



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 Anfield Road Stand and Centenary Stand are two-tiered, while the Kop and Main Stand are single-tiered. 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](tel:+441512642500) 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 and 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 Accessibility Team by calling [+44 \(0\)151 264 5000](tel:+441512645000) (selecting the relevant option for disabled supporters) or email: disability@liverpoolfc.com.
- Programmes are available in alternative formats upon request.
- Large print menus are available at catering kiosks within the ground. These menus are printed in black size 16 fonts and are presented on a yellow background. Just ask a member of the Catering Team for a copy on the day of the game.
- Induction loops are fitted in the ticket office and retail store.



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 Stanley Park Car Park where we have 30 accessible car park spaces located at the far end (close to the ground).

The wheelchair bays in Stanley Park Car Park 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.

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.

Please note due to the limited spaces, priority will go to wheelchair users. Due to limited capacity we cannot offer parking to visiting supporters.

DROP-OFF POINT

We have a temporary drop-off point for disabled supporters located on Anfield Road, at the head of the central reservation of Utting Avenue between Arkles Road and Wylva Road, L4.

www.liverpoolfc.com/fans/supporters-committee/news

MATCHDAY ACCESS ARRANGEMENTS: WHAT FANS NEED TO KNOW



Produced November 2015

IMPORTANT INFORMATION

- The entrance to the purpose-built Hospitality Marquee is located off Walton Breck Road, a short walk from the Main Stand.
- LFC Hosts will be on hand to accompany hospitality guests from the marquee to their seat.
- Hospitality Ticket Collection booth is located outside the entrance to the Main Stand.
- No access via Back Rockfield Road, Bagnall Street and Baltic Street by foot or vehicle. Access to Anfield Stadium is via Anfield Road and Walton Breck Road.
- The temporary closure of Anfield Road will pause on a matchday, as routine road closures (1 hour prior to kick-off) are reinstated during the 2015/16 season.
- Changes to routine closures on Walton Breck Road (1 hour prior to kick-off) will be in place during the 2015/16 Season. Mersey Travel services will be re-routed along existing matchday diversion routes.
- There will be no changes to taxi and disabled 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 Stanley Park Car Park.
- 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. 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.

There is an induction loop system fitted – this services all of the Ticket Office windows.



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.





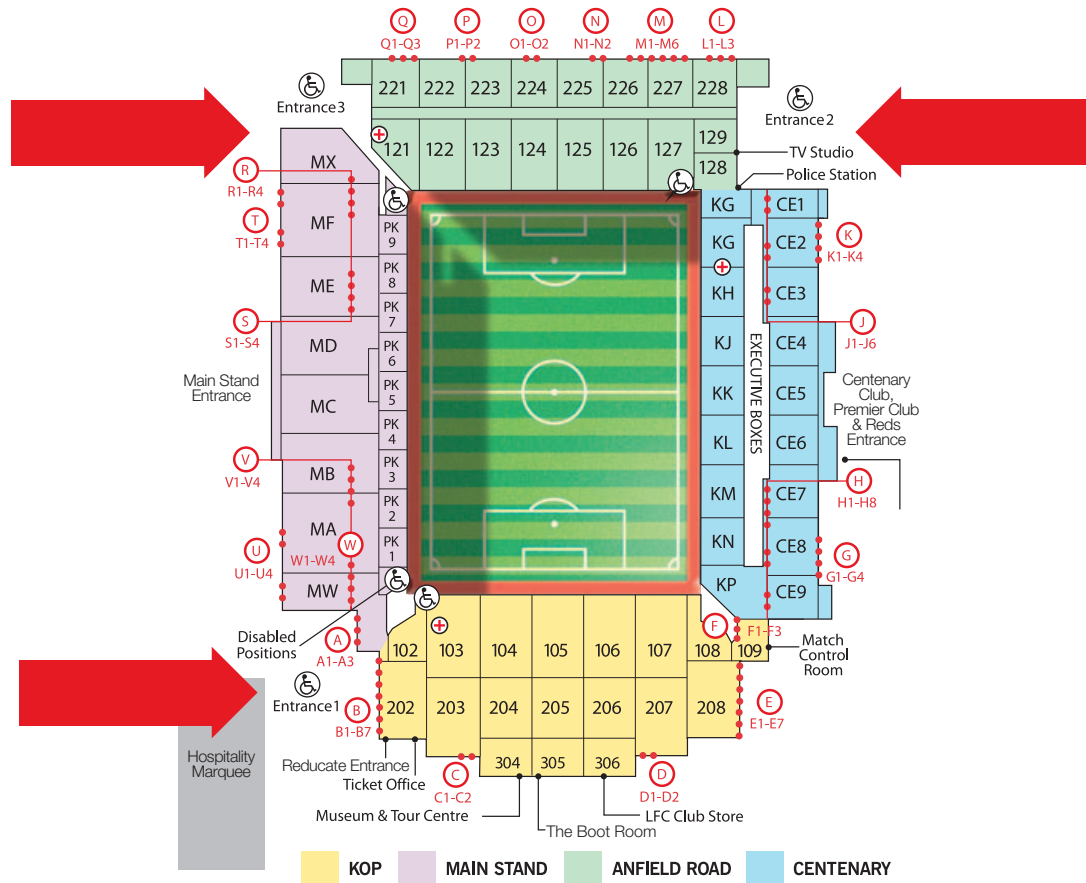
There are large spaces between displays and a specific queue point for disabled supporters with a low counter. This is manned at all times.

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



VIEWING AREAS

ACCESSIBLE VIEWING AREAS

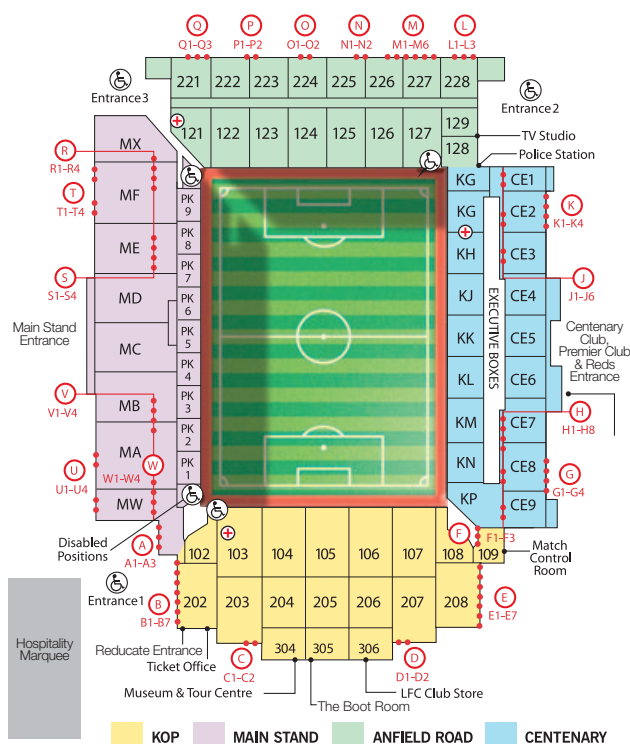
Liverpool Football Club has a total of 111 spaces available for wheelchair users within the Stadium. Home supporters have 103 spaces visiting clubs have 8 spaces which are located with the home fans section in the Anfield Road stand.

- **The Kop** - 42 positions
- **Paddock** (Main Stand) – 32 positions
- **Anfield Road** - 29 positions

Access can be gained via one of the three accessible entrances located at the stadium, all of which are clearly marked and offer ground level access to wheelchair facilities:

- **Entrance 1** -The Kop (Lake Street)
- **Entrance 2** – Anfield Road
- **Entrance 3** – Paddock (Main Stand)

- All spaces are pitch level apart from 8 spaces within the Paddock which are located on a raised platform (PK9)
- 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 assistants sit behind the wheelchair user apart from raised platform where they sit beside.
- 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 is provided in the Paddock (PK1&2) 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. 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 all areas apart from the raised platform (PK9) area – steward assistance is available upon request.



TOILETS

ACCESSIBLE AMENITIES

There are 9 accessible toilets within the Stadium including one changing places facility. All are within 20m of the seating area accessed via level or a slight incline and are clearly sign posted.

Facilities have recently been refurbished with full length mirrors, privacy curtains, relocation of hand drying equipment next to wash basins, high contrast colour co-ordination between handrails and walls and non-slip floors. Dedicated stewards are on hand if assistance is required.

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 (PADDOCK)

- 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



CATERING

FOOD VENUES - INSIDE THE GROUND

We have low counter facilities in the following areas:

- Lower Anfield Road concourse
- Lower KOP concourse

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

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 both the lower Anfield Road and Kop concourses 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.



LFC'S MATCHDAY FAMILY PARK

- Located on Anfield Road
- Award winning 'Best Fan Innovation' 2013
- Fantastic entertainment for fans of all ages prior to matches
- 'Grill' bar, which serves a variety of succulent burgers amongst a number of other dishes
- 'Chippy' bar which sells your traditional chip shop offerings including fish and chips, pies and sausages
- Coffee bar, which serves a variety of special coffees and locally sourced cakes and sandwiches.
- Bar serving alcoholic beverages, including official Partner Carlsberg.

Please note that the Family Park kiosks do not have any low counters at the present time.

Family Park kiosks do have alternative menus.

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 ticketing 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