



Manchester City Football Club

Etihad Stadium Access Statement 2025/26



Welcome to the Etihad Stadium.

Manchester City Football Club is committed to ensuring that every supporter—no matter their accessibility needs—feels welcome and can fully enjoy their experience at our stadium. We understand that some supporters may need additional information or assistance, and we are here to help.

This Access Statement provides a detailed guide to our accessible services and facilities to make your visit as smooth and enjoyable as possible.

If you have any questions, need this document in an alternative format, or want to chat about your accessibility needs, please get in touch:

- **Call:** +44 (0)161 444 1894 (Option 2)
- **Email:** access@mancity.com
- **Accessibility Lead:** Jo Becker
- **Access Manager:** Jen Bunney
- **Disability Access Officers:** Thomas Piggott and Lucy Wood

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1. Getting to the Etihad Stadium

Our stadium is easy to reach on foot, by bike, public transport, or car. Plan your journey ahead of time so you can arrive stress-free and ready to enjoy the match.

Specific travel information for each match is shared on [our dedicated travel hub](#). For 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 12p per minute, calls from a mobile phone may vary).

Walking to the Stadium

- If you're coming from the City Centre, it's about a 35-minute walk to the stadium along a step-free, well-lit, and signposted route.
- From Holt Town tram stop, there's an accessible 15-minute walking route called Citylink, which features lighting, busking spots, and pop-up stalls to make your journey more enjoyable.



Cycling to the Stadium

Over 300 secure bike storage spaces are available at the Etihad. The main storage area is under the Nexen Tyre Bridge near Ashton New Road, with additional racks outside the East and West stands.

Important: Our bicycle storage stands may not be suitable for securing handcycles or trikes.

Public Transport

By Train

The nearest major train stations are **Manchester Piccadilly** ([station details](#)) and **Manchester Victoria** ([station details](#)), about 45 minutes' walk from the stadium.

Both stations have:

- Staff available to help customers.
- Pre-bookable mobility buggies.
- Step-free access and lifts throughout.
- Accessible ticket machines, and ticket offices with lowered counters.
- Induction loops.
- RADAR key-accessible toilets.
- Blue Badge parking and drop-off points available.
- Step-free connections to trams and buses.

Connections can be made to the stadium from both stations by accessible and step-free buses and Metrolink trams. Accessible taxis can also be found in the taxi rank at both stations.

Locally, **Ashburys station** ([station details](#)) is just a 5-minute train ride from Piccadilly and a 20-minute walk to the stadium.

Important: There is no step-free access to the platforms at Ashburys station, and the station is not staffed.

For further information on local train travel visit [tfgm.com](https://www.tfgm.com)

By Tram (Metrolink)

The Etihad Campus tram stop ([live departures](#)) is right next to the stadium, just outside the North Stand.

The Metrolink tram network has step-free access at all stops, and the Etihad Campus stop has ramps leading to the platforms, as well as dedicated lifts.

Tram Accessibility:

- Designated wheelchair and pushchair areas on all trams.
- Contactless payment available.

- Real-time travel updates are available via **@BeeNetwork** on X.
- Step-free interchanges available at St Peter's Square for additional tram connections.
- To find out more see [the Metrolink Access Guide](#).

Journey times:

- From Piccadilly Station: 8-10 minutes.
- From Ashton-Under-Lyne: 25 minutes.



By Bus

Several Bee Network buses stop right outside the stadium, on Ashton New Road. All buses are low-floor, wheelchair-accessible, and run every 4-8 minutes from the city centre (approx. 20-minute journey).

For the latest bus schedules, visit [tfgm.com](https://www.tfgm.com).

Driving & Accessible Parking

The Etihad is near to several major roads, including the M60. As you reach Manchester, look out for signs to Etihad Campus or SportCity.

The Stadium address is: Etihad Stadium, Manchester, M11 3FF.

Booking accessible parking

- The Etihad has up to 371 accessible car parking spaces reserved for Blue Badge holders.

- Visitors need to register their Blue Badge with the Club in advance of booking, by sending a copy of the front and back of the Blue Badge to access@mancity.com, quoting their supporter number.
- Blue Badge holders can then book accessible parking spaces on a match-by-match basis, subject to availability.
- Drop-off/Pick-up points are available for those with limited mobility.
- To book parking, contact access@mancity.com or call +44 (0)161 444 1894 (option 2).



Mobility Buggy Service

A wheelchair-accessible Mobility Buggy Service runs from the Blue Car Park to the north of the stadium, unless the area is too crowded.

- The service runs from 3 hours before kick-off, until the match starts.
- The service starts again around 30 minutes after the match ends, once crowds have cleared and Event Control give the go ahead.



Accessible Taxi Services

Need an accessible taxi? Here are some local services:

- **Mantax:** +44 (0)161 230 3333
- **Hastings:** +44 (0)161 223 1066
- **Street Cars:** +44 (0)161 228 7878

2. Stadium Facilities & Services

Fan Support & Ticket Offices

On matchdays, we have two accessible Fan Support Offices to assist supporters, located at the West and East stands. These offices provide help with ticketing issues, accessibility requests, and general matchday information.



- Need help with tickets? Our friendly staff at these offices are trained to assist with accessible seating, companion tickets, and any last-minute changes.
- Audio Induction Loops are available at ticket windows to assist supporters who are deaf or hard of hearing.
- These offices typically open at 9.30am on matchdays until kick-off. For the most up-to-date opening times, check @ManCityHelp on X (formerly Twitter) or contact the Access Team directly.
- If you require assistance getting to your seat, our stewards and fan support team will be happy to help.



Fan Support on non-event days

On days without matches, the Fan Support desk is located on the ground floor of the City Store. The store is wheelchair accessible and there is a lowered counter. Regular opening hours: Monday – Friday 9.30am – 5pm (Thursday 10am – 5pm).

Hospitality Areas

If you're enjoying the game from one of our hospitality suites, rest assured that accessibility has been considered in these areas too.

- Wheelchairs are available upon request, so if you need assistance moving around the hospitality areas, just let us know in advance.
- Portable induction loops are available at reception desks and within hospitality suites upon request, helping to improve communication for guests using hearing aids.
- Our hospitality team is trained to help, so if you have any specific needs during your visit, don't hesitate to ask.
- If you require step-free seating within a hospitality area, please contact us ahead of your visit so we can ensure you're seated in a fully accessible location.

City Store & Retail Outlets

We want every supporter to have a comfortable and enjoyable experience while shopping at the City Store or any of the stadium's retail outlets. City Store is located near the west side of the Stadium (opposite the Colin Bell Stand), by the yellow car park.

- Step-free access is available at all entry points, with automatic doors making it easier for wheelchair users and those with mobility impairments to enter.
- Lowered counters are available at checkout points to improve accessibility for wheelchair users.
- A managed queuing system is in place on matchdays to help maintain a smooth shopping experience, and priority assistance is available for disabled supporters who may need it.
- Seating is available in the store—if you need to take a break while shopping, just ask a member of staff.
- The lighting and signage throughout the store are designed to be clear and easily readable.
- If you need help finding something or require additional assistance while shopping, our staff are always happy to assist.



There are other small retail units around the stadium: outside the East and West stands and in the reception area of the Colin Bell Stand (West reception) for hospitality guests. All have step-free access and non-slip surfaces, and the outdoor stores have a slight slope at the entrance.

For further details on accessibility within the City Store or retail outlets, feel free to contact the Access Team before your visit.

3. At the Etihad Stadium

Getting Around the Stadium

We want your visit to be as smooth as possible, so the area surrounding the stadium has level access with dropped kerbs, making it easier for wheelchair users and those with mobility impairments. There are also benches and rest points around the stadium if you need to take a break.

On matchdays, the area can get busy, especially on Ashton New Road, which sees a lot of traffic. To stay safe, we recommend using the designated pedestrian pathways rather than walking in the road—even if the pavements seem crowded.



Entering the Stadium

We've made sure that getting into the stadium is as accessible and hassle-free as possible.

- Home supporters can use the step-free accessible entrances at D, H, S, and W doors. These entrances are clearly signposted, do not have traditional turnstiles, and include lift access where needed.
- Visiting fans who require step-free access can enter through accessible entrance M.

If you need assistance when entering, our stewards are always on hand to help.

Making Your Entry Easy – Tips for Getting Into the Stadium

- Hospitality entrances open 3 hours before kick-off, so if you're enjoying a premium experience, you can arrive early and settle in.
- General admission turnstiles open 2 hours before kick-off—getting there early helps you avoid last-minute queues.
- Security checks and ticket scanning take a bit of time, so arriving early ensures you get to your seat without feeling rushed.
- Bag restrictions: You can only bring bags up to A4 size (12" x 8" x 3") unless you have a Club-issued medical exemption certificate. If you have a larger bag, you can store it for a fee at the Orange Car Park.
- Have your ticket ready at the turnstiles—whether it's digital or physical, scanning it quickly helps keep the queues moving.

If you have any specific access needs at the entry points, please let a steward know.

Security Checks

To keep everyone safe, all supporters go through security screening before entering the stadium.

This includes:

- **A bag check.**
- **A sweep with a handheld wand.**

We may ask to see photo identification, but children under 14 accompanied by an adult (18+) do not need ID.

Important: if you have a pacemaker or other medical device and prefer to avoid the handheld scanner, just let the security team know—you can request a manual pat-down instead.

Leaving the Stadium After the Match

Once the final whistle blows, you might prefer to wait a little while before leaving to avoid the busiest crowds. This can be especially helpful if there's also an event at the nearby Co-op Live arena.

Look out for steward instructions and messages on the jumbo screens, as they'll provide guidance on the safest and easiest ways to exit.

4. Inside the Etihad Stadium

Staff are Here to Help

We know that a little extra help can go a long way, so our friendly stewards are always on hand throughout the stadium.

- You'll spot them easily in their fluorescent jackets.
- Whether you need help finding your seat, locating accessible facilities, or have any questions, just ask—our team is trained to assist.

If you need additional support or adjustments on matchday, let the Access Team know in advance so we can help make your visit as smooth as possible.

Audio Descriptive Commentary

We want everyone to enjoy the action, so we provide live audio descriptive commentary for supporters who are blind or partially sighted.

- Our specialist team delivers real-time commentary to help bring the match to life.
- You'll be given a receiver unit—just bring your own headphones or earphones (3.5mm jack) to plug in.
- This free service is available throughout the stadium.
- To use this service, please book at least 3 days in advance by emailing access@mancity.com or calling +44 (0)161 444 1894 (option 2).



Accessible Toilets & Changing Places Facility

We know that accessible toilet facilities are essential for many supporters. Every concourse toilet block includes at least one **wider cubicle** designed for ambulant disabled supporters.

We have 42 wheelchair-accessible toilets throughout the stadium:

- **Level 1:** 16 toilets
- **Level 2:** 20 toilets
- **Level 3:** 6 toilets

All accessible toilets are **RADAR key** operated—you can use your own or request assistance from a steward.

Things to be aware of:

- Accessible viewing platforms in the North East Corner and North West Corner do not have direct access to the concourse, but nearby accessible toilets are available. Ask the nearest steward to point you in the right direction.
- For those sitting on Level Three, accessible toilets are in the Colin Bell (west) Stand and East Stand.
- Additional accessible toilets can be found in the outside entertainment area near the East Stand (C Tower).

If you have specific needs, let us know in advance so we can assist you.

Changing Places

A Changing Places facility is available on Level 1 of the South Stand (Block 119). It includes:

- Hoist (loop sling compatible) – **please bring your own sling.**
- Shower and height-adjustable sink.
- Adult-sized changing bed.



Food and Drink

We want to make sure that everyone can enjoy the matchday experience, including grabbing food and drinks with ease. Every concourse food and drink outlet has:

- **Lowered counters** for better accessibility.
- **Dedicated accessible queue lanes** to make ordering easier.

Food and drink stalls are also available outside the stadium—including vegetarian and vegan options.

Important:

- All food and drink kiosks are cashless, so contactless payment or cards are required.
- You cannot bring outside food or drink into the stadium, but if you have specific dietary requirements due to medical or religious reasons, please contact the Access Team in advance for assistance.

The food we offer does change occasionally, so for the latest food and drink options follow @ManCityHelp on X, email access@mancity.com, or call +44 (0)161 444 1894 (option 2).

Sensory Room

Football can be exciting but overwhelming for some supporters, which is why we have a Sensory Room—a calm, controlled environment designed to help neurodivergent children to stay regulated while enjoying the match. It's a private space with adjusted lighting, reduced noise, and sensory-friendly seating.

To make sure families can fully enjoy their experience, we only accommodate 8 supporters per match – typically this is 2 families per game (up to 4 people per family).

The Sensory Room must be booked in advance, and there is a waiting list due to demand. To request a place book online at [Sensory Room Booking](#).



Sensory Bags

If a quieter space isn't what you need, but a few helpful tools could improve your experience, we also offer Sensory Bags.

Each bag includes:

- Ear defenders
- Mini soft football
- Fidget spinner
- Fidget toy
- Lanyard mood thermometer

Bags can be collected at the stadium entrance or posted to you in advance. To request a sensory bag for your matchday, contact the Access Team.

Accessible Seating

We have accessible seating areas throughout the stadium to ensure all fans have a great view of the action.

Things to keep in mind:

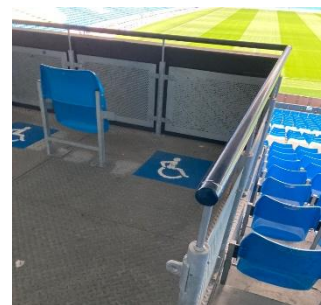
- The Etihad Stadium is an outdoor venue, so while there is a roof overhang, rain and wind may still affect some seating areas—especially at pitch level or in the upper tiers.
- If you have specific seating needs, let us know in advance so we can find the best spot for you.
- We will always do our best to move supporters whose circumstances have changed to suitable seats. This can be difficult in the middle of the season, but season ticket holders can let us know that they'd like to relocate permanently as they renew for the next season.



Wheelchair Spaces & Companion Seating

We offer wheelchair-accessible viewing platforms at different levels across the stadium.

- **Level 1:** Raised (general admission) wheelchair platforms are located at the back of all four stands, with an adjacent seat for a companion or personal assistant (PA).



- **Level 2:** Wheelchair-accessible seating including PA seats is available in level two of the Colin Bell Stand and East Stand (general admission, premium seats, and Hospitality).
- **Level 3:** Wheelchair spaces are in the Colin Bell Stand and East Stand, with companion seating either in front or beside the wheelchair user.
- **South-East and South-West Corners:** Limited accessible viewing platforms where the companion sits next to the wheelchair user.



Easy Access seating

If you are an ambulant disabled supporter (meaning that you're disabled, but can walk), you can sit anywhere in the stadium with your personal assistant (subject to eligibility and availability).

We also have step-free access seating, which is limited—so please book early if you need this option, and speak to the Access Team about your needs.

Please be aware that:

- Some areas, particularly the upper tiers, have steep steps, so we advise supporters who may struggle in an emergency to avoid these sections.
- Handrails are installed on the aisle seats of Level 2 and Level 3 to assist with movement.

If you have specific seating requirements, please contact the Access Team in advance so we can arrange the best spot for you.

5. Additional information

Support & Awareness

At Manchester City, we're committed to ensuring that every supporter feels welcome and supported. That's why:

- All stewards and frontline staff are trained in equality and disability awareness, so they understand how to provide the best possible support.
- If you need any assistance during your visit, don't hesitate to ask a steward or contact the Access Team ahead of matchday.

Evacuation Procedures & Emergency Support

Your safety is our priority. In the unlikely event of an evacuation, our Matchday Stewards will guide you to the nearest safe exit.

- If you're seated in the upper tiers, EvacChairs are available for supporters who may need assistance descending stairs.
- If you have specific evacuation needs, please inform the Access Team in advance so we can plan to support you.

Assistance Dogs

We welcome assistance dogs at the Etihad Stadium and will do our best to make sure they're comfortable too.

- Water bowls are available upon request—just ask a steward or visit the Fan Support Office.
- While there is no dedicated dog relief area, our team can help identify suitable locations nearby if needed.

If you plan to bring an assistance dog, please contact the Access Team ahead of your visit so we can provide any necessary support.

Storage for Wheelchairs & Mobility Aids

If you use a wheelchair or mobility aid but can transfer to a standard stadium seat, we offer limited storage space for your equipment during the match.

- Please note that storage is available on a first-come, first-served basis.
- Any equipment left in storage is at the owner's own risk.

- If you need storage, let the Access Team know in advance to check availability.

Signage & Wayfinding

We want to make navigating the stadium as easy as possible.

- All signage follows best practice accessibility standards—using dark blue text on a light background for better contrast and readability.
- Where possible, we've included pictograms to help supporters quickly locate key facilities.

If you need help finding your way around, our stewards and Fan Support team are always available to assist.

Bringing Medication or Medical Equipment

If you need to bring medication or medical equipment into the stadium, that's absolutely fine, but **you will need a Medical Exemption Certificate**.

Please email the Access Team in advance at access@mancity.com with details of your medication or equipment and any support you might require during your visit.

Personal Assistants (PAs) & Companion Tickets

We recognise that some supporters require a Personal Assistant (PA) to attend and enjoy the match safely.

- A PA ticket is not a concessionary ticket but rather a reasonable adjustment to ensure accessibility for disabled supporters.
- A PA must be a responsible and able person who can assist the supporter during the match and in the event of an emergency.
- If you require a PA ticket, please contact the Access Team in advance to discuss your requirements.

Manchester City Disabled Supporters Association (MCDSA)

The Manchester City Disabled Supporters Association (MCDSA) is an independent organisation that represents and supports disabled Manchester City fans.

They hold regular meetings and events where supporters can share experiences, raise concerns, and meet fellow fans. To find out more, join the association, or get involved, email manchestercitydsa@gmail.com

Supporter Charter

We encourage all fans to read the Manchester City Supporter Charter before attending a match. It outlines:

- The club's commitment to inclusivity and accessibility.
- Supporter expectations and guidelines for a great matchday experience.

You can find the Supporter Charter here: [Manchester City Supporter Charter](#).