

Access Statement – Academy Stadium

Imagery for the statement can be found [HERE](#). Including, sensory bags, audio commentary team, generic Academy Stadium pictures and City Store.

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Manchester City Football Club 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 the stadium and offer a variety of reasonable adjustments based on individual requirements.

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We ask that you read the Supporter Charter in advance of attending a match, which can be found here (HYPERLINK

https://www.mancity.com/meta/media/q5hb5b4k/supporter_charter_22-23-final.pdf

How to Get to The Academy Stadium

The Academy Stadium is easily accessible using all modes of transport and is within easy walking distance from Manchester city centre. Further information can be found at mancity.com/match-info. Before your journey to the stadium, check with your local transport operator for the most up to date travel advice on your route. It is important to check the latest information as due to social distancing, some transport providers may only be able to offer limited services, with reduced capacities and services. You can find the latest information for TfGM at tfgm.com or follow @OfficialTfGM

TRAIN

The nearest station is Manchester Piccadilly (2-miles away). You can also access the Metrolink from Manchester Piccadilly, where the journey takes 12-minutes. Alternatively, you can get an Accessible Taxi from the rank outside Fairfield Street entrance.

Key Information:

- 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 help
- Accessible toilets are available on the main concourse, satellite lounge near platforms 13/14 and upper concourse retail area. Use the radar key or contact a member of staff for further help
- Induction loop at the train information booth (outside the ticket office)
- Platforms 1-12 have tactile warning strips (*platforms 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)
 - Impaired mobility set down is available at the Fairfield Street entrance with dropped kerb and lift to main station
 - Pick up/set down: in the short stay car park.

For further information on train travel visit tfgm.com or networkrail.co.uk

BUS

There are bus stops next to the stadium. The stop is the Asda superstore opposite the North Gate entrance. Further information is available at tfgm.com or via Twitter @OfficialTfGM

If you need general advice on public transport, including bus timetables and journey planning, visit traveline-northwest.co.uk or call Traveline on +44 (0)871 200 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.

Please note that both Holt Town and Velopark Metrolink stops, located on either side of the Etihad Campus stop, will not be open for at least an hour after an event at the Etihad Stadium so we strongly advise you use the Etihad Campus stop for your return journey. Please factor this into your journey where a match at the Academy Stadium is played after a match at the Etihad Stadium. The journey from the Velopark stop to Ashton-under-Lyne is 25-minutes.

Key Information:

- 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
- Please note you can now travel by tram with contactless cards and devices using smart readers
- Most platforms have tactile edges for visually impaired passengers
- All platforms have designated wheelchair/pushchair access point for step free access
- Each tram has designated disabled/pushchair areas with its own emergency/information call points
- Park and ride facilities are available at the Ashton Moss and East Didsbury stops.

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:

Etihad 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 (option 1, option 2) to discuss further.

While You Are at the Academy Stadium

TICKET OFFICE

Supporters will need to ensure tickets are purchased in advance before attending the stadium, online at mancity.com/tickets or by calling +44 (0)161 444 1894 (option 1, option 2).

For any on the day queries, please visit the Ticket trailer underneath the Nexen Tire Bridge (for MCWFC fixtures only).

HOSPITALITY

- 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 audio frequency induction loop is available at each reception point

MERCHANDISE AT THE ACADEMY STADIUM

On matchdays there are several 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

Retail options are available if you are visiting 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 help
- The aisles are wide and large spaces between displays
- 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
- An audio frequency induction loop system is available on the ground floor and Level 1 service points

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 is accessible rest seating 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 number of fast-moving vehicles on the road.

- General Admission turnstiles open 90-minutes before kick-off and Hospitality opens 2-hours before kick-off.
- Please arrive early to ensure that you can pass through all entry procedures in time for kick-off
- Upon arrival, you will be undertaking a series of checks prior to accessing the campus, this will include
 - Match ticket check – please have your mobile ticket on display or your Print@Home ticket displaying the match details, face up
 - Bag check – bags larger than A5 (21cm x 15 cm x 10cm) or without a Club exemption letter, will not be allowed into the stadium. Storage is not available.

- Upon entry to the stadium, we will complete the following:
- Personal searches - with handheld wands, adhering to social distancing guidelines
- Photo ID check – please have this ready to show the stewards. Children Under 14 accompanied by an Adult (Over 18) are not required to have ID
- Have your match ticket ready to scan at the turnstiles and once inside, follow the signage and steward instructions
- Supporters who may need priority assistance, for example supporters with children, elderly or with access requirements should make themselves known to stewards upon arrival. We do ask however that you are respectful of your fellow supporter who may be in front of you and co-operate fully with the stewards. At the end of the match, we recommend that you consider waiting until crowds have dispersed for a safer exit.
- At the end of the match, you may be asked to exit the stadium by block, we ask that you follow the instructions given and co-operate fully with the stewards.
- We advise supporters with children, elderly or those with access requirements to consider waiting until crowds have dispersed or make themselves known to a steward on arrival. If you have any concerns speak to a steward who will be happy to help.

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.

****INSERT NEW MAP****

VIEWING AREAS

- Accessible viewing areas are 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 as they wear fluorescent coloured coats. They will help you find your seat and can provide information about facilities
- Complimentary audio commentary receivers can be pre-ordered by contacting the Access Team prior to the fixture.

Supporters need to provide their own headphones/earphones with a 3.5mm jack which will enable them to listen to the commentary.

This audio commentary service is provided free of charge and is available stadium wide; please advise the Club 48 hours prior to the game or at the time of buying a ticket, that you require this service. Alternatively, please contact the access team at access@mancity.com or call +44 (0)161 444 1894 (option 1, 2)

- Please note that not all wheelchair bays will be available for matches played at reduced capacity and availability will align to social distancing guidelines

WHEELCHAIR USERS – NORTH STAND

- There are 4 wheelchair bays all at pitch side level, with adjacent personal assistant seats

WHEELCHAIR USERS – SOUTH STAND

- There are 4 wheelchair bays all at pitch side level, with adjacent personal assistant seats
- This stand may be closed for certain fixtures

WHEELCHAIR USERS – EAST STAND

- There are 24 wheelchair bays all at pitch side level, with adjacent personal assistant seats
- There are 8 elevated wheelchair bays, towards the back of the stand, with adjacent personal assistant seats
- There are 2 designated wheelchair bays available through hospitality

WHEELCHAIR USERS – WEST STAND

- There are 24 wheelchair bays all at pitch side level, with adjacent personal assistant seats

AMBULANT SUPPORTERS

Ambulant supporters can sit anywhere in the stadium to enjoy the game, from any seat they choose, subject to availability.

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.

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. Please note the opening of facilities will align to social distancing guidelines and there is a robust cleaning process in place.
- Supporters located in the elevated wheelchair positions of the East Stand, can use the accessible toilets in the hospitality area
- All toilets are fitted with RADAR locks, the supporter can use their own key or contact a nearby steward
- Every concourse toilet facility has one cubicle that is suitable for ambulant supporters
- There is no alarm fitted at floor level.
- Hand sanitiser stations will be found outside each toilet location.
- Each set of toilets will have a dedicated number of toilets available for use.
- Toilet queues will adhere to social distancing guidelines.
- All cleaning staff will have training in advance about the safety procedures for maintaining hygiene including hand washing and wearing gloves.

CATERING

For up to date information please follow @ManCityHelp on twitter or visit the Matchday Hub at mancity.com/match-info

- Catering kiosks are located within the North and South stands inside the stadium
- There is a lower counter facility; 850mm/33.5 inches at each concession.

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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. There is no dedicated relieving area available
- We provide storage for wheelchairs for supporters who can transfer into a matchday or easy access seats 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 into the stadium should contact the Access Team in advance
- For medical assistance or advice when at the stadium, please speak to a member of the Access Team or matchday stewards for further assistance
- We would ask that you advise the Club if you are to be accompanied by a personal assistant who is 16 or under as this will ensure that the stewards are aware should there be an emergency at any time.

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 (MANCHESTER CITY DISABLED SUPPORTERS ASSOCIATION), to join or contact them please email manchestercitydsa@gmail.com

SENSORY BAGS

To further assist supporters with sensory processing issues, we are pleased to be able to support with the provision of a sensory bag. We hope it will make the experience at the stadium even more enjoyable and comfortable.

The bags will include: Ear defenders, Mini soft football, Fidget spinner, Fidget toy and a Lanyard mood thermometer

To apply for a sensory bag, no later than 72-hours prior to the match, contact the Access Team to discuss the where the requirements of the user to enable us to provide the assistance needed. Your sensory bag will be posted prior to the match to ease your journey to the stadium.

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CONTACT INFORMATION

If you cannot find the information you need in this Access Statement or have any suggestions about how this might be improved, let us know as we would 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.

Call: +44 (0)161 444 1894 (Option 1, 2)

Email: access@mancity.com

Tweet: @ManCityHelp

Website: mancity.com/access

Access Lead : Jo Becker

Disability Liaison Officer: Jen Bunney

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