



NEWCASTLE UNITED

Disability Access Statement

Last updated June 2019

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Welcome to St. James' Park

St. James' Park is the home stadium of Newcastle United Football Club and is located in the heart of Newcastle, less than a mile away from the city centre and its extensive amenities.

The stadium itself is the eighth largest football stadium in the United Kingdom and its white cantilever roof, which is the largest in Europe, is visible across the city.

Besides Premier League and Football League football, St. James' Park has previously been used for international football matches, as a football venue for the 2012 Olympics and as a rugby venue for both the 2015 Rugby World Cup and the Rugby League Magic Weekends since 2015. In addition, the stadium has also hosted charity football events, rock concerts and has been used as a set for film and reality television.

We look forward to welcoming you to St. James' Park and hope this document will help answer any questions or concerns you may have about attending. If it does not, we urge you to contact the club employees listed in the back of this guide, who will be more than willing to help in order to make your visit as comfortable as possible.



KEY

- | | | | | | |
|------------------------------|--|-------------|----------------------------|------------|----------------------------|
| Main Reception | For access to hospitality suites & Milburn Stand Boxes | PC | Platinum Club Entrance | S | The Club Store |
| South West Reception | For access to the Gallowgate Club and South West Corner Boxes | 1892 | Bar 1892 Entrance | ATM | Cash Machine |
| Old Milburn Reception | Access for Staff and Officials only | LSB | Leazes Sports Bar Entrance | T | Pre-Paid ticket collection |
| 55 | Ground level turnstiles | | Accessible Entrance | M | St James' Metro Station |
| 74 | Upper concourse turnstiles | N | NINE Sports Bar | | |
| LH | Leazes hospitality entrance for The Park Bar & Grill
Leazes Executive Boxes | TB | The Terrace Bar | | |

- | | | | |
|------------------------------------|-----------------------------|---------------------------------|-------------------------------|
| SBR Sir Bobby Robson Statue | JH Joe Harvey Plaque | JM Jackie Milburn Statue | AS Alan Shearer Statue |
|------------------------------------|-----------------------------|---------------------------------|-------------------------------|



Stadium Map & Geographical Orientation

Visitors are urged to note the orientation of and access points around the stadium when planning any visit.

How to get here

With a city centre location, St. James' Park is one of the most accessible and well connected football grounds in the UK. The stadium is located close to the junction of Gallowgate, St. James' Boulevard and Barrack Road.

The ground can be accessed by a number of different methods and from a number of directions depending on the method of transport and direction of travel. As a result the forward planning of a journey to the stadium is always advised. It should be noted that due to the topography of the city centre some approaches are more accessible than others.

Visitors familiar with the city will often pick their route and mode of transport to the Stadium based on the restrictions imposed by their own disability, their knowledge of the local area and whether they wish to travel with fellow fans and stop off for refreshment on route etc. The route taken to the stadium may also be influenced by the location of a visitor's ticket and the relevant ramps and access points the stadium has.



How to get here by Car

A very popular mode of transport to the stadium for disabled visitors is by car or taxi and so to accommodate this, the stadium has ensured it has an accessible stadium car park, with a drop off point located at the far end of the car park, next to away supporters entrances and Leazes terrace, see *figure 2*.

This car park is situated directly behind the north stand and is accessed via the entrance from Barrack Road as shown in *figure 1*.

All areas of the stadium are accessible from the Stadium's accessible parking spaces and any problems encountered by the gradient of approach are negated by the use of a vehicle.

The stadium currently has 30 free of charge accessible spaces available for visitors with a disability although a large proportion of these are allocated to season ticket holders.

For visitors travelling by Taxi or getting a lift, the drop off point located at the far end of the car park provides easy access to the Leazes or East stand, alternatively an ideal drop off point for wheelchair users or people with mobility difficulties is on Terrace Place, directly outside the East stand. This location affords access to the South stand access ramp with dropped kerbs and avoids the steep climb from Strawberry Place.

The location of Terrace Place is shown below in *figure 3*.



Figure 1.
Access to the Stadium
Car Parks via Barrack Road



Figure 2.
Drop-Off point in Car Park
via Barrack Road



Figure 3.
Terrace Place adjacent
to the East Stand



How to get here by park and ride

There are two park and ride schemes currently in operation: the first from Newcastle Great Park (just to the west of the AI) and the second that operates from Metro Centre (known as the ‘Soccerbus’).

With tickets on sale on the buses for £2 return (or free with a Magpie Mover), the park and ride systems offer a great way to avoid the hassle of finding (and paying for) a parking spot in the city centre.

There is no need to book these services meaning visitors can just turn up on the day. Both park and ride schemes are operational from around 3 hours before the game and for around 3 hours afterwards to make your journey as flexible as possible.



How to get here by bus

Newcastle has two major bus stations, Haymarket (for services from Northumberland and the North) and Eldon Square (for services from County Durham and the south). These are located adjacent to each other on Percy Street, next to Haymarket Metro station.

To access the stadium from both bus stations, visitors should cross over to the far side of the road, turn left and then right when they arrive at Morden Street (next to Goose Stonehouse).

At the top of Morden Street, they should turn left and continue along this road until the stadium becomes visibly apparent. Access to the stadium in this way will be from the South East corner of the ground.

If visitors are season ticket holders and are travelling within Tyne and Wear, it is worth noting that a discounted travel ticket can be obtained for as little as £10 for a whole season.

Such tickets can be arranged by contacting the public transport provider Nexus and quoting the 'Magpie Mover'.

The Magpie Mover is valid on all buses for three hours before and after each match.

Where visitors are not season ticket holder or are not local to the area, even without this discount, a range of bus tickets are available to meet their needs from each of the bus operators.

In addition to the local bus routes that operate out of Haymarket and Eldon square bus stations, the city is also serviced by a national bus service which is operated by Stagecoach.

Unfortunately the Stagecoach buses which operate within Newcastle and Gateshead city boundaries do not stop at either of the bus stations listed above and instead stop in the centre of town. However, the ground is sign-posted and is also easily accessed from this bus stop.

M How to get here by Metro

The Metro, also operated by Nexus, is a very quick and direct mode of transport that links the city with wider local authority areas such as North Tyneside, South Tyneside, Gateshead and Wearside.

The nearest Metro station to the stadium is St. James' although it should be noted that not all lines run directly through this station. Alternatively, Haymarket station is also located a short walk from St. James' and can be seen on the map below (*figure 4*).

The most direct line to the stadium is the yellow line that travels from the Coast via Wallsend. All stations along the metro line are well signposted and changes between trains are easily navigated.

Like the bus services that operate around the city, the Magpie Mover is also valid on all metro services for three hours before and after the match.

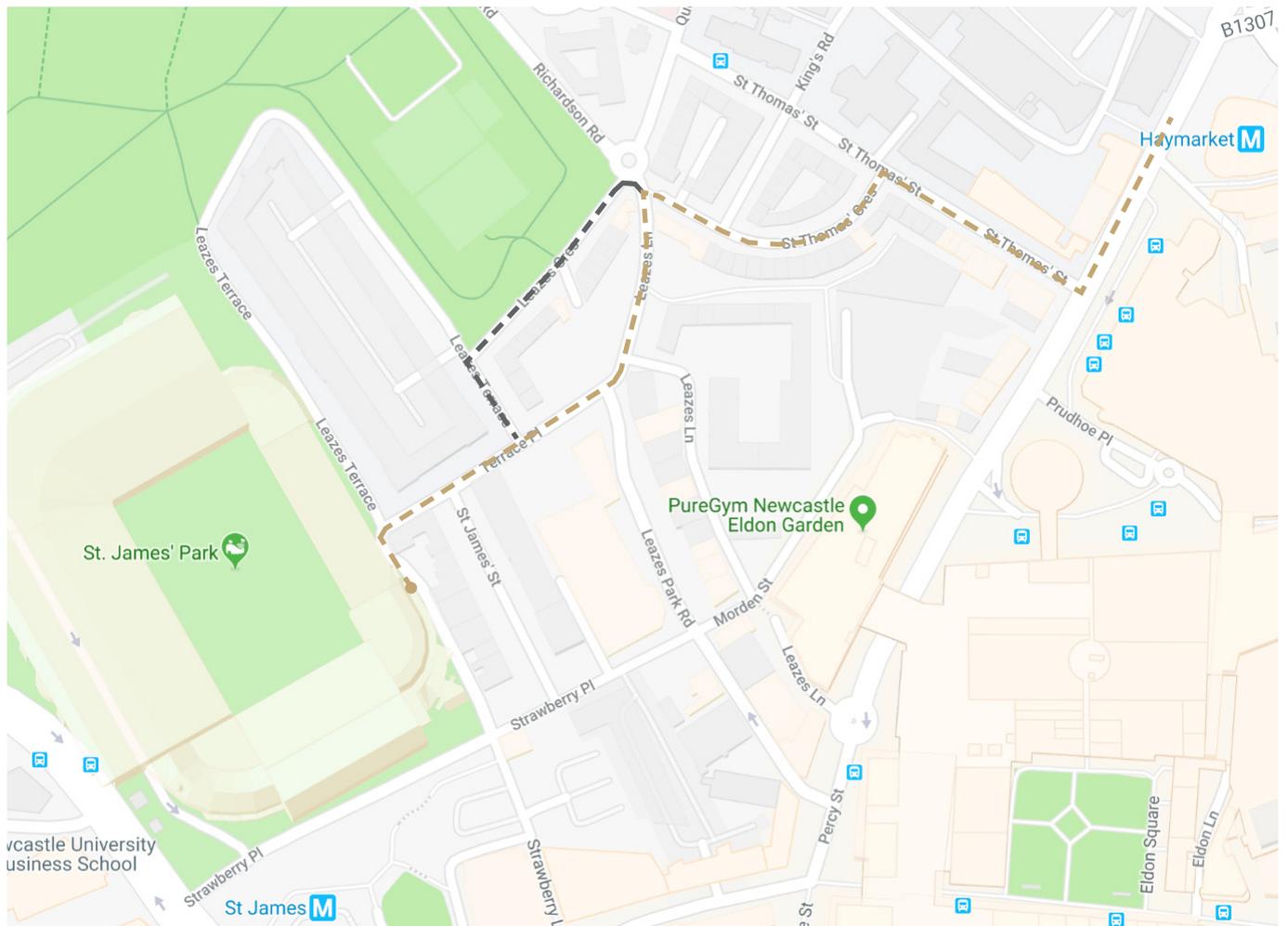


Figure 4. Alternative Route to stadium from Haymarket Metro & Bus stations

Approach from St. James' Metro Station

Visitors arriving at the metro station can use the lifts to gain access to ground level. From there they have an option to approach the stadium via a flight of steps or via the public footpath which although not stepped at any point, is very steep and has significant cross falls. Both deliver to Strawberry Place.

The footpath route can be navigated by people in powered chairs or in chairs pushed by a personal assistant but may cause problems for wheelchair users in manual chairs or for people with walking difficulties. The slope of the route, shown in *figure 5* below, varies in gradient but is as steep as 1:6, with a cross fall of 1:14 in places.

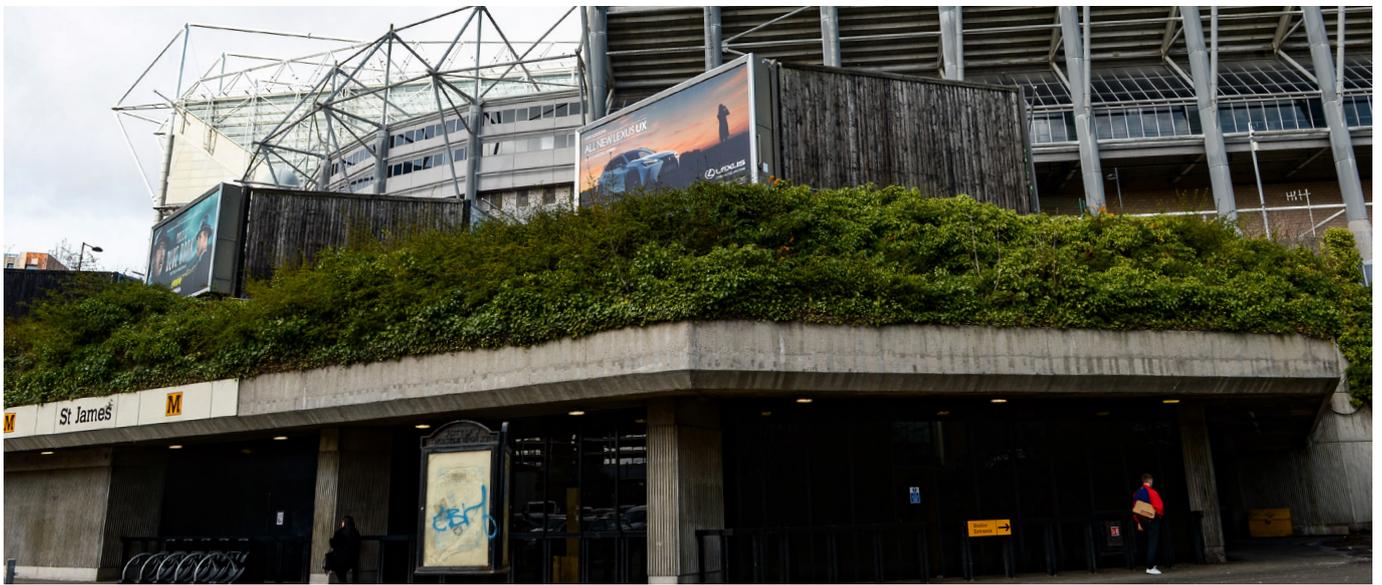


Figure 5. Steep route (with cross fall) from St. James' Metro up to Stadium

How to get here by train

Newcastle Central station is served by trains from across the North-East and beyond, with frequent services both before and after the game to get you here easily.

The station itself is located less than 1 mile from St. James' Park, and is well signposted making it a popular choice of transport for visitors based outside of the region.

To travel to the stadium from the station, visitors should exit the station via the main entrance/exit way and cross the road via the pedestrian crossing. From here visitors should then travel up Pink Lane, passing the Forth Hotel, turn right onto Clayton Street and then left onto Westgate Road.

They should then continue along Westgate road as far as Tilley's Bar, at which point they should bear right onto Bath Lane, passing Fujiyama restaurant. After 200 metres, another turn right and then left turn onto Gallowgate will see the ground appear.

Alternatively, visitors can take the Metro from Central Station to Haymarket and follow the directions listed from Haymarket listed above.

How to get here by air

Lots of major airlines fly into Newcastle International Airport (NCL) which is located seven miles north east from the stadium. Newcastle International is the North -East's largest airport, handling over four million passengers a year. The airport receives flights from over 80 destinations worldwide, including a scheduled long-haul service between Dubai and Newcastle.

Travelling from the airport to the stadium is easy with local Metro services linking the airport and stadium via one change at Monument Metro station. Visitors can also choose to travel on the metro to Haymarket and commute from there using the directions previously listed. Taxi and hotel shuttle services to the city centre are also readily available from the airport.





Stadium Access for Home & Visiting Supporters

Around the stadium footprint, there are two access ramps to support approaches to and from various gradients and topographies. These access ramps are located in the South East corner of the stadium and in the Crowd Corridor. Both ramps provide access to the South Stand walkway from street level. Figures 8 & 9 show the location of these ramps.

There are other key features of the stadium that visitors should note.

The 'Crowd Corridor' is a covered walkway runs under the length of the West and North. Visitors are urged to be mindful that whilst the walk way is accessible it can become congested, particularly immediately before and after the game or event.

The corridor itself is wide and gently sloped for most of its length but is very steep at the lower end near the junction with Strawberry Place (south end of the ground).

Disabled fans with a ticket that requires them to navigate the corridor are advised to consider the potential difficulties associated with navigating the lower (steeper) part of the corridor. To avoid this area, an alternative route can be accessed by travelling along the South Stand walkway, which in turn, can be reached by both access ramps described below or by taking the lift located on street level of the south stand.



Figure 6.
Access ramp located in the South East corner

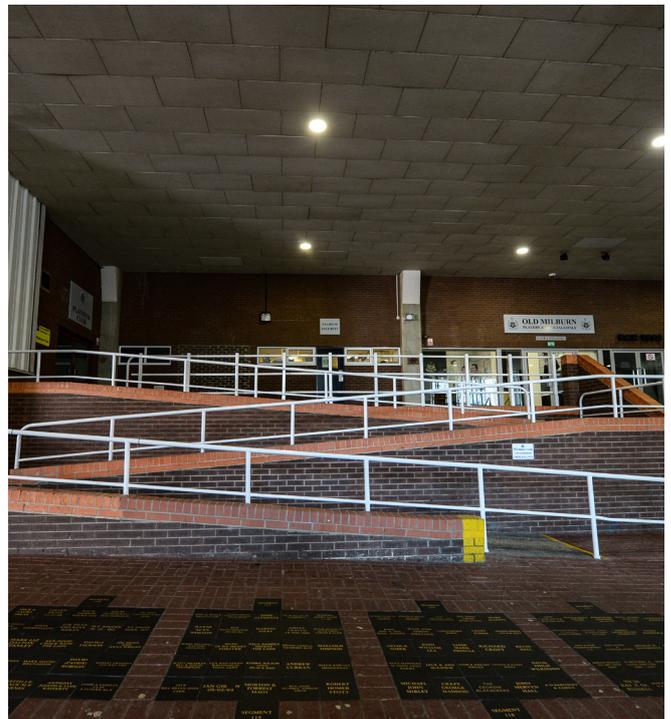


Figure 7.
Access ramp located in the 'Crowd Corridor'

Accessible Entrances

There are 10 accesable entrances located around the stadium. These are located as follows:

ENTRANCE	TYPE	LOCATION
Accessible entrance 1	Lift	Milburn Stand.
Accessible entrance 2	Lift	Milburn Stand provides access to Bar 1892.
Accessible entrance 3	Lift	Glass Atrium Reception, Milburn Stand.
Accessible entrance 4	Lift	Milburn Stand provides access to Platinum Club.
Accessible entrance 5	Lift	Milburn Stand.
Accessible entrance 6	Lift	Leazes Stand.
Accessible entrance 7	Lift	Located in Leazes Stand, provides access to Park Grill etc.
Accessible entrance 8	Lift	Leazes Stand adjacent to turnstiles 89-90.
Accessible entrance 9	Ground	Located in the East Stand adjacent to turnstile 39. accessed via ground level access.
Accessible entrance 10	Lift	In between the club shop and Nine Bar on Strawberry Place.

The above are the main lifts used by supporters with a disability to access the stadium on a match day, however there are a number of other lifts that could be used.

Viewing Areas

The current capacity of St. James' Park is 52,305 of which 234 seats are allocated as wheelchair spaces.

A large proportion of these seats are used by season ticket holders, however, a number of wheelchair spaces are available on a game by game, first come first served, basis.

Wheelchair users

Newcastle United has accessible viewing areas for wheelchair users in all stands and offers viewing positions in both elevated and pitch side locations. Supporters who have a fear of heights may feel unnerved by the view of the stadium from Level 7 (see figure 8 below) and should contact the Disabled Liaison Officer prior to attending.

Wheelchair users at pitch level need to be aware of the possibility of being struck by the match ball in the event of the ball going into the crowd. It should also be noted that whilst the entire stadium is under cover, supporters at pitch side and level 1 areas of the stadium are still liable to get wet dependant on the wind direction and are advised to wear clothing appropriate to the weather forecasted.

Examples of the different views experienced by wheelchair users located in the different stands of the ground as shown in figures 9 and 10.



Figure 8. View from Level 7 Viewing Platform (home and visiting supporters)



Figure 9. Gallowgate (South) stand viewing area (home supporters)



Figure 10. Leazes (North) stand viewing accessible area (home supporters)

The club employs a dedicated team on match days whose responsibility is to assist supporters with mobility and access requirements. Assistance from this team can be arranged by contacting the club employees listed in the back of this guide, who will be more than willing to help in order to make your visit as comfortable as possible.

There are 16 wheelchair positions available for visiting supporters situated in the 'Away End' of the ground which is located in Upper Level 7 of the Leazes Stand (North stand).

All 16 of these wheelchair spaces have unrestricted views from accessible viewing platforms (as shown in *figure 9* previously).



Accessible and Amenity seating

In addition to the 234 wheelchair spaces available there are 125 dedicated accessible seats and 85 amenity seats available for supporters to use.

Accessible seats are denoted by having very few steps and generally flat access routes associated with them whilst amenity seats also offer additional leg room. The location of these seats is spread right across the stadium with positions available in all four stands. To book accessible and amenity seating supporters should contact the club employees listed in the back of this guide.



Sensory room / Viewing area

The sensory room is designed to create a safe therapeutic space, to promote resilience and recovery. The sensory room is located next to an internal viewing area, assigned specifically to those using the sensory room.

Places in the sensory room can be booked by contacting the club employees listed in the back of this guide.



Corporate Hospitality

All corporate hospitality facilities are accessible to supporters with disabilities and the Club is committed to ensuring the corporate experience for disabled supporters is amongst the best in the country.

All hospitality rooms and boxes are accessible to supporters using wheelchairs and supporters with ambulant or hidden disabilities. There are a number of facilities located in the vicinity of corporate hospitality areas including accessible toilets (alternatively sited), a changing place and a sensory room. All corporate hospitality areas are also accessible via three large, spacious lifts.

So that the Club can ensure disabled supporters enjoy the best corporate experience possible, it does ask that disabled supporters attending matches and events as a corporate guest notify and communicate with the Club in advance of their visit. Details of club employees are listed in the back of this guide

Audio

To support fans with sight disabilities, the club currently offers audio commentary and headsets at 24 seats, and a commentary system tuned in to a local radio station.

These seats are located in the North East corner of the stadium, as shown in figure 4, and tickets for such seats must be purchased specifically. Supporters can bring their own headsets if they wish or the club can provide these and jack-plug adaptors are available on request from nearby stewards.

As seats in this area are limited in number, supporters may also bring their own radios or portable internet devices to listen to match commentary on. For some supporters this may be a preferable option if the North East corner location within the ground is not somewhere they wish to sit or they wish to use a specific radio or internet streaming device. The Club also has a limited number of DAB Radios are available on request.

Nearby safety stewards will be happy to assist in the supply and tuning of radios and internet streaming devices.

DAB radios and headsets are also available to away supporters, but due to limited numbers, supporters are advised to book radios in advance.

Assistance Dogs

Assistance dogs are welcomed within the stadium and water bowls will be provided if required. However, visitors wishing to bring an assistance dog to a game must contact the club in advance of the purchasing their ticket(s) to ensure the seats they wish to purchase are suitable for accommodating assistance dogs.

Food and Drink

Disabled supporters who have difficulties accessing food and drink kiosks can have order requests delivered to their seat.

Kiosk members of staff actively patrol seating areas during the first half of all games and fans are encouraged to contact such staff members to place their orders. In the event this opportunity is missed or not possible, fans should contact their nearest steward.

Toilets

Accessible toilets are located near the seating areas for disabled fans.

They are RADAR key operated and have an alarm fitted to floor level. All are located within 30 metres of the seating deck and are alternatively sited with left and right hand transfer spaces.

A breakdown of accessible toilets and their locations are seating areas is as follows:

East Stand	<ul style="list-style-type: none">• Next to Access 7• Next to Access 8	<ul style="list-style-type: none">• Next to Access 9• Next to Access 10
Leazes Stand (North stand)	<ul style="list-style-type: none">• Level 3 North• Level 5 North• Level 6 North• Level 6 Park Grill	<ul style="list-style-type: none">• NE Corner, next to bait room• North Stand, Access 4• North Stand, Access 8• Leazes Sports Bar
Gallowgate Stand (South stand)	<ul style="list-style-type: none">• Gallowgate Restaurant• Level 3 South• Level 6 South• SE Corner, opposite the electrician workshop	<ul style="list-style-type: none">• South Stand, Access 6• South Stand, Access 10• South Stand, Access 12
Level 7 Milburn & Leazes	<ul style="list-style-type: none">• Level 7, lift 1• Level 7, opposite stair 2• Level 7, opposite stair 3• Level 7, opposite stair 4	<ul style="list-style-type: none">• Level 7, opposite stair 5• Level 7, opposite stair 6• Level 7, opposite stair 7
Milburn Hospitality	<ul style="list-style-type: none">• Level 4, North• Level 4, South• Level 6, Magpie Club	<ul style="list-style-type: none">• Level 2, Four Corners• Level 2, Foundation
Visiting Supporters	<ul style="list-style-type: none">• Level 7, opposite stair 9	<ul style="list-style-type: none">• Level 7, opposite stair 10

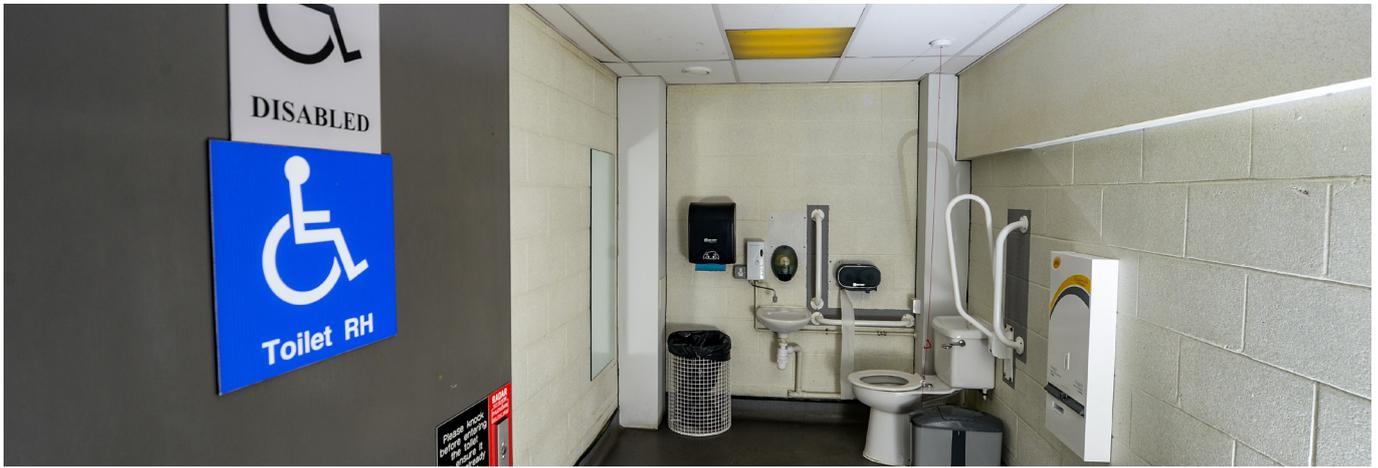


Figure 11. Accessible toilet



Figure 12. Changing places

Changing places

In addition to the above accessible toilets we have two changing places facilities, for those whose needs are not met by accessible toilets. They are located:

East stand:

- Ground Floor, Near to access 9



Level 7 Milburn: (access for visiting supporters)

- Next to Lift 5

Each Changing Places toilet provides:

- A height adjustable adult-sized changing bench
- A tracking hoist system, or mobile hoist if this is not possible
- Adequate space in the changing area for the disabled person and up to two carers
- A centrally placed toilet with room either side
- A screen or curtain to allow some privacy
- A safe and clean environment
- Wide tear off paper roll to cover the bench
- A large waste bin for disposable pads
- A non-slip floor

Buying Tickets

Newcastle United are one of only a handful of football clubs who offer a concessionary 50% discount on season and match day tickets for supporters with disabilities as well as a ticket for a personal assistant/carer free of charge.

However, it should be noted that the club reserves the right not to issue a concessionary disabled ticket or a personal assistant ticket to anyone who is unable to meet the clubs entitlement criteria. All applicants are reminded that all tickets are non-transferable without the express permission of the club and that this process is subject to a regular review.

Evidence of disability could include:

- Where still receiving DLA, receipt of the middle or high rate care element or the high rate mobility component of the Disability Living Allowance (DLA) or War Pensioners' Mobility Supplement.
- Proof of PIPs to include enhanced mobility or care;
- Receipt of either the Severe Disablement Allowance or Attendance Allowance;
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability;
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
- Further advice can be found on the Royal National Institute of Blind People (RNIB) website;
- Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 - 95 dBHL or worse.
- Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include Proof of registration with Social Services, or if not on the Local Authority Register, a letter from a doctor or support worker confirming that the individual has a difficulty in learning new skills, or may be unable to cope independently. For children - a letter from the head teacher at a special school confirming eligibility will be acceptable.

NB: This list is not exhaustive and consideration will be given to any other evidence that can be provided.

Ticket Offices and Collection Points

Tickets for Newcastle United home matches can be purchased via one of three ways:

- Online at book.nufc.co.uk
- By calling 0344 372 1892
- In person at the St. James' Park Box Office.

To see which home match tickets are on sale, please visit our 'tickets on-sale' page on the website at: nufc.co.uk/tickets/on-sale-dates

The St. James' Park Box Office - located in the Milburn Stand - is open during the following hours:

- Monday to Friday: 10am to 5pm
- Saturday: 9am to 4pm
- Sunday: Closed
- Matchdays: 9am to half-time of the match

On a matchday there are additional collection points along the Upper Concourse Gallowgate Stand which can be reached via the street level lift, or the south ramp.



Figure 13. Location of Match day Box Office & Collection Point 'A'



Figure 14. Layout of Match Day Box Office and Collection point "A"

Ticket Offices and Collection Points Cont.

To collect tickets in person on a match day visitors should attend the 'Box Office' situated in the Milburn (West) Stand, at the south end of the crowd corridor, near to the Sir Bobby Robson statue.

The Box Office has hearing induction loops installed. Visitors should note that this location is also adjacent to the previously described steep slope near the junction with Strawberry Place. If visitors have identified this as a potential access barrier then the alternative routes described previously should be used in order to safely navigate to this ticket office.

On match days, the Box Office is staffed by two stewards who are there to assist if required. Unfortunately there is no lowered counters in this ticket office however disabled supporters are encouraged to use 'Collection Point A' as this service desk has no glass partition between staff and customers allowing staff to adjust their service to meet visitors needs accordingly.

To purchase a concessionary disabled ticket, please contact the club using the details at the back of this guide.



Club shop

The shop is located at street level in the Gallowgate (South) stand of the stadium on Strawberry Place and is spread over 2 floors accessible via a lift or escalators with level access with aisles wide enough to afford access throughout.

There are 2 entrances to the shop one of which has an assisted access entry and a double door width of 1540mm.

The shop is fitted with an induction loop with balanced lighting throughout but no lowered counter area.

Opening times are:

Monday to Friday: 9:30am to 5.30pm
Saturday: 9:30am to 6pm
Sunday: 11am to 5pm
Midweek evening KO: 9am to 10.30pm (closed for 1 hour during the game)

The shop is busy on match days. If you require a quieter period on a match day we would suggest you attend at least 3 hours before Kick Off and 30 minutes after the game. Non-matchdays are considerably quieter.



Licenced Bar Areas

The club has two licenced bars at the stadium that are operational to the public on both matchdays and non-matchdays.

'Nine Bar', which is situated alongside the club shop on Strawberry Place, and 'Terrace Bar' which is located in the South West corner of the stadium.

Both bars are accessible to wheelchairs and visitors with mobility impairments.

'Nine Bar' has a ramp into it, with assisted entry doors, located on the left side in the below figure 18.

'Terrace Bar' is accessible via the step free access next to the Sir Bobby Robson Statue.



Figure 15. Ramp into "Nine Bar" with assisted entry doors



Figure 16. Access into "Terrace Bar"

Medicine

Visitors requiring any advice in respect of bringing medication or medical equipment to the stadium can contact the club via the contact details at the back of this guide.

Level 7

Supporters sitting anywhere in Level 7 of the stadium should note that they will be required to ascend/descend 14 landings and 140 stairs to/from this seating level.

There are 4 lifts available up to this level (see previous information) and fans with mobility needs may wish to consider utilising such lifts on match days. Use of these lifts on match days is prioritised for fans with disabilities and accessibility needs by Safety Stewards.

Additional Support

Visitors with wider access are encouraged to contact the club prior to the day of a game so that we can have a better understanding of their needs and make suitable arrangements.

We will endeavour to meet any individuals reasonable requests as far as is possible.



Club Contact Information

Club Lead

Lucy Oliver

Head of Inclusion

Tel: 0191 201 8715

Email: lucy.oliver@nufc.co.uk

Supporter Liaison Officer

Lee Marshall

Head of Media and Content

Tel: 07717511906

Email: lee.marshall@nufc.co.uk

Disabled Liaison Officer

Jan Brien

Box Office Disabled Liaison Officer

Tel: 0191 201 8457

Email: disabilitysupport@nufc.co.uk

For Access Support - Please contact the Club Lead

For Ticket Sales - Please contact the Disabled Liaison Officer

For General & Matchday Support - Please contact the Disabled Liaison Officer

Useful links and websites

Newcastle United Disabled Supporters Association (NUDSA): www.nudsa.org

Level Playing Field: www.levelplayingfield.org.uk

Disabled Go: www.disabledgo.com

Accessibility in Newcastle:

www.newcastlegateshead.com/plan-your-visit/accessibility

City Maps: www.newcastlegateshead.com/plan-your-visit/maps

Local Bus Accessibility Information:

www.nexus.org.uk/bus/guide-buses/safety-and-accessibility

Local Metro Accessibility Information:

www.nexus.org.uk/metro/guide-metro/accessibility-and-safety



UNITED AS ONE

DIVERSITY | INCLUSION | WELFARE