



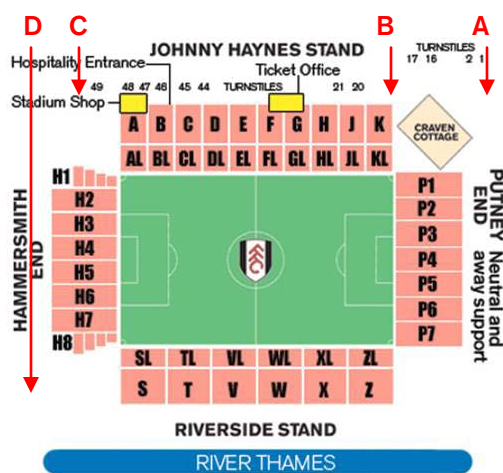
## MATCHDAY INFORMATION: DISABLED FACILITIES

**Access to Craven Cottage** The Local Authority imposes a Traffic Management Order around the ground which restricts the movement of traffic from 90 minutes before kick off until 1 hour after the final whistle. The Police may, at their discretion, allow disabled supporters to enter the restricted area during these times on production of a blue badge, or a copy of.

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 Riverside Gate  
(Beside river behind Hammersmith End)

### Stadium Plan



**Toilets** There is an accessible 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 (District Line). For more information, please call Transport for London on 0843 222 1234 or textphone 020 7918 3015.

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 the Club's Disability Liaison Officer on 020 8336 7477 or email [disability@fulhamfc.com](mailto:disability@fulhamfc.com).

**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 30 minutes before kick-off for pre match and half time delivery in each wheelchair area.

**Disability Liaison Stewards** The Club has 4 Disability Liaison Stewards ("DLS"), managed by John Wakeling, who are the main points of contact for disabled supporters on a matchday. The DLSs will visit the disabled areas both before and during the match and can be contacted via any of the steward supervisors.

**Sign Language** Both the Club's Matchday Corporate Receptionist, Claire Obee, and Supporter Centre 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.



## MATCHDAY INFORMATION: DISABLED FACILITIES

**Headsets** Commentary headsets for supporters with visual impairments are available 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 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 is one mobile unit located on the corner of the Hammersmith and Riverside Stands which is accessible to wheelchair users and a unit located in the Johnny Haynes Stand under-croft which is accessible to ambulant supporters.

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](http://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 and the first floor corporate boxes are accessible to ambulant disabled supporters. However, we regret that corporate boxes are not accessible to wheelchair users 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, Nicola Betts, on 020 8336 7477 or email [disability@fulhamfc.com](mailto: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 2010/11.

*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.*