



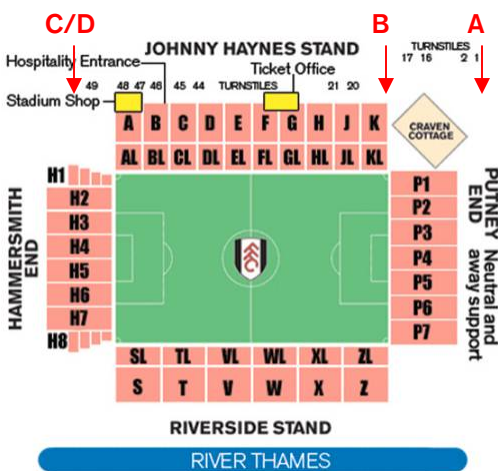
MATCHDAY INFORMATION: DISABLED FACILITIES

Access to Craven Cottage The Local Authority imposes a Traffic Management Order around the ground which restricts the movement of traffic from 3 hours before kick off until 1 hour after the final whistle. The Police will generally allow disabled supporters to enter the restricted area on production of a blue badge, or a copy of, until approximately 1 1/2 hours before kick off.

Supporters using wheelchairs should enter the ground at the following points:

- a) **Block P7 (away supporters)**
Enter via Gate 1
- b) **Block KL**
Enter via Cottage Main Gate
- c) **Block AL**
Enter via Gate 50
- d) **Block S**
Enter via Gate 50

Stadium Plan



Toilets There is a disabled toilet allocated near to each of the wheelchair areas which can be accessed with a RADAR key.

Public Transport / Parking The nearest tube stations with step free access from the platform to the exit are Hammersmith (Hammersmith & City Line) and Wimbledon. For more information, please call Transport for London on 020 7222 1234 or textphone 020 7918 3500.

The Club has an allocation of parking spaces for use by both home and away fans. A parking space, allocated on a first come first served basis, can be requested from our Disability Liaison Officer on 020 8336 7420.

Catering Facilities There are both mobile and fixed catering units located around the ground serving a variety of refreshments. Several of these units are accessible to wheelchair users and, in addition, a complimentary pre-order service is available before kick off for half time delivery in each disabled area.

Disabled Liaison Steward The Club has appointed a steward, John Wakeling, who is the main point of contact for disabled supporters on a matchday. John will visit the disabled areas both before and during the match. He will be based at Gate 1 on Stevenage Road pre match and can be contacted via any of the steward supervisors.

Sign Language Both the Club's Commercial Co-ordinator, Claire Obee, and Ticket Office Assistant, Andrew Haines, are able to communicate using sign language. Should this service be required please see the nearest steward who will be more than happy to contact them.



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Headsets Commentary headsets are available for visually impaired supporters on a first come first served basis. Please contact the Disability Liaison Officer prior to the game should you wish to reserve one.

Induction Loops Induction loops are fitted at all fixed catering units and in the main reception.

Retail Facilities The Club has one store at the stadium, which is accessible to disabled customers, although due to layout constraints not all of the sales floor is accessible to wheelchair users. The tills and a lowered sales counter are positioned on the upper sales area and, in addition, a member of staff will be happy to assist you when purchasing goods if required.

As you can imagine the store can get very busy on a match day and therefore you may wish to avoid the following times:

- An hour before kick off
- Half an hour after the final whistle.

There are 2 mobile units selling merchandise, these are accessible from Block S in the Riverside Stand and outside the corporate entrance of the Riverside stand

Alternatively, you can visit the club store on Fulham Palace Road, place an order via the telephone on 0870 442 1223 or purchase on line at www.fulhamfc.com.

Corporate Hospitality The corporate lounges and bars on the ground floor of the Riverside Stand (McBride's, George Cohen Restaurant and Trophy Lounge) and Johnny Haynes Stand (Maestros' Lounge) are fully accessible to disabled supporters and the first floor corporate box is accessible to ambulant supporters. However, we regret that corporate boxes will not be accessible to supporters in wheelchairs due to the number of steps involved.

Hospitality packages can be purchased in addition to match day tickets, but will not be subject to a reduced rate. Please contact the Commercial team on 020 8336 7555.

Queries Should you have particular requests or queries prior to the day of the match then please contact the Club's Disability Liaison Officer, Jennifer Christey, on 020 8336 7420 or email disability@fulhamfc.com.

Should you need any help or advice on a match day then please contact the nearest steward or visit the information booth on Stevenage Road.

Alternative Formats Copies of this document are available in large print upon request. Please contact the Club's Disability Liaison Officer, details as above.

Date/Review This information sheet is applicable to Season 2009/10.

We hope you enjoy your visit to Craven Cottage and if you have any comments on your match day experience then please do not hesitate to contact the Club.