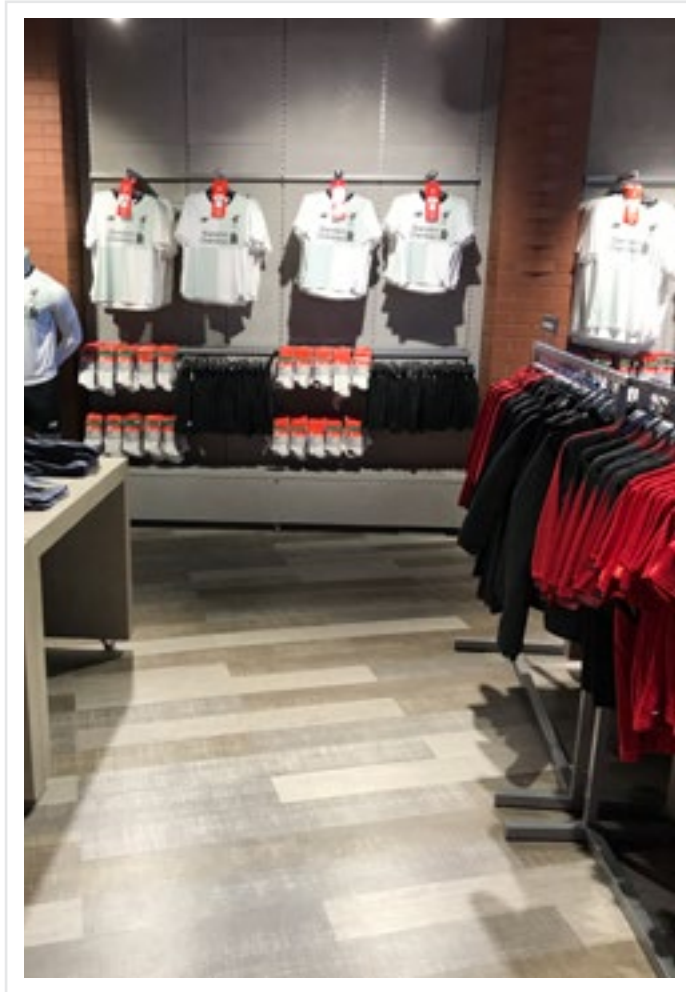
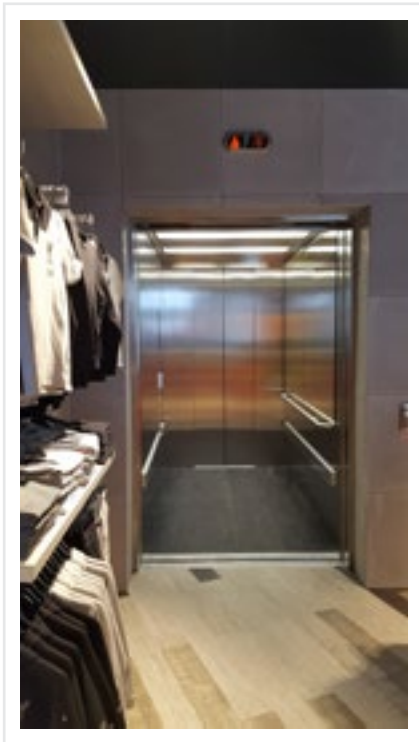
<http://store.liverpoolfc.com/stores/finder/uk>

The store is accessible with a lift to level one. 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.

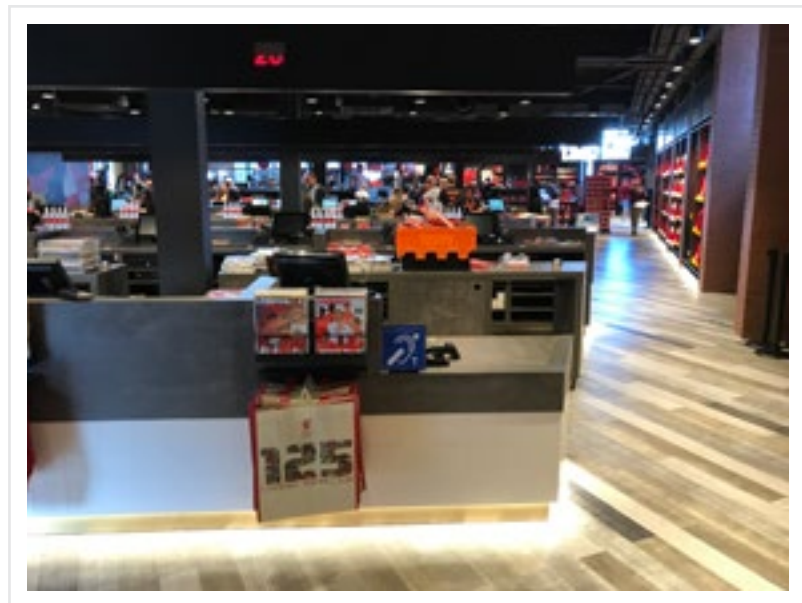
**There are no steps/ramps and the floor is flat with block paving directly in front of the Club Store.**





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

The store layout is split level with a lift to access level one.



## Entering the Stadium

There are 7 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.

Stadium entry information for disabled supporters

Stand/Tier	Accessible Entrance	Blocks	Concourse level	Lift or ground level access
Main Stand Lower	Accessible Entrance 1	L7, L8, L9	Level 0	Ground level
Main Stand Lower	Accessible Entrance 4	L1, L2	Level 3	Lift access
Main Stand Lower	Accessible Entrance 5	L9, L10	Level 3	Lift access
Main Stand Middle	Accessible Entrance 4	M1, M2, M4	Level 5	Lift access
Main Stand Middle	Accessible Entrance 5	M6, M8, M9	Level 5	Lift access
Main Stand Upper	Accessible Entrance 4/5	U5	Level 6	Lift access
The Kop	Accessible Entrance 1 or 2	104 - 108	Level 0	Ground level
Kenny Dalglish	Accessible Entrance 2a	109, 128, KP, KN, KG	Level 3	Lift access
Anfield Road Stand	Accessible Entrance 3	125 - 127	Level 0	Ground level
Anfield Road Stand	Accessible Entrance 3a	122 - 123	Level 0	Ground level

For any other positions consult your match ticket for entry information or speak to a member of fan support or a disability steward on your arrival.

## Viewing Areas

### Accessible Viewing Areas

Liverpool Football Club has a total of 263 spaces available for wheelchair users within the Stadium. Our wheelchair spaces are allocated as per the below table:

- All spaces are pitch level situated in the Kop and Anfield Road Lower.
- Pitch level places offer partial cover; supporters may get wet during inclement weather. We strongly advise you to bring appropriate clothing for the weather conditions on the day.
- Members of the Accessibility Support Team, identified by blue bibs will be on hand before, during and after the match to assist any disabled supporters.
- Personal assistants' 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. Ambulant and easy access seating is also available at a number of locations on the ground.

	<b>Number of wheelchair spaces</b>	<b>General Admission</b>	<b>Hospitality</b>
Main Stand	111	89	22
Kenny Dalglish / Centenary stand	40	38	2
The Kop	52	52	0
Anfield Road stand	60	60	0
Pitchside	114	114	0
Elevated	149	125	24
<b>Total</b>	<b>263</b>	<b>239</b>	<b>24</b>

Away supporters have 24 GA spaces located with their supporters in the Anfield Road stand.

## 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 will be provided to you and collected by stewards on a matchday.

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 or support available for you and 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.

Please find below a table detailing the accessible toilets available at Anfield from the start of 2017/18 season.

	Number of accessible toilets
Main Stand	13
Kenny Dalglish stand	6
The Kop	5
Anfield Road stand	5
<b>Total</b>	<b>29</b>

- There are Changing Places facilities available in the Main Stand and the Kop
- A radar key is required for all accessible toilet facilities. Radar keys are available from stewards close to each facility
- Toilets are equipped with mirrors, distress alarm systems, support rails, high contrast décor, hand dryers, sinks and coat hooks at accessible heights and lever taps on sinks



## 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. This service is also available for wheelchair users in the Kenny Dalglish Stand. 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. [Click here](#) for Fan Zone information

## 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**