



EMIRATES STADIUM ACCESS GUIDE



2023/24
COMPILED BY
THE DISABILITY LIAISON TEAM

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INTRODUCTION

Welcome to Arsenal Football Club's Access Guide. This has been compiled by our Disability Liaison Team to help your planning when visiting Emirates Stadium. You will find information about the accessible facilities and services that we provide for supporters and visitors with access requirements.





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HOW TO GET TO EMIRATES STADIUM - PUBLIC TRANSPORT & PARKING





PUBLIC TRANSPORT

The stadium is served by four stations on match days and five on non-match days.

- **Arsenal** (Piccadilly Line) It is the nearest tube station and is a five-minute walk from the stadium. This station is not accessible for wheelchair users. It has several steps and a sloping tunnel to street level.
- **Holloway Road** (Piccadilly Line) It is an eight-minute walk from the stadium. This station is not accessible for wheelchair users due to stairs between platform and street level. **Please note that Holloway Road is exit only before and after matches.**
- **Drayton Park** (Great Northern Rail). Closed on match days. There is no step free access at this station, so it is not accessible for wheelchair users.
- **Finsbury Park** (Victoria and Piccadilly Lines, Great Northern Rail and Thameslink Rail) It is a 15-minute walk from the stadium. Finsbury Park has two lifts which serve the northbound and southbound platforms.

- **Highbury & Islington** (Victoria Line, London Overground and Great Northern Rail) is a 15-minute walk from the stadium. The station is accessible for wheelchair users on London Overground services only where there is lift access. There is no step free access for Underground services on the Victoria Line.
- The nearest main line rail stations are **Kings Cross and St Pancras International** and are both accessible for wheelchair users. Journey time by car or taxi is approximately 20 minutes. These stations are also hub links for London Underground services the Piccadilly Line (to Arsenal and Finsbury Park) or the Victoria Line (to Highbury & Islington).



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TAXIS

In London, all black cabs are wheelchair accessible. Some of the newer 'black cabs' are also fitted with induction loops and intercoms for hearing aid users. For further information on taxis and minicabs in London please click [HERE](#)

For further information on Uber accessibility please click [HERE](#)

There is no designated drop off/pick up point outside Emirates Stadium. Suggested drop off/ pick up points are outside The Armoury Store (on Hornsey Road) which is within 50m of the Media Entrance. Those with access requirements who require to be dropped here please contact the Disability Liaison Team, as road closures are in place up to 2 hours before kick-off. Alternatively Drayton Park by the Danny Fiszmann Bridge, which gives step-free access to the south-east side of the Stadium.

Please note that due to the match day road closures there may be wait times up to an hour after a game to gain access for pick up by taxi/vehicle.

BUSES

All Transport for London buses are low floor vehicles (this means they can be lowered to pavement level when the bus stops and the doors open). On most buses the wheelchair ramp is positioned at the exit doors. There is enough room for one wheelchair user on each bus; supporters should be aware that buses can get very congested on matchdays.

The main bus stops close to Emirates Stadium are located on Holloway Road, Nags Head, Seven Sisters Road, Blackstock Road and Highbury Corner. Several bus routes pass close to the stadium including the 271 which goes from Highgate Village to Liverpool Street Station, and the 43 which goes from Friern Barnet to London Bridge Station and the 19 which goes from Finsbury Park to Battersea Bridge.

For up-to-date Transport for London travel information by public transport and to plan your accessible journey please click [HERE](#)

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PARKING

Match Day Stadium Accessible Parking

Accessible parking spaces for Blue Badge holders can be booked through the Disability Liaison Team.

Full details on how to book can be found on the Disabled Supporters Information page on Arsenal.com <https://www.arsenal.com/tickets/ticket-information/disabled-supporters-information-page>. Parking for Blue Badge holders is complimentary.

Visiting supporters who are Blue Badge holders, who wish to book accessible parking at Emirates Stadium please contact your own club's Disability Liaison or Access Officer.

Please note that you will not be able to exit the car park for up to an hour after the end of the game due to match day road closures.

Non-Match Day Street Accessible Parking

There are non-match day parking restrictions in place, but Blue Badge holders can park in all the surrounding roads either in a vacant resident's bay, or a dedicated Blue Badge bay. Please note that some Blue Badge bays are specifically for the use of a designated Blue Badge holder, check the signs carefully before parking.

BY CAR

Match Day Street Accessible Parking

Supporters are strongly advised not to drive to Emirates Stadium. The ground is situated in a mainly residential area with an extensive Event Day Parking Scheme in operation. Only car owners with resident's permits will be allowed to park on-street in the designated areas and any cars parked illegally will be towed away. Blue Badge holders can park in the surrounding roads in vacant residents parking bays. However, you should check to ensure the bay is not suspended due to event day parking restrictions around the stadium. Please ensure that your Blue Badge and clock are clearly displayed.

Matchday traffic information

There are changes to the traffic plans on days when matches are played. This is so the Metropolitan Police Service can safely manage travel to and from the stadium and reduce inconvenience, as far as possible, to people living nearby.

For more information about these traffic changes, details of the CPZ operation, times and permit applications visit <https://www.islington.gov.uk/parking/parking-restrictions/emirates-stadium-restrictions>

Please contact Islington Council with any queries: 020 7527 2000 or contact@islington.gov.uk.

Further information on matchday parking in Hackney is available at <https://hackney.gov.uk/matchday-parking>



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APPROACHING EMIRATES STADIUM AS A PEDESTRIAN





PEDESTRIAN ACCESS

Emirates Stadium is built on a podium above the surrounding street level.

- ♦ **From the South** (Holloway Road and Hornsey Road) access from street level is via either a flight of steps or a ramp.

There is a ramp up to podium level on Hornsey Road, at the southwest corner of the stadium.

There is also a ramp up to podium level on Benwell Road, next to the Arsenal Community Hub.

There are also two flights of 40 steps, with handrails, up to the podium which are located either side of The Armoury Store and the Match Day Box Office

- ♦ **From the East** on Drayton Park, opposite the Drayton Arms pub, pedestrians can access the stadium via the Danny Fiszmann Bridge which is step free.

- ♦ **From the Northeast**, again on Drayton Park, near to the Arsenal underground station pedestrian access is via the Ken Friar Bridge. This bridge has stepped access (50+ steps) up from Drayton Park and then ramped access on the stadium side.

Click [HERE](#) for pedestrian routes to Emirates Stadium





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MATCH DAY BOX OFFICE





MATCH DAY BOX OFFICE

The Match Day Box Office is located on Hornsey Road at the southern end of the stadium next to The Armoury Store.

There is level access to the Box Office and there are also audio frequency induction hearing loops fitted for hearing impaired supporters.

There are 10 windows and there is a queuing system which is managed by stewards during busy times. However, supporters who are unable to stand can avoid the queue by asking to use the window on the far left of the Box Office (just inside the door to the Media Entrance) which also has a lowered counter for wheelchair users.

TICKET COLLECTION POINT

The ticket collection point is located on podium level opposite turnstile block S. There is level access to the ticket collection point.

Please note that the Ticket Collection Point is for pre-arranged ticket and duplicate ticket collection only.





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ENTERING THE STADIUM





TURNSTILE ACCESS

Access into the stadium from podium level is via turnstiles. There is level access to the turnstile blocks. There are 16 turnstile blocks in total and turnstile blocks A, D, E, H, J, K, M, N & S. All have wheelchair accessible gates which can be used by supporters with access requirements.

The outer gates are operated by supporters inserting their ticket or phone into a card reader. Stewards are on hand to assist if required. Once inside, the inner gate will then be opened to allow access into the lower tier concourse.

Please note that the club advises all supporters to arrive at Emirates Stadium in good time due to security checks on entry.

LIFT ACCESS

There are nine wheelchair accessible lifts inside the stadium which supporters with access requirements can use to go to all levels within the stadium.

The lifts are located at the following core areas: A/B, C/D, E/F (which has two lifts available), G/H, J/K, L/M, N/P and R/S. All lifts are stewarded on match days and supporters with access requirements always have priority.

All lifts have visual floor indicators an audible announcer, hearing loops and tactile markings on the control buttons.





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ACCESSIBLE VIEWING AREAS





- ♦ Accessible viewing areas are in Lower and Upper tiers and Club Level at Emirates Stadium
- ♦ Stewards are easily identified. They will help you locate your seat and can provide information about facilities
- ♦ The Disability Liason Team are also available to assist on matchdays.





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WHEELCHAIR USERS





CLUB LEVEL

There are three accessible viewing areas for wheelchair users on Club Level which are for home supporters only.

There is level access via double doors from inside the Club Level bar and restaurant areas. The doors are manually operated and quite heavy (stewards are on hand to assist if required). The Personal Assistant's seating is located next to the wheelchair users.

UPPER TIER

There are 8 accessible viewing areas for wheelchair users on the upper tier

All of which are for home supporters except for FA Cup games where the away club takes the increased allocation.

The areas are all accessed by ramps (stewards are on hand to assist if required) and the Personal Assistant's seating is located next to the wheelchair users.

LOWER TIER

Accessible viewing areas are located at the back of Lower Tier

There are 11 accessible viewing areas for home supporters who are wheelchair users and 2 areas for visiting wheelchair users.

The areas are all accessed via ramps (stewards are on hand to assist, if required)

Please note that in some areas the Personal Assistant will be sat beside the wheelchair user. In most areas the Personal Assistant is sat behind the wheelchair user.





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EASY ACCESS AND AMBULANT DISABLED SUPPORTER SEATING





EASY ACCESS/AMBULANT SEATING

Seating for Easy Access and Ambulant Disabled supporters is generally located in the rows immediately in front of the Lower Tier and Upper Tier wheelchair accessible viewing areas as this means that supporters have level access from the concourse and one or two steps down to their seats.

Also, on request, and subject to availability, partially sighted and ambulant disabled supporters can sometimes be allocated adjacent Personal Assistant seats on the Lower Tier wheelchair accessible viewing areas.





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SENSORY ROOM





SENSORY ROOM

Arsenal welcomes families to our Sensory Room. A specially designed space, for children with sensory processing issues and/or increased anxiety, to attend a match in a calm environment at Emirates Stadium.

The Sensory Room is open for every game at Emirates Stadium.

We limit each group size to a maximum of 6 people, and a lower age limit of 6 years old.

Please note that we may be unable to accommodate on a match day due to availability of space in the room. The facility is also available to be used on non-matchdays by schools or disability groups.

For further information on the Sensory Room contact the Disability Liaison Team via our **HELP CENTRE**.

The facility is also available to be used on non-matchdays by schools or disability groups, please contact Luke Howard, Arsenal in the Community Accessibility Coordinator, lhoward@arsenal.co.uk.



SENSORY ROOM

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ACCESSIBLE TOILETS





ACCESSIBLE TOILETS

There are 37 accessible toilets located inside the stadium. All are fitted with RADAR locks and all supervising stewards hold RADAR keys in case a supporter with an access requirement is not in possession of a key.

All the accessible toilets are unisex and the toilet doors all open outwards. The dimensions of the accessible toilet are 180cm x 235cm (5ft 11in x 7ft 9in). Either a left or right transfer space is available in every accessible toilet along with colour contrasted grab rails.

The lateral transfer space is 110cm (3ft 7in). The wash hand basins all have lever type mixer taps. The accessible toilets are also fitted with appropriate height mirrors, hand dryers and coat hooks and pull cord emergency alarms.

STANDARD TOILETS

There are standard male & female toilets available next to all the entrances to seating areas on the lower and upper tiers and on Club Level next to the restaurant and bar areas. Every standard toilet block contains one cubicle suitable for ambulant disabled supporters.

CHANGING PLACES TOILET FACILITY

The Changing Places Toilet (CPT) is in Block 48 on Club Level. It is available to any supporter with access requirements in the stadium on a match day or a non-match day and it is fitted with a RADAR lock.

On a match day, supporter with access requirements not on Club Level wanting to use the CPT facility should contact the Disability Liaison Team (DLT) via any steward and a member of the DLT will come and escort you. Visiting supporters requiring to use the Changing Places Toilet at Emirates Stadium please contact your club's Disability Liaison or Access Officer, prior to attending the stadium.

The dimensions of the CPT facility are 205cm x 410cm (6ft 9in x 13ft 5in). The facility includes a height adjustable changing bench (length 179cm- 5ft 10in), with shower attachment and a powered overhead hoist which covers all areas of the facility.

The toilet in the CPT facility is peninsular. The transfer space on the left as you face the toilet is 60cm (1ft 11.5in) and on the right is 96cm (3ft 2in). Colour contrasted wall mounted and drop-down grab rails are fitted around the toilet.

The facility also includes a sink, a privacy screen, non-slip flooring and a pull cord emergency alarm.

Please note that slings are not provided by the Club.





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GATERING FACILITIES





LOWER TIER & UPPER TIER

There are food and beverage concession kiosks on the Lower and Upper Tiers. All have varied menus of hot and cold fast food such as fish and chips and burgers as well as hot and cold drinks. All larger concessions have low level counters for wheelchair users.

CLUB LEVEL

There are both restaurant and bar areas on Club Level.

All bar counters have a low-level position for wheelchair users and both the Emirates Lounge and the Champions Lounge areas, which are adjacent to two of the Club Level accessible viewing areas, have drinks tables which are designated for supporters/guests with access requirements during the busy half-time period.





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DISABLED SUPPORTERS LOUNGE





The Disabled Supporters Lounge is open for home and visiting supporters with access requirements, with their Personal Assistants, before every home game at Emirates Stadium, (excluding the Emirates Cup weekend and International Friendlies).

- For weekend games, the Lounge opens from two hours before kick-off and closes 30 minutes before the game starts.
- For mid-week games the Lounge opens from 6.00pm and closes 30 minutes before the game starts.

The Lounge is equipped with a large screen TV and there is also free tea and coffee available (although we do ask disabled supporters to consider making a small donation to The Arsenal Foundation for the refreshments). An accessible toilet facility is also available.

The Disabled Supporters Lounge is located just inside the Museum Entrance which is outside the stadium in the Northern Triangle Building on podium level opposite turnstile Block E. Once you are inside The Arsenal Museum entrance, the Disabled Supporters Lounge is on your right.

For supporters with access requirements in the car park, the lounge can be reached through the door marked Disabled Supporters Lounge located at the rear of Orange Car Park 4 then via a lift to the museum entrance, the Lounge will then be on your left.





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STORES





THE ARMOURY STORE

The Armoury Store is located at the southern end of the stadium on Hornsey Road next to the Match Day Box Office.

There is level access into the store via double glass doors. The doors are quite heavy; however, staff are on hand to assist if required. Exit from the store is through another set of double glass doors. Again, staff will be on hand to assist if needed.

Staff will also be happy to assist supporters/visitors with access requirements, if required. However, the store can get very busy on match days and supporters/visitors requesting assistance might have to wait a few minutes for a member of staff to become available.

Except on match days, supporters/visitors with access requirements can also book tours of Emirates Stadium in The Armoury Store.

ALL ARSENAL STORE

The All-Arsenal Store is located on Drayton Park next to the non-match day box office. There is level access into the store through double glass doors. Exit is through another set of double glass doors. Staff are on hand to assist if required.

Part of the store is at a lower level which can be reached via a short flight of stairs or a platform lift. The platform lift is kept locked for safety reasons; please ask a member of staff if you want to use it.





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EMIRATES STADIUM TOURS & MUSEUM





EMIRATES STADIUM TOURS

Both the Legends and self- guided audio tours are fully accessible for wheelchair users, partially sighted and ambulant disabled supporters.

Stadium Tours can be booked [HERE](#)

Self- guided tours are available in British Sign Language (BSL)

BSL users wanting to book a guided stadium tour with a BSL interpreter, will need to contact the Disability Liaison Team 2 weeks before the date of their tour.

MUSEUM

The Arsenal Museum is in the Northern Triangle Building opposite turnstile Block E. There is level access into the Museum entrance from where you can use a lift or stairs to go down to the Museum. A wheelchair accessible toilet is available at the Museum





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SERVICES AND FACILITIES FOR BLIND & PARTIALLY SIGHTED SUPPORTERS





AUDIO DESCRIPTION MATCH DAY COMMENTARY

The Disability Liaison Team provides an Audio Description Commentary Service at every home game at Emirates Stadium for Blind and partially sighted supporters (including visiting supporters).

Season ticket holders keep their receivers and headsets on a seasonal loan, these are then returned at the end of the season so they can be serviced. Match ticket holders are handed the equipment before the game, and it is then collected afterwards. This service is complimentary.

AUDIO MATCH DAY PROGRAMME

The club also provides Blind and Partially Sighted Supporters with an audio version of all home match day programmes in the form of a podcast which supporters can be downloaded [HERE](#) a few days after each home game or you can subscribe to the podcast on iTunes [HERE](#). This service is also complimentary.

GUIDE DOG TOILET FACILITY

Emirates Stadium was the first Premier League ground to install an Assistance Dog Toilet facility. The facility is located outside the stadium on podium level opposite turnstile Block F. It is accessed via a gate which is fitted with a RADAR lock. Please inform the Disability Liaison Team if you need to bring an assistance dog to the stadium.

TACTILE GUIDANCE PATHWAY

There are Tactile Guidance Pathways that our blind and Partially Sighted supporters can use to navigate their way around the podium area outside the stadium.

The pathways begin on the Ken Friar and Danny Fiszmann bridges at the north and east side of Emirates Stadium and guide around the site to Hornsey Road at the southern at the stadium.



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ADSA (ARSENAL DISABLED SUPPORTERS ASSOCIATION)

The Arsenal Disabled Supporters' Association (ADSA) was set up at the end of the 2006/7 season to represent and give the clubs disabled supporters a voice. Since then, ADSA has worked closely with the Club's Disability Liaison Team to tackle any issues and to find resolutions.

For further information please [CLICK HERE](#)





CONTACT INFORMATION

DISABILITY LIAISON TEAM

Aaron Heskins - Disability Access Manager

Jacque Pollard - Disability Liaison Officer

THE DISABILITY LIAISON TEAM CAN BE CONTACTED BY:

Post – Highbury House 75, Drayton Park London N5 1BU

Phone 0207 619 5000, option 2
(9.30am to 5.00pm Monday to Friday excluding Bank Holidays)

Match Days 0207 619 5000, option 2

Contact us via our Help Centre

Deaf supporters who use British Sign Language (BSL), can contact the Disability Liaison Team by using SignVideo BSL Interpreter service.

Disabled Supporters Information page
<https://www.arsenal.com/tickets/ticket-information/disabled-supporters-information-page>

Follow the Arsenal Disability Liaison team on Twitter
by clicking here @AFC_Disability.



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