



Access Statement for Old Trafford Stadium

Manchester United Football Club

2019/20 Season

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Introduction

At Manchester United, we understand the need to ensure that all of our supporters enjoy their visit to Old Trafford. The club recognises that our disabled supporters and those with access requirements may need additional assistance to fully enjoy their experience. We take this into account and offer a host of reasonable adjustments to suit individuals' needs.

Old Trafford saw its first match against Liverpool on 19th February 1910, undergoing several enlargements and improvements since. It remains one of the most iconic and largest capacity stadiums in the UK.

Old Trafford is situated just over 2 miles out of Manchester city centre in the Borough of Trafford. It is a 10-15 minute walk from the nearest Metrolink station (Old Trafford) or a 15 minute taxi ride from Manchester Piccadilly train station.

The Manchester United Museum & Tour Centre, and the club Megastore are situated within the stadium, with the Ticketing & Membership Services building located within W2 car park.

How to contact us:

Call 0161 868 8009 for supporters with access requirements or 0161 868 8000 for the main switchboard.

Email accessibility@manutd.co.uk for supporters with access requirements or enquiries@manutd.co.uk for general enquiries.

For further information on facilities at Old Trafford, please visit www.manutd.com/accessibility.

This access statement aims to accurately describe the facilities and services that we offer to all of our visitors.



Arrival and Transport

By Metrolink

The Metrolink operates a frequent service from the city centre (including Victoria & Piccadilly Stations) to Old Trafford station which is situated within a 10-15 minute walk of the football ground. Old Trafford Metrolink station is fully accessible for supporters using wheelchairs or with mobility issues.

Metrolink enquiries: 0161 205 2000 / customerservices@metrolink.co.uk.

By Train

Piccadilly Station is the main station in Manchester and is a 15 minute taxi ride away from Old Trafford.

National Rail enquiries: 0845 748 4950 / www.nationalrail.co.uk

For information on accessible transport in Manchester, please visit www.tfgm.com/accessible_transport

By Car

If travelling to Old Trafford on a match day, we advise all supporters travelling by car to arrive at the stadium early as traffic around Old Trafford becomes very congested nearer to kick-off time. Post code for navigational use is M16 0RA.

If travelling to Old Trafford on a non-match day you can park free of charge in car parks E2 or N2 (see map above). Supporters requiring blue badge parking can park in E2 or W2 – please display your blue badge on arrival, and our car park team will be happy to direct you to the most suitable space. This will need to be arranged prior to your visit.

Major roadworks have begun on key roads surrounding the stadium which will last for several years. This will increase your journey time to and from the stadium if you travel by car and could impact your route. For full details visit www.manutd.com/gettinghere

By Taxi

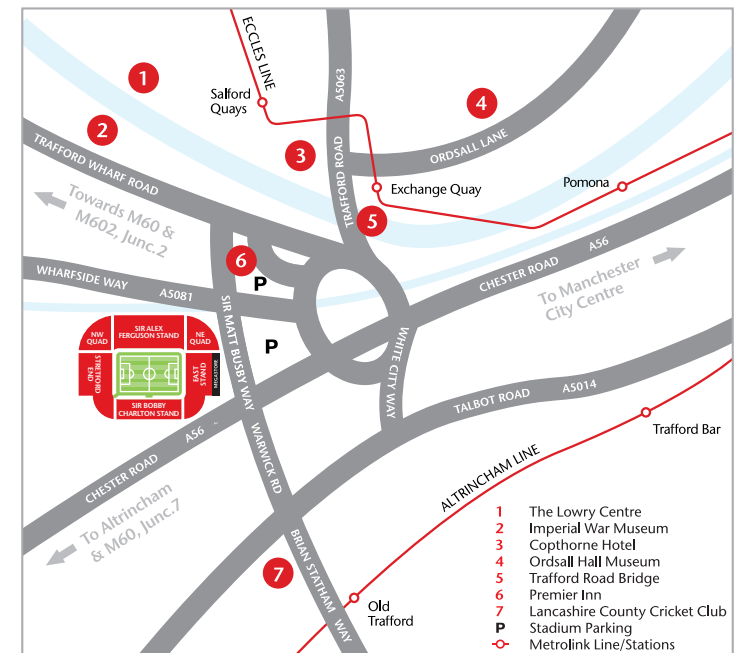
Manchester Airport: 20-30 minutes, Piccadilly Station: 15 minutes, taxis can drop off directly outside stadium on Sir Matt Busby Way.

By Bus

Transport for Greater Manchester operates a regular bus service to Old Trafford from the city centre.

The nearest bus stop is located on Trafford Wharf Road. This is serviced by the X50 and 250 bus which runs from the city centre to the Trafford center every 20 minutes. You can also get the bus from Manchester Piccadilly Gardens to the nearby 'Chester Road – Warwick Road' bus stop.

TFGM enquiries: 0871 200 2233 / www.tfgm.com/buses



MOTORWAYS



Car Parking

We have a number of official car parks within the stadium grounds and just outside the footprint that accommodate stadium staff, Season Ticket holders and visitors, including coach bays and accessible parking bays for disabled supporters.

Car park spaces can be booked seasonally at a cost of £230, or match by match at a cost of £10 by calling 0161 868 8000 or online at www.manutd.com/tickets. Blue badge spaces can be booked by calling 0161 868 8009.

All car parks have a tarmacked surface and are fully lit with the exception of N4 and E3 which have a gravel finish and are unlit.

Access to car parks E1 & E2 can only be gained via Chester Road and Wharfside Way respectively, Sir Matt Busby Way is a 'no through' road. On a match day, there is no access from Chester Road.

Car parks E1 and E2 are around 200 metres from the accessible AE1 and AE2 entrance in the East Stand.

Mobility Buggy

A mobility buggy is available for use from the outer car park N3 to the stadium entrance. The mobility buggy runs three times before a match and once after a match and is available to any match day fans who have mobility issues or difficulty walking longer distances, but who are not blue badge holders or require the use of one of the dedicated disabled parking bays. There are dedicated stops around the car parks identifying buggy pick up and drop off points and this is operated on a first come, first served basis.



Entering the Stadium

Main Entrance

The club reception is situated within the East Stand next to the Megastore and is accessible, with a lower height reception desk and integrated hearing loop.

Stadium Entrances

All non-hospitality turnstiles, which are opened 2 hours before kick off, are 460mm (18") wide with supporters gaining access via swipe cards. Accessible Entrances are in the South East Corner (AE1), East Stand Tunnel (AE2), North East and North West Quadrants, which are all fully staffed by match day Stewards to offer assistance to supporters where needed.

Access Stewards

In addition to our Stadium and Safety Stewards, the club has employed and trained Access Stewards to operate on a match day to offer additional support to any fans or visitors regardless of the location of their seat within the stadium (within the accessible seating area or wider stadium seating areas). The Access Stewards are easily visible in purple tabards and can be requested ahead of the game by contacting accessibility@manutd.co.uk or 0161 868 8009, or on the match day itself by reporting to one of the 4 'here to help' booths dotted around the stadium.

Lift Access

There are a number of lifts around the stadium to allow supporters to comfortably move throughout the stadium.



Accessible Seating

Works are underway throughout the 2019/20 season, and will see facilities increase to 278 wheelchair spaces and 278 dedicated amenity seats, all in use for the start of the 2020/21 season.

The Friends and Family seating in the North East and North West Quadrants allows wheelchair users the opportunity to sit with friends/family members.

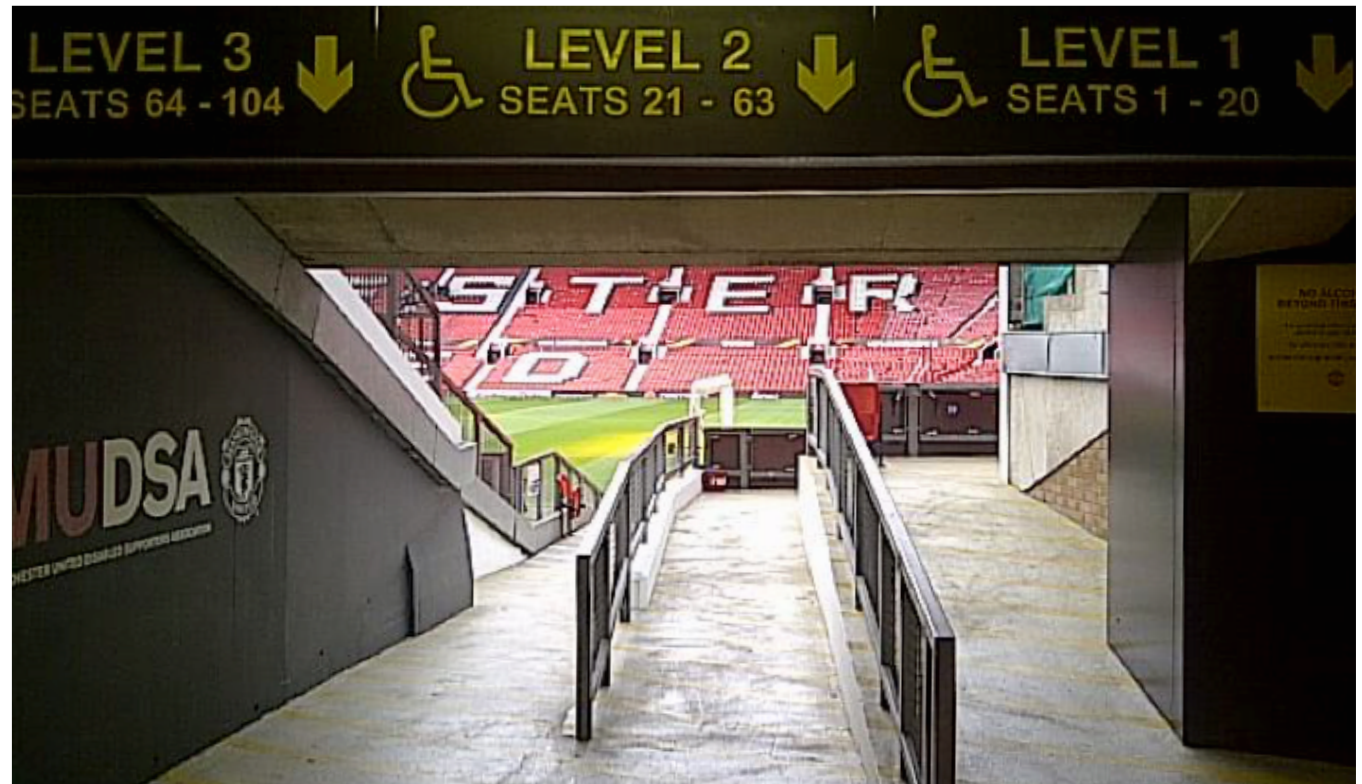
All Executive Boxes are accessible to wheelchair users. All of the suites within the stadium are wheelchair accessible.

Whilst all seating within the stadium affords some cover from the overhead roofing, the club also provides waterproof capes during poor weather for disabled supporters.

Visiting disabled supporters are generally seated in the South East corner of the stadium, immediately in front of all other visiting supporters in the stadium.

Radio headsets are available for blind or partially sighted supporters, which provide full match commentary to audio descriptive quality, and can be operated from anywhere within the stadium. These will need to be reserved in advance of the day of the game and can be done by contacting the accessibility team.

For any queries regarding accessible seating please contact our Disability Liaison Officer at accessibility@manutd.co.uk or call our Ticket Office on 0161 868 8009 who will be happy to provide you with further information regarding accessible seating options within the Old Trafford Stadium. Further information can be found on www.manutd.com/accessibility.



Accessible Seating

Ability Suite (AE1 Entrance)

Behind the accessible viewing platform there is a dedicated kiosk and match day lounge specifically for disabled supporters, both home and away. The Ability Suite has two entrances both measuring 900mm (35.5"). This is a designated match day lounge with full kiosk services; two large screen televisions and Wi-Fi connection. There are accessible toilet provisions within the Ability Suite and a full kiosk menu. Disabled supporters seated in this area are welcome to use the Ability Suite during both pre and post-match, with plenty of space and seating available to ensure your entrance and exit of the stadium is comfortable.

Disabled supporters using the AE2 Entrance in the East Stand Tunnel, have an accessible kiosk available to them (850mm in height) and accessible toilet provisions within the area. Measurements for the toilets are (2210mm x 1655mm) with the door width being (1010mm). These can be accessed via RADAR key and a designated Steward is present to ensure that individuals are able to access the toilets.

For disabled supporters seated within the North East and North West Level 7 viewing platforms, who are not in close proximity to the Ability Suite, there is an 'at seat' catering service provided. There are also suitable accessible toilet provisions within the area, finished with non-slip laminate flooring and all taps are lever operated, measurements for the toilets are 1180mm (46.5") with the door width being 850mm (33.5").

Braille menus are available in kiosk areas around the Stadium, and staff are happy to assist any supporters. All kiosks now include an EPOS (electronic point of sale) system, meaning that card payments can be taken for any purchases.

There are Stewards available at all times in these areas to offer assistance where needed.



Manchester United welcomes any disabled person using an assistance dog but we request advanced notification (in line with GDBA guidelines). We would request each owner considers all the implications of attending such a large stadium in respect of ensuring the safety and comfort of their dog. In the event you plan to bring an assistance dog, please notify us by emailing accessibility@manutd.co.uk.

Changing Places Facility

In addition to the accessible toilets available within the Stadium, on match days there is an accessible changing/toilet facility available which has been developed in consultation with the Changing Places campaign. Located in East Stand, close to the Ability Suite, this facility is fully accessible and in addition to toilet facilities incorporates a hoist for those who require it and changing facilities



suitable for both adults and children. The facilities can be accessed via RADAR key and a designated steward is present to ensure that individuals are comfortable when using the facilities and equipment.

Old Trafford Stadium

Ticketing & Membership Services

The Ticketing & Membership Services building is situated in W2 car park as can be seen on the location plan and is accessed on a match day via Wharfside Way. The building is fully accessible for wheelchair users with level access and two double automatic doors each measuring 1520mm (60"). There is adequate space for queueing, a low level counter, hearing loop system and staff on hand to assist. Lighting is a mixture of fluorescent and spot lighting.

For all ticketing enquiries please contact the Ticket Office on 0161 868 8000 or tickets@manutd.co.uk.

Supporters with access requirements can call 0161 868 8009, email accessibility@manutd.co.uk or visit www.manutd.com/accessibility

Opening Hours:

Monday - Friday: 08:00 to 20:00

Saturday: 09:00 to 17:00

Match days: The Ticketing & Membership Services Office is open from 09:00 until 1 hour after the final whistle (08:00 for games that kick off before 14:00).

Manchester United Megastore

The Manchester United Megastore is situated in the East Stand of the Stadium and is easily accessed from car park E2, Chester Road and Wharfside Way. There are steps on both the entrance and exit of the shop accompanied by ramps for wheelchair users and all have handrails. The Megastore has 6 entrance and 6 exit doors, each measuring 1630mm (64.5" wide), 1 entrance and 1 exit door is automatic.

There are 3 raised display areas within the store, most of the product lines displayed in these areas are however also available in other areas of the store. Staff offer personal assistance to all customers, which can be requested by visiting the Customer Service desk



at the back of the store. Here, there are also removable handheld payment machines which can be used by supporters who may struggle to use the till points. The shop has an accessible changing room suitable for wheelchair users; please note that due to the high volume of visitors all changing rooms are unavailable on match days.

An accessible toilet is available in store. Spot lighting is incorporated throughout.

Opening hours:

Monday - Saturday: 09:30 to 18:00

Sunday: 11:00 to 17:00 (Open for browsing from 10:30)

The Megastore opening times vary on match days. The store closes during the game and then opens again for 1 hour after the final whistle.

For all email enquiries relating to the Megastore please contact megastore@manutd.co.uk

Old Trafford Stadium

Museum & Stadium Tour

The club's Museum & Stadium Tour is accessible and offers lift access to all floors and accessible toilets on the second and third floors. We have a small number of manual wheelchairs that can be hired from the ground floor reception of the Museum & Tour Centre (£10 returnable deposit).

The Stadium Tour can be altered to take into account accessible requirements, and we ask that visitors let us know at the point of booking if they require a more accessible route so that provisions can be put in place to ensure they can enjoy the best possible tour experience using the below contact details.

Assistance dogs are welcome in the museum and on the stadium tour. If you do wish to take an assistance dog on our, please let us know in advance so that we can make any appropriate arrangements.

Guided tours of the Museum for blind and partially sighted visitors can be arranged upon request, including a BSL interpreter.

A tour script is available for guests who are deaf or hard of hearing.

Museum & Stadium Tour Multimedia Guides are available in 9 languages and are free of charge for every visitor.

The Museum is open 7 days a week from 09:30 to 17:00. Stadium Tours start at 09:40 with the last tour beginning at 16:30. Please note that the Museum & Stadium Tour is not open on home match days and tour times can change at short notice during some school holidays. The tour lasts approximately 70minutes.

For any enquiries please contact the Museum team on 0161 868 8629 or museum.enquiries@manutd.co.uk



Old Trafford Stadium

Prohibited Items

For everyone's safety there is a list of items which you can/cannot bring into the stadium. Please check this list carefully before you travel. In particular, please note that large electronic devices (exceeding 150mm x 100mm dimensions) including laptops and tablets have now been added to the list of prohibited items for match days at Old Trafford as a result of the latest security advice.

Personal medication can be brought into the stadium on both match and non-match days. If you need to bring medication or personal medical equipment with you on a match day please contact our Disability Liaison Officer on accessibility@manutd.co.uk or 0161 868 8009 in advance of the game.

Evacuation procedure

Evacuation from the stadium on a match day is managed by the Head of Stadium Safety and Security, in line with the Safety Manual with every scenario dynamically covered. A bespoke evacuation procedure has been created for non-match day incidents with a team of Managers assigned to oversee the full or partial evacuation from the stadium. (Safety manuals are available for inspection if required).



YOUR HEALTH AND SAFETY AND THAT OF OTHERS IS PARAMOUNT TO US.

What **CAN** I bring into the Stadium?



Small compact cameras
(must be able to fit in a pocket)



Small fold up Umbrellas



Small Clutch Bags
(Dimensions: 8 x 6 x 2 inches, or A5)



Non offensive flags or banners 2m x 1m or less
(No sticks or poles and must meet fire regulations)



Clear plastic bottles of water 500ml or less – top removed



Megastore purchases in Megastore carrier bags



Crutches / Walking Aids

(In order for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email accessibility@manutd.co.uk prior to attending the game)

What **CAN'T** I bring into the Stadium?



Alcohol



Canned Drinks



Laptops



Computer Tablets



Drink Cartons



Drinking Glasses



Glass Bottles



Solid Containers / Flasks



Dark plastic bottles and/or dark liquid



Water in excess of 500ml



Air Horns



Baby Buggies / Prams



Video recording equipment



Smoke / Gas Canisters



Flags or Banners larger than 2m x 1m or of an offensive nature



Knives / Weapons



Large Bags or Suitcases



Umbrellas
(except small fold up Umbrellas)



Fireworks / Flares



Poles or Sticks



Large bodied cameras



Tools



Old Trafford is a no smoking stadium, this includes the use of electronic cigarettes

Entry to the Stadium will be refused with any other articles deemed dangerous, hazardous or that compromise public health and safety. Any questions before the event please contact enquiries@manutd.co.uk or telephone +44 (0)161 868 8000.

Old Trafford Stadium

Bag Policy

Manchester United takes the safety of our supporters extremely seriously. Working in partnership with key stakeholders including Greater Manchester Police, we constantly review our safety and security procedures to help ensure the safety of all supporters, visitors and staff at Old Trafford.

We have enhanced our searches of supporters at the turnstiles. This means that the searches may take longer and as a result it is likely that queues will also be longer however we do all we can to keep things moving. We have also restricted the size of bags allowed.

Because of the above changes, we recommend the following so that you are able to get into the stadium before kick-off:

- Arrive at Old Trafford and get to your turnstile at least an hour before the start of the match (turnstile will still open 2 hours before kick-off)
- Do not bring a bag larger than 20cm x 15cm x 5cm (8" x 6" x 2") with you to the match; this equates to a small handbag

This policy does not apply to essential medical equipment or baby equipment.

If you have a health related need to bring equipment into the stadium then you are allowed to do so. For small items like medication, inhalers, epi-pens and blood sugar testing kits please bring these in as small a bag as possible and please only bring those items essential for your healthcare to ensure searching your bag is as quick and easy as possible

For any larger items like crutches, please email with details of the items to accessibility@manutd.co.uk and your entrance number so that we can ensure that security are aware in advance of the need to bring the items in. All items will be searched on entry to the stadium.



MANCHESTER UNITED STADIUM BAG POLICY.

For your safety and security the only bags permitted into the stadium by supporters are the following:



**Small handheld bag which does not exceed
8"x6"x2" / 20cm x 15cm x 5cm**



**Megastore carrier bag containing Megastore
purchases only**

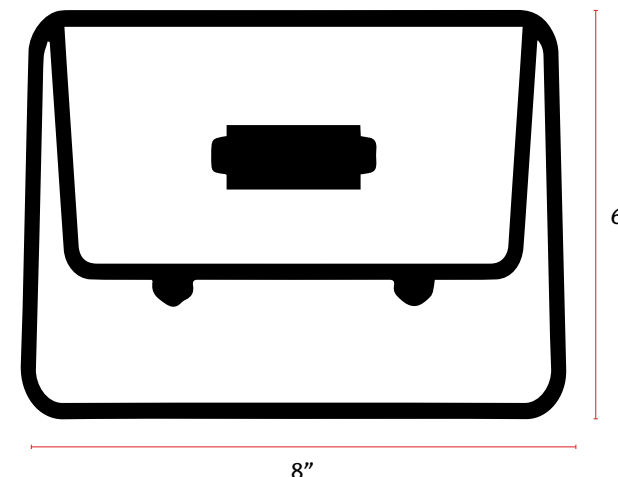
This policy does not apply to essential medical / baby care equipment.

All bags will be searched and items larger than the size criteria must be left at one of the 'Bag Drop' facilities, which are located in E2 car park (including one specifically for away supporters), N2 car park, the back of W2 car park and one by the Manchester United Foundation building on Sir Matt Busby Way.

There is a £5 charge to leave an item with us in a 'Bag Drop', with all profits going to Manchester United Foundation to support their work using football to engage and inspire young people across Greater Manchester to create a better life for themselves and the communities in which they live.

For more information visit [manutd.com/safety](https://www.manutd.com/safety)

SIZE GUIDE



Additional Information

‘Here To Help’ Booths

Our ‘Here to Help’ booths are located outside the stadium at the Sir Alex Ferguson Stand (North), East, South and West Stands. Please see a member of the Supporter Assistance Team or any of our stewards who will be on hand to help with directions or any issues you may have.

Cash Machines

There is a cash machine outside the East Stand near the Munich Tunnel. Other ATM machines can be found on Chester Road including the local Tesco store.

Contact Information

Address: Manchester United , Sir Matt Busby Way,
Old Trafford Manchester M16 0RA
Telephone: 0161 868 8000
Email: enquiries@manutd.co.uk
Website: www.manutd.com

Hours Of Operation: **Ticketing & Membership Services**
Monday - Friday: 08:00 to 20:00
Saturday: 09:00 to 17:00
Sundays, public/bank holidays: Closed
(Phone lines open)

Matchday:
09:00 until 1 hour after the final whistle
(08:00 for kick-offs before 14:00)
accessibility@manutd.co.uk

Manchester United Megastore:
Monday - Saturday: 09:30 to 18:00
Sunday: 11:00 to 17:00
(Open for browsing from 10:30)

The Megastore opening times vary on match days.
The store closes during the game and then
opens again for 1 hour after the final whistle.
megastore@manutd.co.uk

Manchester United Museum:
Monday - Saturday: 09.30 to 17.00
Sunday: 10.00 to 16.00
Match day: Closed
museum.enquiries@manutd.co.uk

