



# **Huddersfield Town Match Day Disability Access Guide 2022/23**

# Buying A Ticket

Should you wish to book a ticket, please call the HTAFC Ticket office on **01484 960 606** and select **option 5**.

To get in touch via email, please contact our **dlo@htaafc.com**. Unfortunately, tickets for disabled supporters are not currently available to purchase online, however we hope this will be remedied in the near future.

Tickets for wheelchair users are priced at £20 with an assistant permitted entry free of charge.

Ambulant disabled supporters pay their relevant price class (£25 adult, £20 for over 65's, £15 further education, 17- & 18-year olds, secondary school, £10 primary school and under), with an assistant permitted entry free of charge.

## **Ticket Office Opening Hours**

Monday: 10am - 4pm

Tuesday (non-match day): 10am - 4pm

Tuesday (evening match day): 10am until kick off

Wednesday (non-match day): closed

Wednesday (evening match day): 10am until kick off

Thursday: 10am - 4pm

Friday: 10am - 4pm

Saturday (non match day): 9am - 12noon

Saturday (match day): 9am until kick off then 30 minutes after the game has finished

Sunday: closed

# Getting Here

Access Routes into the Stadium are well signposted from the motorways and local road networks.

## M62 Eastbound from Manchester

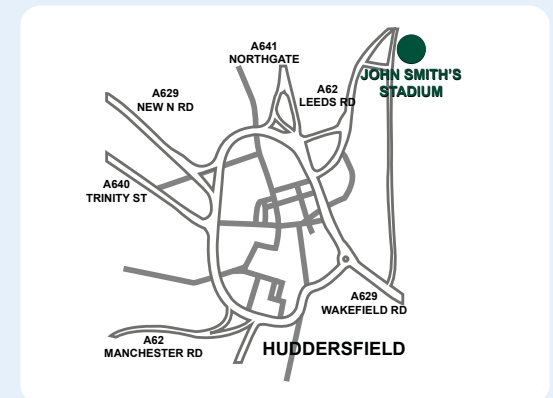
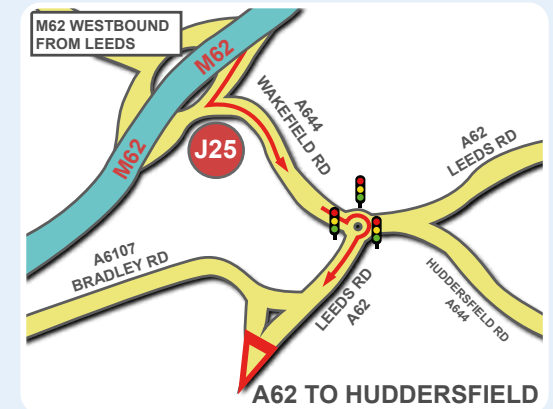
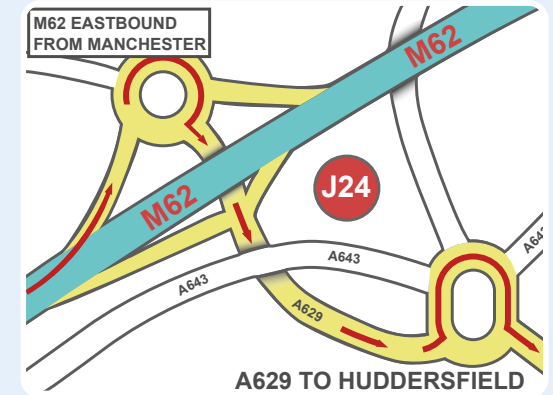
Exit the M62 at Junction 24 onto the A629 and follow the signs towards Huddersfield Town Centre. After approximately two miles follow the signs for the Stadium, turning left on to Castlegate Ring Road, turn left onto Leeds Road (A62) then follow the official car park signs.

## M62 Westbound from Leeds

Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles, and then follow the official car park signs.

## M1 North/Southbound

Exit the M1 at Junction 42 and continue West on the M62. Exit the M62 at Junction 25 onto the A644 (Wakefield Road). At the junction with the A62 take the second exit towards Huddersfield (Leeds Road) A62. Continue along this road for approximately three miles then follow the official car park signs.



## Train Station

The nearest train station is Huddersfield Train Station which is 1 mile from the Stadium.

For train times call 08457 48 49 50.

## Bus

AccessBus is a dial-a-ride bus service providing local transport, six days a week (Monday-Saturday) between 9am and 5pm, which subject to demand, can transport disabled supporters to the game.

To find out more, call their enquiries line on 0113 348 1903.

Alternatively, the 202 and 203 Arriva buses leave every 15 minutes from Stand Y in Huddersfield Bus Station. The bus then collects from stop S4 on St George's Square near to Huddersfield Train Station, before dropping off on Leeds Road which is the road next to the John Smith's Stadium. After the match, buses leave Leeds Road every 15 minutes back to Northumberland Street for the Train Station and Huddersfield Bus Station, until 7pm when they go every half an hour.

Access Routes into the Stadium are well signposted from the motorways and local road networks.



Figure 1 Kirklees Access Bus

# Accessible Parking

## Town Avenue Car Park

Please note that the Town Avenue car park located in front of the main Core Stand is currently full for the season for disabled parking. There are 38 parking bays in total which are allocated to Blue Badge holders, of which 17 are accessible and 21 'red square' standard size bays which are clearly marked.

There is step free access throughout the car park, and it is accessible to wheelchair users. From the Town Avenue car park, the Stadium is accessed across a footbridge over the River Colne which has step free access. After the bridge there is a dropped kerb which is used to cross an access road, this then leads to the Core Stand which houses the main Stadium reception, club shop and the outer concourse of the Stadium.



Figure 2 Town Avenue car park disabled parking bays



Figure 3 Footbridge leading from the Town Avenue car park to the Stadium with step free access

## Drop Off Point

There is a designated drop off point located in front of the Stadium Health and Fitness Club. The Club issues drop off permits for this area; please contact [dlo@htaafc.com](mailto:dlo@htaafc.com) to arrange. Please note that access will not be permitted within an hour of kick off and up to 30 minutes after the game dependent on pedestrian traffic. The route from the drop off point is accessible to a wheelchair user.

## St Andrew's Road Car Park

This is where most of the Club's disabled parking is available for both home and away supporters. There are 48 parking bays in total which are allocated to Blue Badge holders, of which 14 are clearly marked.

At the rear of the Upper Level of the car park there is a ramp and steps to access the Magic Rock Stand which houses both home and away supporters. The ramp/slope has landing at the top and a slight gradient with handrails on both sides. There are also 10 steps with handrails on both sides.

There is a steep sloped road leading downwards from the St Andrew's Road car park down to the Core Stand, Big Red Stand and Chadwick Lawrence Stand.



Figure 4 Disabled car parking spaces in the St Andrew's Road car park upper level adjacent to the Magic Rock Stand



Figure 5 Ramp leading from St Andrew's Upper Level car park to the Magic Rock Stand

## **Coach Parking**

Coach parking is located in the Lower Level of the St Andrew's Road car park. There is step free access throughout the area, and a drop kerb leading on to the path. There is a steep slope leading upwards from the St Andrew's Road car park to the Magic Rock Stand where visiting supporters enter the Stadium.

## Accessible Entrances

The accessible entrances into the stands are as marked on the map below.

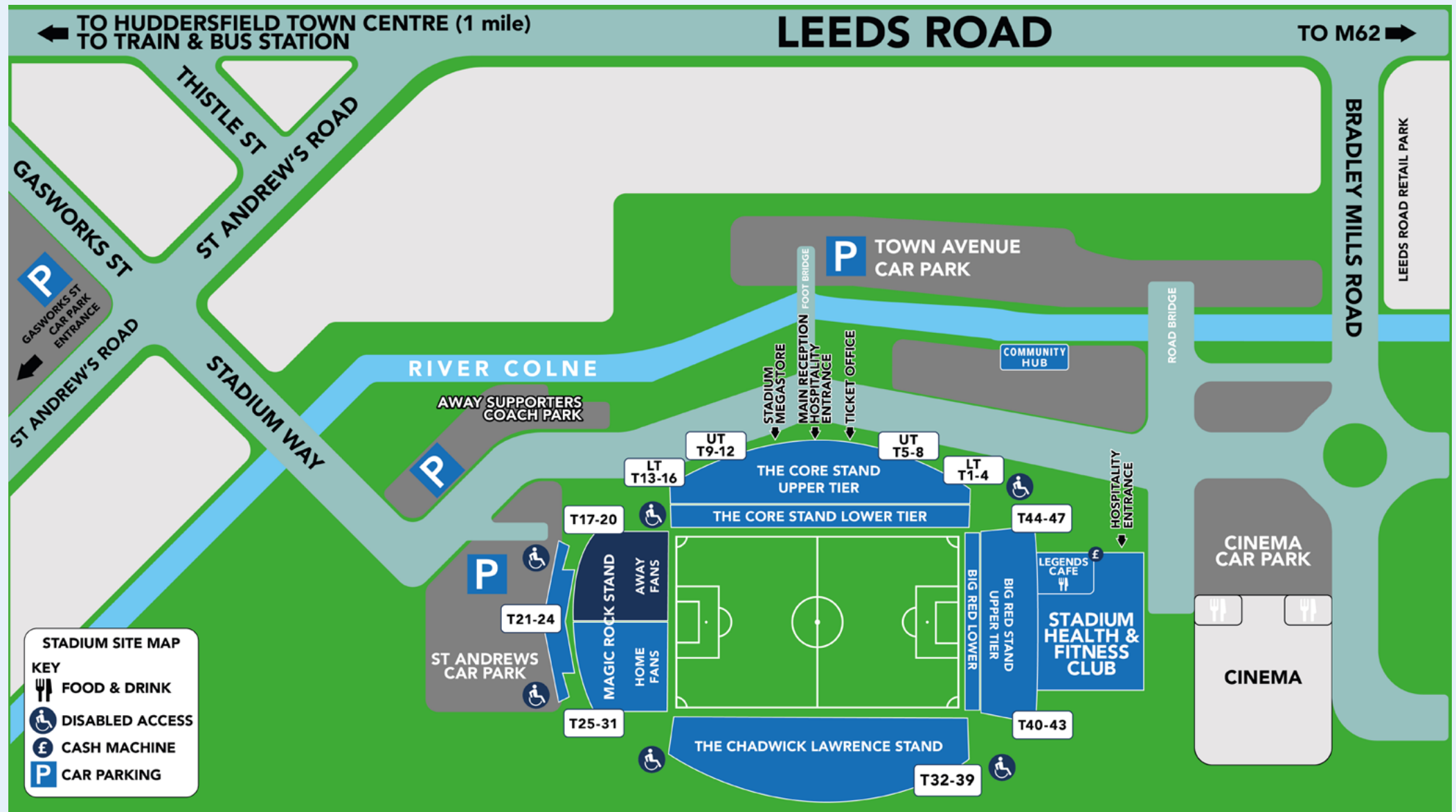


Figure 6 Stadium map with accessible entrances marked

The Big Red Stand - was formerly known as the Fantastic Media Stand



# Stadium Access And Amenities

## Wheelchair Accessible Seating

Wheelchair Accessible seating is available on the front row of the Core Stand Lower Tier and on the front row of the Chadwick Lawrence Stand. Please note that due to their pitch side location, there is no cover in bad weather and we recommend to dress accordingly. Companions sit either alongside or immediately behind the wheelchair user. Wheelchair accessible seating is also available on the front row of the Magic Rock Stand for away supporters. There are also raised wheelchair accessible platforms at the back of the Chadwick Lawrence Stand, and at the back of both the home and away areas of the Magic Rock Stand.



Figure 7 Pitch side viewing location for wheelchair users and their companions in the Core Stand Lower Tier



Figure 8 Raised platform for wheelchair users and their companions at the back of the Chadwick Lawrence Stand

## Easy Access / Amenity Seats

We have easy access seats available to ambulant disabled supporters, please contact the Ticket Office to discuss.



Figure 9 Accessible toilet signage stating that not all disabilities are visible

## Accessible Toilets and Changing Places toilet

There are accessible toilets in the Core Stand Lower Tier, the Chadwick Lawrence Stand and the Magic Rock Stand.

Currently we do not have our own Changing Places facility within the Stadium. However, we have access to a Changing Places facility which is located at the Stadium Health and Fitness Club which is next to the Stadium site.

There is a changing bench which is wall mounted and adjustable. The hoist is powered overhead and covers the changing bench. Should you require use of the facility, please contact the Ticket Office prior to the day of the game who will be able to arrange this.

Radar keys are in use at all Accessible toilets in the Stadium. Please speak to a steward if you require any further assistance on the day of the match.

## Deaf or Hard of Hearing Supporters

We have induction loops available on multiple Ticket Office windows, and in the Retail store.

On match days, information is carried on the electronic scoreboard and on the PA tannoy system.

Figure 10 Induction loop signage for Deaf or Hard of Hearing supporters at the ticket office windows





Figure 11 Supporters using the complimentary Bowers and Wilkins headphones

## **Blind or Visually Impaired Supporters**

Match commentary is available provided by our local hospital radio for visually impaired supporters.

Headsets to listen to the commentary can be pre-ordered and collected at the Stadium main reception, and subject to availability can be requested on match day.

There is no charge for this facility, please contact the Ticket Office to book.

## **Guide Dogs**

Guide Dogs and Assistance Dogs are welcomed into the Stadium.

Water bowls and a dog relieving area can be provided, please contact the Ticket Office.

# Terriers Together Inclusion Room

The 'Terriers Together' Inclusion Room is a safe space in which different groups of supporters can attend our home fixtures and feel confident that their individual needs will be catered for. We recognise that not all supporters are able to attend matches if they were to sit in the main stands. The Inclusion Room enables supporters to watch a match from inside, with the option of moving to the outdoor seating if this is preferred.

The room contains a range of sensory equipment, which may be particularly beneficial to autistic supporters or individuals with sensory processing needs. The Inclusion Room is also equipped with bean bags and soft throws, to provide additional comfort and warmth as may be required. One half of the Inclusion Room can be closed off to the external environment with the blinds that are installed, and the lighting can be adjusted to individual preferences.

We would like as many supporters as possible to benefit from the Inclusion Room and our only criterion is that there must be a genuine reason why attending a match in the main stands would be a prohibiting factor (for example, specific needs relating to disability, people who have long-term or limiting health conditions, people in end-of-life care, breastfeeding mums etc.).

If you would like to attend a match from the comfort of the Inclusion Room, please contact our Disability Liaison Officer by email to [dlo@htaafc.com](mailto:dlo@htaafc.com). Please make your enquiry at least three weeks before the match you would like to attend; we are receiving a high volume of enquiries and cannot guarantee that every request will be accommodated. The room may be used by more than one family/party per match.

Capacity is a maximum of 12 people at any time (excluding Club staff, or other supervisors).



Figure 12 Sensory equipment inside the Terriers Together Inclusion Room

# Ticket Office

The Ticket Office is located next to the Stadium's main entrance, in the Core Stand Lower Tier. The route is accessible with dropped kerbs, and Window 8 is the accessible ticket counter with a low-level. Induction loops are available on multiple windows. Please note that the ticket office is not enclosed, it is open to the elements and no seats are available for supporters to sit whilst waiting to be served.



Figure 13 Ticket Office windows at the front of the Core Stand Lower Tier



Figure 14 Accessible Ticket Counter signage

# Club Shop

The Stadium Superstore is the main Club Shop and is located on the Stadium site, next to the main entrance in the Core Stand Lower Tier. Please note that the shop does get very busy before and after the match.

The store is accessible, with automatic doors with a low counter in the shop. It does have an induction loop at the tills.

Staff are available on the shop floor in all stores to assist.



Figure 15 Inside the club Retail store at the John Smith's Stadium

# Pre-Match Family Activities Community Hub

A perfect place to start the matchday fun, children can play table football with their friends or pretend to be Town on FIFA. With a colouring table, young fans can show off their artistic side, or even write a letter to their favourite Town player! Get your face painted and even get a Terry the Terrier balloon model!

Situated in the former retail space opposite Legend's Bar and Café, the hub has limited capacity, so please do come along early to avoid disappointment! Available to Under-18's only, children must be accompanied by an adult to gain entry.

## Outdoor Activities

Young supporters can enjoy photo opportunities in our giant deckchair, get to meet Terry the Terrier, and test their skills on our inflatable speed cage and target shot games!

Get a selfie or autograph of one of the first team squad or Club Ambassadors!

\* Subject to covid restrictions



# Legends Bar: Enhance Your Match Day Experience!

**Level up match day experience for this season.**

Legends Bar, located in the Big Red stand (formerly known as the Fantastic Media Stand) by the swimming pool entrance, offers a variety of stylish and comfortable seating options both inside and out, as well as a wide range of delicious home baked produce, Legends Bar is the perfect place to begin your match day.

Legends Bar will open two and a half hours before kick-off and close an hour after the final whistle.





# Stadium Refreshments

All refreshment kiosks apart from those in the Core Stand Lower Tier are wheelchair accessible, however there are no low-level counters.

For supporters in the Core Stand Lower Tier, there is a mobile catering unit which is based at the front of the Stand.

Additionally, there is an in-seat service whereby a pre-order form is given out and collected pre-match by our Stadium catering staff, then food is delivered to the seat before kick-off.

**Please note, all kiosks are cashless.**

# Away Supporters



Away Supporters sit in a section of the Magic Rock Stand.

Accessible parking spaces are available to away supporters in the St Andrew's Road Upper Level car park which is behind the Magic Rock Stand, please contact the Ticket Office to arrange parking.

Figure 16 Disabled car parking spaces in the St Andrew's Road car park upper level adjacent to the Magic Rock Stand

Figure 17 Ramp leading from St Andrew's Upper Level car park to the Magic Rock Stand



At the rear of the Upper Level of the car park there is a ramp and steps to access the Magic Rock Stand which houses both home and away supporters. The ramp/slope has a landing at the top and a slight gradient with handrails on both sides. There are also 10 steps with handrails on both sides.

There are 23 designated wheelchair spaces for away supporters in the Magic Rock Stand, 8 on the platform situated at the rear of the stand and 15 on the front row of the stand.

Wheelchair users and their assistants situated on the rear platform should enter through the accessible entrance next to turnstile 17. Tickets for this area will be marked 'Row-WD'. There is step-free access from the entrance to the stand's concourse. Assistants can sit in front of the wheelchair user on designated seats.

Wheelchair users situated on the front row of the stand should enter via the accessible entrance in the Core Stand Lower Tier next to turnstile 16. Tickets for this area will be marked 'Row 1'. Due to their pitch side location, there is no cover in bad weather and we recommend to dress accordingly. Please note there is a steep gradient from the St Andrew's Road car park to the Core Stand Lower Tier.



Figure 18 Accessible Entrance next to Turnstile 16

Figure 19 Row 1 of the Magic Rock stand



Figure 20 Accessible entrance next to turnstile 17



Figure 21 Raised platform in the away section of the Magic Rock Stand



Figure 22 View from the raised platform in the away section of the Magic Rock Stand



There is an in-seat catering service in this area whereby a pre order form is given out and collected pre-match by our Stadium catering staff, then food is delivered to the seat at half time. Disabled supporters in this area will use the accessible toilets in the Core Stand Lower Tier, please speak to a steward on the day who will direct you to this area.

Ambulant disabled supporters can either be situated on the front row of the Magic Rock Stand, or alternatively in the general seating area of stand subject to their preference and should enter via the away turnstiles 17-20. For ambulant disabled supporters not situated on the front row of the Magic Rock Stand, visiting clubs are encouraged to designate seating near the back of the stand and in the aisles where possible to enable easier access to the concourse.

There is step free access throughout the concourse area. Please note that the concourse area is congested on match days during busy periods such as before kick-off, just before and during half time and at the end of the game. There is an accessible toilet available in the stand and a radar key is required. Please speak to a steward if you require any further assistance on the day of the match. Should you require a headset to listen to the match commentary or would like to bring your guide or assistance dog, please contact the Ticket Office to arrange. The food and drink kiosk is clearly signed with step free access. It does not have a lowered counter, and there isn't an induction loop available.

# Contact Us

Our staff would be happy to answer any questions you have and if you would like to visit the stadium on a non-matchday to familiarise yourself before your visit to the game we would be happy to arrange, please use the following contacts: Telephone 01484 960 606 and press option 5 or email [dlo@htaafc.com](mailto:dlo@htaafc.com), alternatively contact the Supporter Services Team Telephone 01484 960 630 or email [supporterservices@htaafc.com](mailto:supporterservices@htaafc.com)

# Huddersfield Town Disabled Supporters Club

The Huddersfield Town Disabled Supporters Club, is an enthusiastic, fun and friendly group of disabled fans, their friends and family who meet at Birchencliffe Cricket Club on the second Wednesday of every month.

They play games, hold quizzes, go on social outings, chat and have refreshments.

Please contact Dave Heatherill of HTDSC on [daveheatherill14@gmail.com](mailto:daveheatherill14@gmail.com) for more information.



Figure 23 Dave Heatherill and Kevin Ryan of the HT Disabled Supporters Club, with Huddersfield Town Club Ambassador Andy Booth



# **Thank you for reading the HTAFC Match Day Disability Access Guide 2022/23**

**We look forward to seeing you at  
The John Smith's Stadium**