

**ACCESSIBILITY STATEMENT**

# **VITALITY STADIUM**

**AFC BOURNEMOUTH**



# WELCOME

We look forward to welcoming you to Vitality Stadium.

To make your visit as enjoyable as possible, we have put together this Accessibility Statement with information on the accessibility of our stadium and matchday experience.

If you have any queries, please do not hesitate to contact us.

**Hannah Powis**

Head of EDI and Engagement

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Senior Ticketing Assistant

Telephone: **01202 726300**

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Photo: Raised Viewing Platform

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# VITALITY STADIUM

## STADIUM ADDRESS

AFC Bournemouth  
Vitality Stadium  
Dean Court  
Kings Park  
BH7 7AF

Telephone: **01202 726300**

Email: **[enquiries@afcb.co.uk](mailto:enquiries@afcb.co.uk)**

Vitality Stadium is situated within the heart of Kings Park. Park land surrounds both the south and main stand, with the east and north stands backing onto residential areas.

Vitality Stadium is approximately 3.2 miles from Bournemouth Town Centre, and 7.8 miles from Poole. AFC Bournemouth takes much pride in welcoming visitors to our stadium and providing an enjoyable matchday experience.



# PURCHASING TICKETS

To purchase tickets, home supporters must be registered with the ticket office and have the qualifying number of Cherries Points required for that match. Details of the points required, and the on-sale details can be found by online at: <https://www.afcb.co.uk/tickets/onsale-dates>.

If the ticketing account has the required number of Cherries Points at the time of purchase, a supporter can purchase tickets by calling the ticket office on 01202 726300, in person at the ticket office at Vitality Stadium, or online at: <https://tickets.afcb.co.uk/Online/>.

You may be asked to provide proof of eligibility for a concessionary price type or complimentary personal assistant's ticket. The club accepts the following documents:

- Receipt of the higher or middle rate of Disability Living Allowance (mobility and/or care component)
- Receipt of standard or enhanced rate of Personal Independence Payment (PIP) for mobility, and/or care

- Receipt of either 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 CV1 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.

The ticket office is located in the Superstore at the ground on non-matchdays.

### Opening times are:

Monday – Friday: **9am – 5pm**

Non-matchday Saturday: **9.30am – 4pm**

Sunday: **10am – 3pm**

Saturday matchday: **9am - kick-off (open 15 minutes after match)**

Midweek matchdays: **9am - kick-off (open 15 minutes after match)**

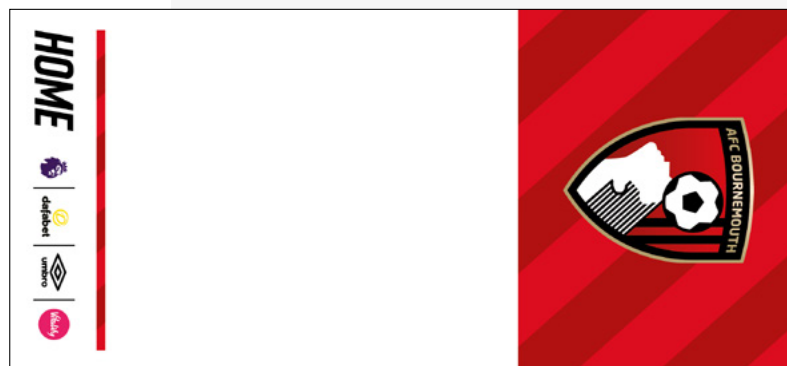


Photo: Sample AFC Bournemouth Home Ticket

## PERSONAL ASSISTANTS

Supporters with any of the above will be entitled to a free match ticket for their personal assistant (PA) to accompany them. The PA should be capable of supporting the disabled person's needs in the event of an emergency. Please note, the club reserves the right to request evidence to support this where necessary and requires the disabled supporter and their PA to enter the ground together and sit together. Seats for personal assistants are located next to the disabled supporter's seat. The club's health and safety policy requires that disabled supporters who attend in a wheelchair to remain in their wheelchair during the game.

# TRAVELLING TO VITALITY STADIUM

## BY CAR

The postcode for Vitality Stadium is BH7 7AF. Following a satellite navigation (satnav) will lead you to the stadium.

When driving to the stadium, follow the brown road signs with a football icon on. Please note, some of these signs may refer to the stadium as Dean Court. All supporters are advised to travel in plenty of time for the match.

**Directions from the North:** Follow the M6, exiting onto the M42 towards London, Warwick and Solihull, exiting at junction 3a onto the M40. Leave the M40 at junction 9, taking the A31 / A34 exit. At the Wendlebury Interchange, take the 3rd exit onto the A34 towards Oxford / Newbury. At the roundabout, take the third exit onto the M3. Follow the M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout, into Kings Park Drive. The stadium is on the left.

**Directions from the South East:** Follow the A27, M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout into Kings Park Drive. The stadium is on the left.

**Directions from the South West:** Follow the A35 to the A338. On the A338 take the slip road to the Springbourne Roundabout signposted Kings Park. Take the third exit off the roundabout and at the fire station stay in the left-hand lane and turn left onto Holdenhurst Road. Stay to the left and go straight through at the traffic lights (the Queens Park Pub should be on your right). Take the third exit at the small roundabout and into Kings Park itself.

## ACCESSIBLE PARKING

Accessible Parking is available in the main and south stand car park. The club offers 62 accessible parking spaces on site at Vitality Stadium.

**Main Stand:** There is no charge for blue badge holders – evidence will be required. On arrival at Vitality Stadium (via Kings park Drive) you will be greeted by stewards and where available, directed to an appropriate space. The Club's policy is to reserve spaces for the use of disabled supporters for as long as possible but it is important to note that there is no guarantee of matchday parking on the basis of being a blue badge holder. All supporters attending matches at Vitality Stadium are advised to arrive early as the car park usually reaches capacity around 2 hours before kick-off.

**South Stand:** Blue Badge Holders may continue to utilise the South Stand car park and will need to have a valid Disabled Tax Exempt Vehicle parking permit (DTEV) which enables permit holders to park in most BCP off street and pay and display car parks without buying a ticket. Where Blue badge holders do not have a valid DTEV, charges within the South Stand car park will apply.

To find out more about the DTEV please follow the link: <https://www.bcpCouncil.gov.uk/Parking/Apply-for-or-renew-parking-permits/DTEV-parking-permit/disabled-tax-exempt-vehicle-dtev-parking-permit.aspx>

Supporters may experience delays in leaving the car parks after the final whistle. Access from both car parks to the stadium is step free.

# TRAVELLING TO VITALITY STADIUM

## ACCESSIBLE PARKING (cont)

Free matchday parking is available at Avonbourne Academy which has 3 accessible spaces. Avonbourne is a 10-minute walk across the park to Vitality stadium - highlighted on Map A. This parking facility has the advantage of being away from the congestion around Kings Park and will be staffed by a steward until kick-off. The postcode for Avonbourne Academy is BH7 6NY. Parking opens 3 hours prior to kick-off on weekends and 1.75 hours on weekdays. If you are using a SatNav, please refrain from using the postcode and instead use 'Harewood Avenue'. The walk from Avonbourne to Vitality Stadium does contain a small number of hills which may be unsuitable for manual wheelchair users or ambulant disabled supporters.

Alternatively, the Sovereign Shopping Centre on Christchurch Road, which is approximately a 15-minute walk from the stadium - highlighted on Map B, offers low-cost easy parking, with over 600 spaces. This parking

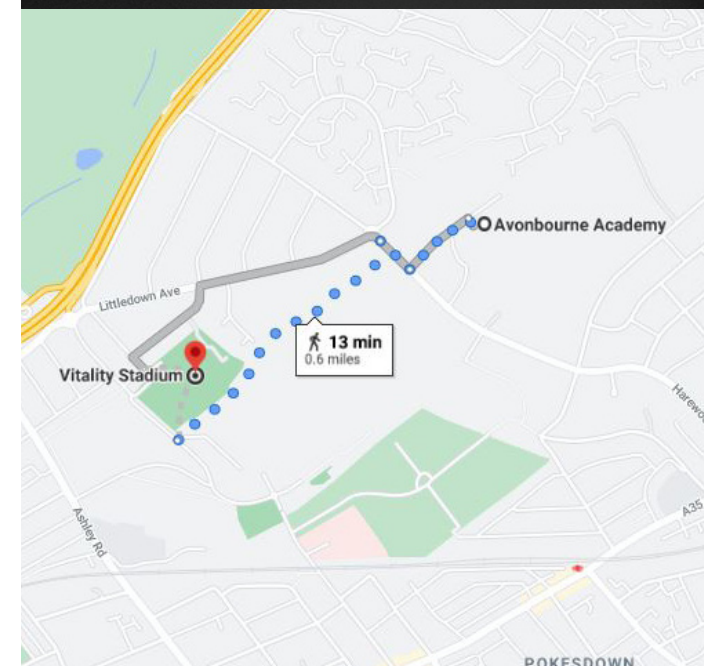
facility has the advantage of being away from the congestion and is located near cafés for food and snacks.

Several residential roads adjacent to the ground have parking restrictions, which the club asks supporters to adhere to. Please be mindful of existing drive entrances and avoid parking illegally as this can cause problems for residents and is a safety hazard. Parking enforcement officers and police will respond to residents' complaints.

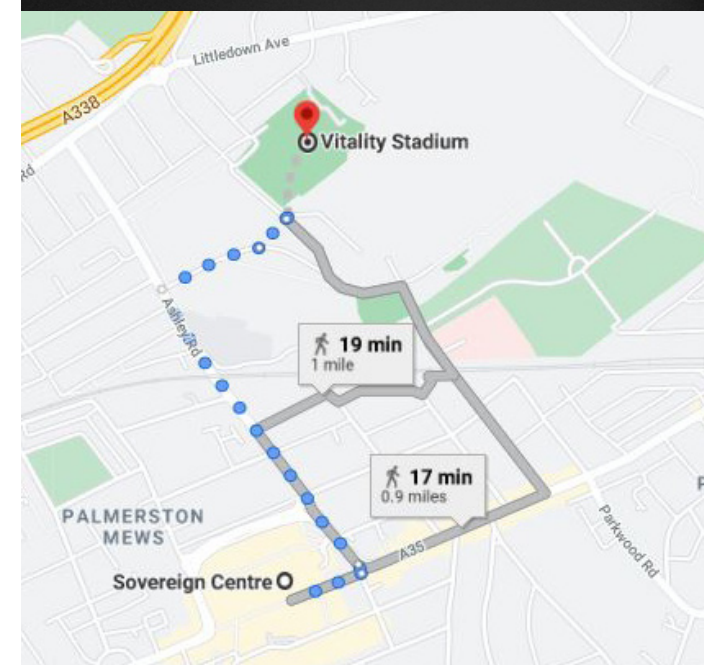
Car parking is also available to visiting disabled supporters upon request. Visiting supporters will need to contact the Disability Access Officer in advance of the matchday should they wish to book a car parking space, by emailing [disability@afcb.co.uk](mailto:disability@afcb.co.uk).

The matchday parking attendants do allow for disabled supporters without parking to be dropped off in the main car park. Thistlebarrow Road is also recognised as a main pick-up point, providing it is not within the coned areas.

MAP A



MAP B



# TRAVELLING TO VITALITY STADIUM



Photo: Bournemouth Station

## BY TRAIN

**Pokesdown Station:** The nearest train station to the stadium is Pokesdown, which is roughly a mile from the ground and around a 15-minute walk away. This station is not currently accessible for wheelchair users. There is no step-free egress or staff assistance currently at Pokesdown Station. Exit the station and turn right down the main Christchurch Road (A35) for 400m and turn right into Gloucester Road. Follow signs for Kings Park to arrive at Vitality Stadium.

**Address: Christchurch Road, Pokesdown, BH7 6DL**

- Helpline contact - 0800 52 82 100
- Staff help available - No
- Ramp for train access - No
- Step-free access - No
- Wheelchairs available - No

For more information visit: <https://www.nationalrail.co.uk/stations/POK/details.html>

**Bournemouth Station:** A large majority of trains arrive at Bournemouth Station, which is 1.3 miles from the stadium and a 30-minute walk. Bournemouth Station is accessible and offers step-free access and ramp access onto trains. Wheelchairs are available and the station is staffed 24 hours a day, they also have a fitted induction loop. To get to the stadium, leave the station by the south exit, (facing Asda) and turn left to head towards the main road. Turn left again and walk straight up Holdenhurst Road for around 25 minutes, until you reach a roundabout at which you turn right into Kings Park Drive. The stadium is on the left.

**Address: Holdenhurst Road, Bournemouth, BH8 8HX**

- Helpline contact - 0800 52 82 100
- Staff help available - Yes Monday - Sunday, 24 hours a day
- Ramp for train access - Yes
- Step-free access - Yes, there is step-free access from both station entrances to both platforms. Interchange is via either a stepped footbridge or a ramped underpass. A buggy is available for passenger use on request.
- Wheelchairs available - Yes

For more information visit: [https://www.nationalrail.co.uk/stations\\_destinations/BMH.aspx](https://www.nationalrail.co.uk/stations_destinations/BMH.aspx)



# TRAVELLING TO VITALITY STADIUM



Photo: More Bus

## BY BUS

**More Buses:** The M1/M2 More buses service is accessible from Pokesdown train station and Bournemouth train station and runs up to every thirty minutes. Alight at Ashley Road to get within 5 minutes of the stadium. A step free access route is available through Kings Park from Ashley Road to the stadium and More Buses offer low floor buses with enough room for one wheelchair. If you want to make a day out of your trip, then this bus also serves Bournemouth town centre where you can find plenty of shops and places to eat and drink before heading to the stadium. To plan your journey or for more information go to: <https://www.morebus.co.uk/plan-your-journey>

## BY TAXI

PRC Streamline group have a range of vehicles that are which are accessible. They operate throughout Bournemouth, Poole, Christchurch, Wimborne and Ferndown. They operate 24 hours a day, 365 days a year providing prompt, friendly and reliable taxi service.

Supporters can receive a 10% discount on production or a valid match ticket.

Supporters can book by phoning 01202 373737. For more information please visit: <https://www.prcstreamline.co.uk/>

# TRAVELLING TO VITALITY STADIUM

## BY AIR

Bournemouth Airport is 4.5 miles from the stadium. There is a taxi rank located outside of Bournemouth Airport and it takes 10 minutes by car but you may wish to add an additional 15–20 minutes to account for matchday traffic. For more information on Bournemouth Airport's access, please visit: <https://www.bournemouthairport.com/special-assistance/> or for more information on getting to/from the airport, please visit: <https://www.bournemouthairport.com/to-and-from-the-airport/>

## DISABLED VISITING SUPPORTERS ARRIVING BY COACH

Generally, visiting coaches are instructed to park at the designated area within the car park behind the south stand. Access from this car park to the visiting supporters accessible entrance is step-free.



# STADIUM PLAN

THISTLEBARROW ROAD

VITALITY STEVE FLETCHER STAND

VITALITY EAST STAND

TED MCDOUGALL STAND

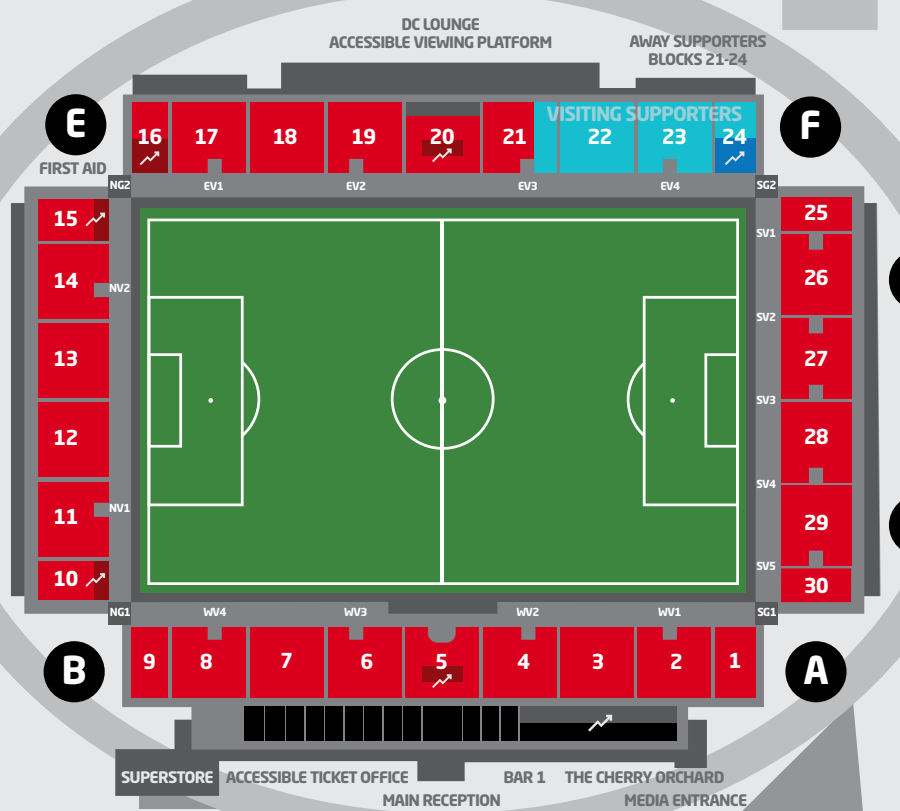
VITALITY MAIN STAND

THISTLEBARROW ROAD

KINGS PARK DRIVE

BOURNEMOUTH TOWN CENTRE  
BOURNEMOUTH TRAIN STATION

BOSCOMBE TOWN CENTRE  
BOSCOMBE BUS STATION  
POKESDOWN TRAIN STATION



# ARRIVING AT THE STADIUM

## MATCHDAY TICKET OFFICE

The matchday ticket office is located within the main stand. The ticket office is situated to the left of main reception as you approach the stadium.

- There are six service points, two of which are lowered (closest to main reception)
- The rest of the four counters are 103cm (3ft 5in) high
- The route is accessible, and step-free
- There is a portable hearing loop available at the lowered counters

## MATCHDAY OPENING TIMES

- Saturday matchday: **9am - kick-off (open 15 minutes after match)**
- Midweek matchdays: **9am - kick-off (open 15 minutes after match)**



Photo: Ticket Office Matchday Counters

# ARRIVING AT THE STADIUM

Photo:  
The corner  
flag at  
Vitality  
Stadium



## SUPERSTORE

The superstore is located at the north-west corner of the stadium, and can be accessed via wide manual double doors, or through the single door with an accessible touch pad entry system.

Inside it is spacious, and level. The superstore can get extremely busy on a matchday

On the first Tuesday of every month from 4pm the superstore hosts a sensory hour which offers a calmer in-store experience.

Store staff are available on the shop floor and are happy to assist supporters and visitors.

- The doors are single width and the opening is 85cm (2ft 9in) wide
- The access is not level into the superstore – there is a permanent moderate slope
- The counter is 4m (4yd 1ft) from the entrance
- There is level access to the counter from the entrance
- The height of the counter is 90cm (2ft 11in) and there is also a lowered counter

- There is a portable hearing loop available at the main counter
- A managed queuing system is used on matchday

### Opening times are:

- Monday – Friday: **9am – 5pm**
- Non-matchday Saturday: **9.30am – 4pm**
- Sunday: **10am – 3pm**
- Saturday matchday: **9am - kick-off (open 20 minutes after match)**
- Midweek matchdays: **9am - kick-off (open 20 minutes after match)**

# ARRIVING AT THE STADIUM

## BAR 1

Home supporters are welcome to use Bar 1, upon production of a valid match ticket. The bar is free entry and opens three hours before kick-off. Hot food and drinks are available. There is an accessible toilet located within Bar 1.

## THE GREAT ESCAPE BAR

Home disabled supporters are welcome to use the Great Escape Bar, which is situated outside the north-west corner of the stadium. A valid match ticket will be required to gain entry, and the bar serves an outdoor, open fan area with level access.

## PARK PLAZA

Our covered pre-match bar is situated behind the Ted MacDougal South Stand with the entrance opposite turnstile H. Cherries supporters are required to show a valid home ticket on entry. As well as showing Sky Sports, food and beverages are served in this bar, including hot food. Park Plaza opens 3 hours before kick-off and remains open post-match. South stand ticket holders can also access refreshments in the Plaza at half-time.

## DC LOUNGE

The DC Lounge is open pre-match to both home and visiting disabled supporters, free of charge. The DC Lounge is based on the ground floor and first floor in the east stand for the use of disabled supporters and their PAs. The lounge offers screens showing live televised matches, a refreshment service of complimentary hot drinks and a matchday quiz to test your footballing knowledge. There are two accessible toilets, located on the first floor and a lift service is available. There is level access into the entrance, and the main door(s) open towards you (pull), with staff available to assist. The doors are double width, and the opening is 160cm (5ft 3in) wide. The DC Lounge has proved a popular place for disabled supporters to meet and socialise.

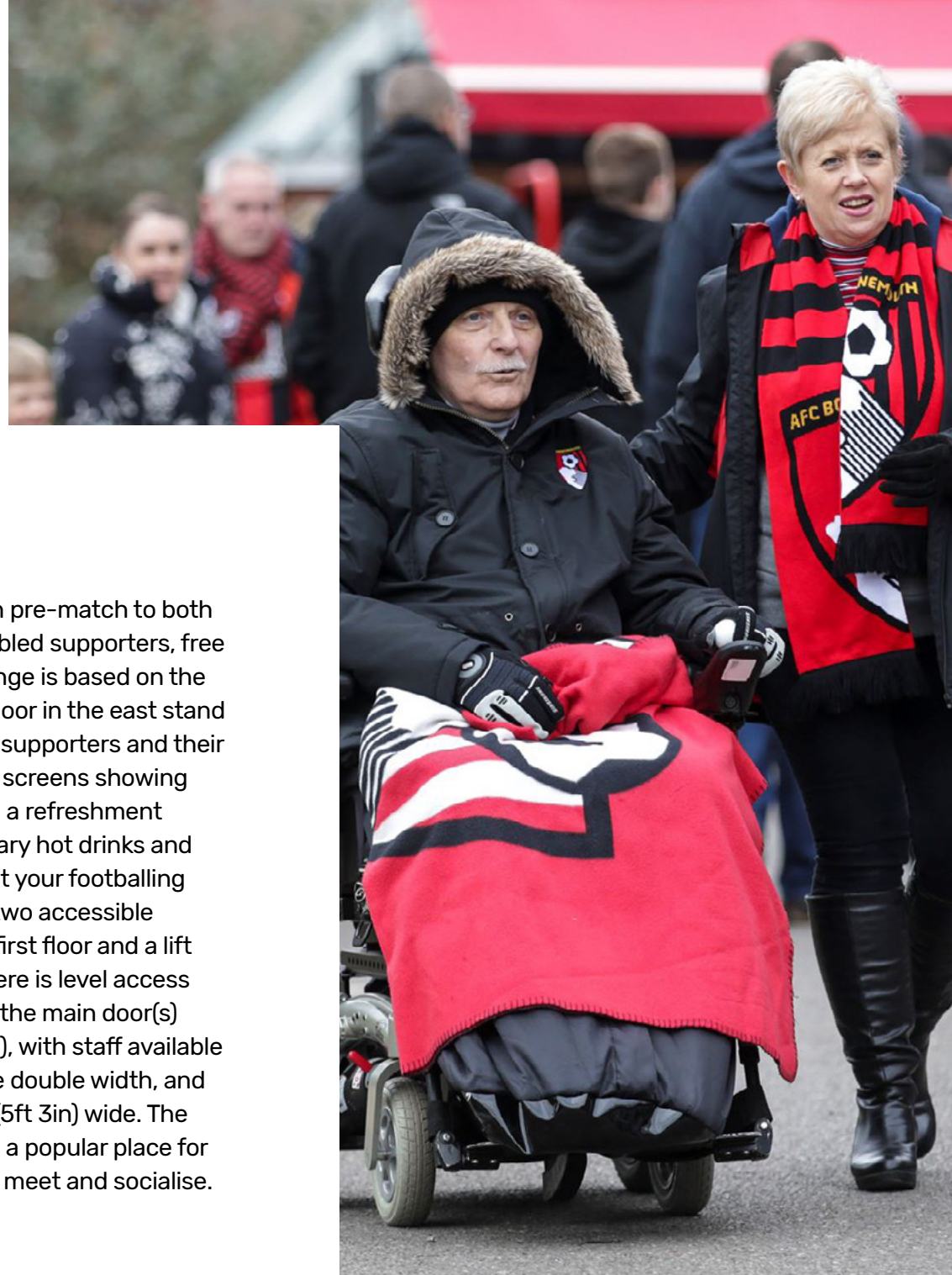


Photo: Supporters outside stadium

# STADIUM ACCESS

## ACCESSIBLE ENTRANCES

There are four accessible entrances into the stadium, all of which offer level access to front row wheelchair accessible seating. The entrances are located at each of the four corners of the stadium and are clearly signed. Entrances open approximately an hour and a half before kick-off. Stewards are present at each of the accessible entrances to offer assistance. Tickets are checked and scanned at each entrance with handheld scanners.

**Entrance 1:** South-west corner of the stadium, for blocks; 1, 2, 3, 4, 28, 29, 30 (Home supporters)

**Entrance 2:** South-east corner of the stadium for blocks; 25, 26, 27, 21, 22, 23, 24 (Visiting supporters)

**Entrance 3:** North-east corner of the stadium for blocks; 16, 17, 18, 19, 20, 21, 13, 14, 15, (Home supporters)

**Entrance 4:** North-west corner of the stadium for blocks; 10, 11, 12, 6, 7, 8, 9 (Home supporters)



Photo: Vitality Stadium Wayfinding



Photo: Accessible Entrance Sign (in tactile & braille format)

# STADIUM ACCESS

## ACCESSIBLE VIEWING AREAS

The club provides a number of dedicated viewing areas for disabled supporters, situated in all four stands. The stadium has 287 home wheelchair viewing positions and 11 visiting wheelchair positions. Of which, 31 home positions are on elevated viewing platforms, and eight visiting positions are on elevated viewing platforms. With the majority of positions located pitchside, ponchos and blankets (subject to availability) are available during inclement weather. All elevated viewing platforms are fully undercover. All personal assistants sit adjacent to wheelchair users.

Service to seat is available to all the elevated viewing platforms. Food and drink orders will be taken by concourse staff during the first half and second half.

Elevated viewing positions in the east stand block 16 and visiting block 24 can be accessed via platform lifts within the stands. These platforms have a weight restriction and are therefore only suitable for manual wheelchair.



Photo: East Stand Elevated Viewing Platform

Elevated positions in the centre of the east stand are accessed via a lift from the DC Lounge. Elevated positions in the main stand are accessed via a lift in main reception.

Supporters should contact the Disability Access Officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)) to book a place on the elevated viewing platforms. Where possible bookings should be submitted two weeks advance of the match and places will be allocated and confirmed a minimum of a week prior to the match to ensure use of the platform is fairly distributed across the season.

Some wheelchair storage is available for all supporters. To book supporters are required to contact the Disability Access Officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)).



Photo: Main Stand Raised Viewing Platform



# STADIUM ACCESS

## AMBULANT DISABLED SUPPORTERS

All ambulant disabled supporters are able to enjoy the game with their personal assistants, from seats of their choice. Dedicated Accessible seating is located within the Ted MacDougall South stand. Supporters should contact the Disability Access Officer ([disability@afc.co.uk](mailto:disability@afc.co.uk)) to book a place. If you require easy access seats or have any specific seating requirements, please contact the club's Disability Access Officer ([disability@afc.co.uk](mailto:disability@afc.co.uk)) or ticket office to discuss. Every effort will be made to accommodate such requests, subject to availability.

## SUPPORTERS WITH VISUAL IMPAIRMENTS

In-stadium commentary for visually impaired supporters is available for all areas of the stadium. Complimentary headsets can be ordered in advance through the club's Disability Access Officer ([disability@afc.co.uk](mailto:disability@afc.co.uk)). The club encourages supporters to bring their own earphones/headphones. Matchday programmes are available in alternative formats on request via the Club's Disability Access Officer

([disability@afc.co.uk](mailto:disability@afc.co.uk)). Accessible toilet, lift and accessible entrance signage is all in tactile and braille formats.

## SUPPORTERS WITH HEARING IMPAIRMENTS

The club have portable hearing loops in several customer contact points. They are located at the matchday ticket office, superstore, main reception and each of the lowered concourse counters. On matchdays, information including team line ups, substitutions and goal scorers will be shown on the electronic scoreboards as well as the public address system.

## ASSISTANCE DOGS

The club does allow supporters to bring assistance dogs into the stadium, but asks that the supporter contacts the club's Disability Access Officer ([disability@afc.co.uk](mailto:disability@afc.co.uk)) in advance to make the appropriate arrangements.



Photo: Superstore Hearing Loop



Photo: Ticket Office Hearing Loop

# STADIUM ACCESS

## SUPPORTERS WITH AUTISM AND SENSORY PROCESSING DISORDERS

The club operates a 100% searching policy on matchday, if supporters attending have any concerns in respect of the searching procedure and entering the stadium, they should contact the Disability Access Officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)) ahead of the match so that alternative arrangements can be made.

The club and Community Sports Trust are delighted to be able to offer sensory packs for supporters. The packs have been designed for supporters, particularly those with autism and sensory processing disorders who attend matches to make the matchday experience more accessible, comfortable and enjoyable. The sensory pack comes in an AFC Bournemouth draw string bag and includes:

- Club branded mini soft football
- An accessibility card, which can be shown to matchday staff and stewards on matchdays to ask for assistance, including a map of the stadium
- Club-branded noise-cancelling headphones
- Menu for concourse food which can be shown at the concourse to order

To apply for a sensory pack for an away game please contact disability access officer [disability@afcb.co.uk](mailto:disability@afcb.co.uk)

Once ordered supporters will receive a confirmation email, with the pack available for collection two hours prior to kick-off from the DC Lounge at Vitality Stadium.

Sensory seating is available on the Vitality stadiums East stand elevated platform. This seating provides a quieter and calmer match day environment with an easy access to the DC Lounge away from the noise of the stadium and clear exit route from the stadium. Supporters should contact disability access officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)) to book sensory seating.



Photo: Fans with sensory packs

# STADIUM ACCESS

## ACCESSIBILITY CARD

The club provide accessibility cards to supporters that may have a disability, medical condition, or an access requirement. The card enables supporters to easily identify themselves to staff should they require assistance or access to the stadium's accessible facilities without further explanation. These cards are optional and staff will still be happy to assist supporters without one. To request a card, please fill out an application form:

<https://forms.office.com/e/EuzdA3APUX>

## MATCHDAY ACCESSIBILITY LIAISON TEAM

Should you have any questions or require any additional help on matchday, our matchday accessibility liaison team are available around the ground. If required, they will also be able to contact the disability access officer for you.

Our matchday accessibility liaison team can be identified by pink high visibility bibs with "Accessibility Liaison Team" on the back.



Photo: Accessibility liaison team bib

# ACCESSIBILITY CARD

This card confirms that I may require use of the accessible facilities at Vitality Stadium



Photo: Front of Accessibility Card

# ACCESSIBLE TOILETS

There are 15 accessible toilets at the Vitality Stadium. There is one situated close to each of the areas provided for our disabled supporters. All have level access and are clearly signed with tactile and braille signage. Accessible toilets have additional signage, mirrors, coat hooks and colour contrast. All accessible toilets are fitted with an alarm.

## CHANGING PLACES FACILITY

A Changing Places facility is located on the outside of the stadium in the south-west corner, adjacent to the accessible entrance. This facility is available to all supporters pre/post-match and can be accessed throughout the match by contacting the accessibility team.



Photo: Changing Places Unit Exterior

## EAST STAND - VISITING SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the east stand away supporters' entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails



Photo: Changing Places Unit Interior

# ACCESSIBLE TOILETS

## East Stand - Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails



Photo: Accessible Toilet

# ACCESSIBLE TOILETS

## EAST STAND ELEVATED VIEWING PLATFORM - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 13m (14yd 8in) from the lift.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 86cm (2ft 10in).
- Dimensions of the accessible toilet are 140cm x 186cm (4ft 7in x 6ft 1in).
- Floor manoeuvring space is not clear.
- Lateral transfer space is 65cm (2ft 2in).
- WC height is 52cm (1ft 8in).
- Non-slip flooring.
- Support rails

## NORTH STAND - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the north stand entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

## MAIN STAND - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the main stand entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

# ACCESSIBLE TOILETS

## MAIN STAND ELEVATED VIEWING PLATFORMS - HOME SUPPORTERS (X3 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 7m (7yd 1ft) from the Main lift
- Level access
- Door opens inwards
- Door is locked by a twist lock
- Width of the door is 84cm (2ft 9in)
- Dimensions of the accessible toilet are 149cm x 215cm (4ft 11in x 7ft 1in)
- Floor manoeuvring space is not clear
- Lateral transfer space is 80cm (2ft 7in)
- WC height is 47cm (1ft 7in)
- Non-slip flooring
- Support rails

## MAIN STAND - HOME SUPPORTERS AND PRESS (X1 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the north stand entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

## SOUTH STAND - HOME SUPPORTERS

- Disabled supporters in the south stand can access the accessible Toilet in the main stand and the Changing Places facility located at the accessible entrance at SG1. Please note, these accessible facilities are a short distance from seating locations.

## IN ALL STANDS

- One cubicle in each toilet block comprises of a grab rail

## MAIN STAND - CHERRY ORCHARD BAR - HOME SUPPORTERS (X1 ACCESSIBLE TOILET)

- There is pictorial signage on or near the toilet
- Level access
- Door opens outwards
- Door is locked by a no touch keypad
- Width of the door is 86cm (2ft 10in)
- Floor manoeuvring space is clear
- Lateral transfer space is (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

# CONCOURSES

Catering is available in all concourse areas based around the ground, offering a variety of refreshments, including vegetarian and vegan options. Each concourse counter has a low-level service counter. Handheld menus are also available within all concourse areas, and these can be found at the low-level service counters. Stewards are located in the concourse before, during and after the game so if you need any assistance at all, they will be more than happy to help.

Supporters in the South Stand have the same food options via the burger vans. These do not currently have low-level service counters but staff are available to assist. Alcohol and refreshments are served from the Park Plaza situated behind the Ted MacDougal South Stand (Park Plaza opens 3 hours before kick-off and remains open post-match).

Paper straws are available upon request.

Allergen information is on display, if you have any specific dietary requirements, please ask one of the servers or contact [disability@afcb.co.uk](mailto:disability@afcb.co.uk) ahead of your visit.



Photo: Main Stand concourse



# MATCHDAY HOSPITALITY

Matchday hospitality is accessible with lift access via main reception, with accessible toilets are located on each floor. A portable hearing loop is available in all hospitality suites, please notify the team before arrival.

Matchday hospitality is available as a 3-course meal in Champions Top Floor Restaurant or The Cherry Orchard and as a buffet or 3-course meal option in a private hospitality box.. Specialist ergonomically designed cutlery is available on request to assist with gripping difficulties or a limited wrist range of motion.

AFC Bournemouth's hospitality and events team can ensure the appropriate provisions are made to room set ups to allow enough space between tables for wheelchair access or ensure table plans are arranged to allow the best access to the table in the room.

Champions Top Floor Restaurant has direct access to the main stand raised viewing platform.

Fire exits are sign posted across the building with different routes for the quickest exit from the suite, with evac chairs and refuge points in position for wheelchair users and those unable to use stairs. Please contact the hospitality and events team ([hospitality@afcb.co.uk](mailto:hospitality@afcb.co.uk) or **01202 726300**) if you have any access requirements and they will create a Personal Emergency Evacuation Plan (PEEP) for you in the event of an emergency.

If you have any other queries about matchday hospitality access or dietary requirements, please contact the hospitality and events team or the disability access officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)).



Photo: Matchday hospitality staff serving lunch

## CONFERENCING AND EVENTS

Vitality Stadium is a versatile, unique, and well-equipped venue that offers a range of conference suites away from matchdays, suitable for hosting small meetings to large dinners, conferences, and private parties.

All rooms are accessible and can be accessed via a lift in main reception, and there are accessible toilets on each floor.

Clients are asked to detail any access and dietary requirements when booking and AFC Bournemouth's hospitality and events team will ensure the appropriate provisions and measures are made. This could include accessible table plans and buffet stations, setting up a hearing loop, or providing the specialist ergonomically designed cutlery that is available to assist with gripping difficulties or limited wrist range of motion.

Fire exits are sign posted across the building with different routes for the quickest exit from the suite, with evac chairs and refuge points in position for wheelchair users and those unable to use stairs. Please contact the hospitality and events team ([events@afcb.co.uk](mailto:events@afcb.co.uk) or **01202 726300 Option 3**) if you have any access requirements and they will create a Personal Emergency Evacuation Plan (PEEP) for you in the event of an emergency.

If you have any other queries about conferencing and events access or dietary requirements, please contact the hospitality and events team or the disability access officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)).



Photo: Guest speaker giving a talk

# ADDITIONAL MATCHDAY INFORMATION

All stewards and frontline staff receive equality, diversity and inclusion training.

To bring medication into the stadium, please contact our Disability Access Officer ([disability@afcb.co.uk](mailto:disability@afcb.co.uk)) with details of your current medication and any support you may require during your visit.

If you have any questions or queries on a matchday, please speak to a steward or our accessibility liaison team, or contact our safety team by calling or texting **07968 980580**.

## EMERGENCY CONTINGENCY PLAN

Stewards in all stands will be designated responsibility for supporters using wheelchairs and will advise them to remain in their respective areas until they and their personal assistants are escorted to a safe area by the stewards. The safe area will remain flexible depending on the emergency in hand.



Photo: Steward wearing rainbow vest

# CONTACT INFORMATION

If you cannot find the information you need or if you have any suggestions about how this might be improved, let us know as we'd love to hear from you.

Email: [disability@afcb.co.uk](mailto:disability@afcb.co.uk)



Photo: Vitality Stadium