



**Premier
League**

EVERTON FOOTBALL CLUB

Access Information for Visiting Disabled Supporters
2023/24

ACCESS INFORMATION FOR VISITING DISABLED SUPPORTERS

Everton Football Club prides itself on working with and welcoming all supporters.

This guide has been designed to assist you in planning your journey to Goodison Park and provides information on the facilities and services available for disabled supporters.

For any accessibility or disability enquiries please contact:

The Disability Access Team: **Brendan Connolly and Melissa Wylie**

Telephone: **0151 556 1878, option 1, then 2, followed by 3**

Email: **accessibility@evertonfc.com**

Office Hours: **10am-4pm, Monday to Friday**

Matchday Hours: **Available five hours before kick-off**

Accessibility Lead: **Christopher Massam**

Email: **christopher.massam@evertonfc.com**

Office Hours: **09.00 – 17.00**

EVERTON FOOTBALL CLUB

Goodison Park, Liverpool L4 4EL

INTRODUCTION

On behalf of everyone at Everton Football Club, we are looking forward to welcoming you to Goodison Park for the upcoming fixture.

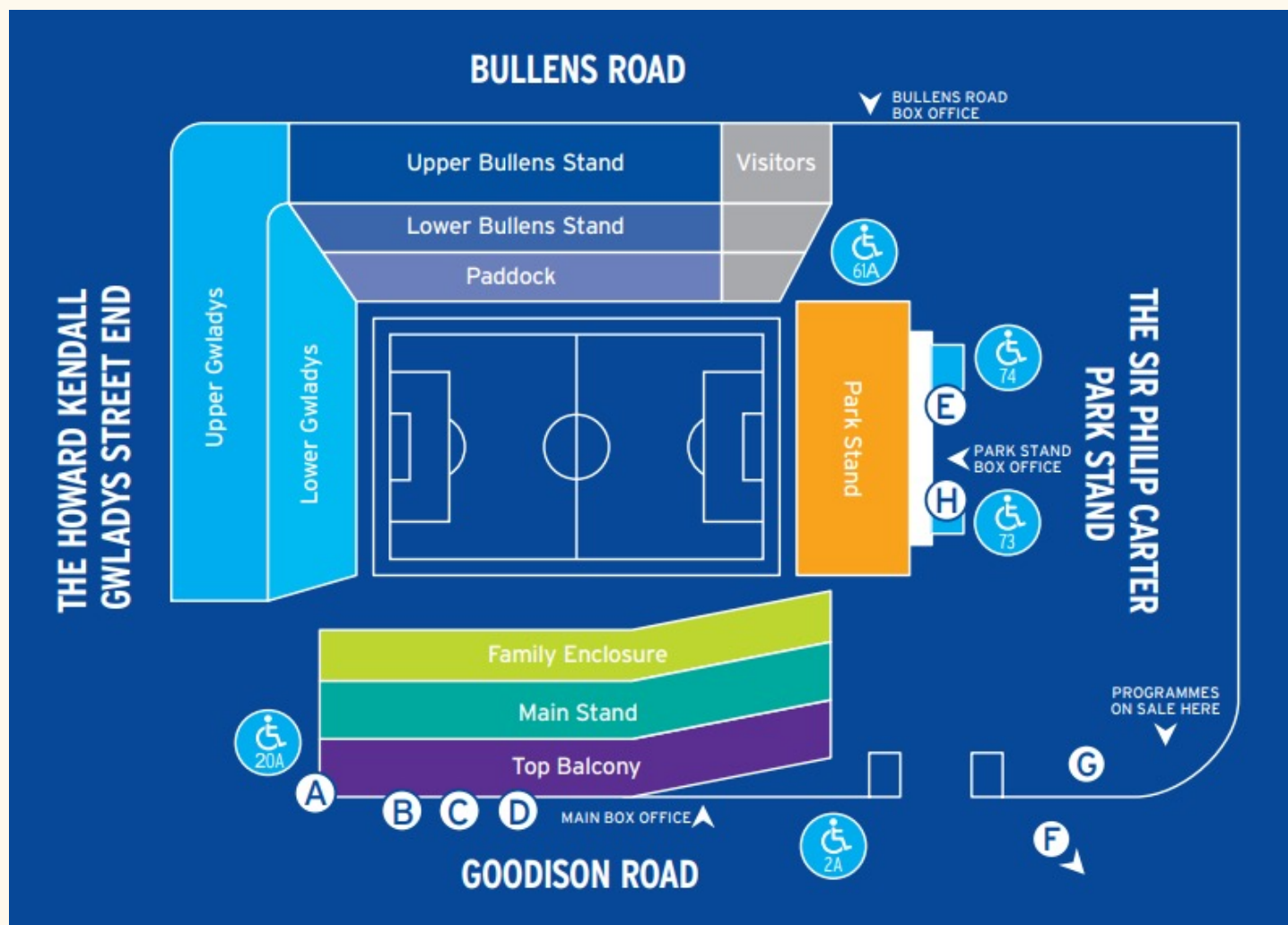
We aim to have facilities and amenities that enhance the match day experience of all disabled supporters and provide ease of access wherever possible.

Please find details of the specific steps that the Club will take in relation to disabled supporters. However, this list is not intended to be exclusive, and the Club will take steps to provide disabled supporters any assistance which is reasonably necessary.

Please contact our Disability Access team if you have any queries or wish to discuss the steps that the Club may be able to take in your circumstance.



STADIUM MAP



KEY TO ENTRANCES

- A** JOE MERCER & ALEX YOUNG
- B** DIRECTORS, SPONSORS & DIXIE DEAN
- C** BRIAN LABONE, 85 LOUNGE & PRESS
- D** EXECUTIVE BOXES & 1878
- E** CAPTAINS TABLE & PEOPLES CLUB
- F** CLUB SHOP
- G** FANZONE
- H** TICKET ENQUIRIES

Accessible Seating

- 61A** - Park Stand Accessible Seating, Lower Visitors Accessible Seating & Paddock Accessible Seating.
- 2A** - Main Stand South Accessible Seating & Park Stand Accessible Seating.
- 20A** - Main Stand North Accessible Seating & Lower Gwladys Accessible Seating.
- 74** - Park Stand Accessible Platform Seats 23 - 45
- 73** - Park Stand Accessible Platform Seats 1 - 22

AWAY SUPPORTERS

Please contact a member of our Disability Access Team by calling 0151 556 1878, option 1, then 2, followed by 3. Alternatively, you can email accessibility@evertonfc.com and a member of the team will get back to you. You can also visit us in person on match day at the Sir Phillip Carter Park Stand Accessible Ticketing Window.

Accessibility stewards

We have a dedicated Stewarding team identified by high visibility jackets marked 'Accessibility Stewards' on the back. They are on hand before, during and after the game to help you make the most of your matchday experience.

Accessible Entrances

Entrance Adjacent to The Sir Philip Carter Park Stand and Bullens Road. This provides an accessible entrance for visiting supporters.

All entrances are clearly signed and open approximately one and a half hours before kick-off.

Facilities for Disabled Supporters Using Wheelchairs

Visiting clubs have 20 wheelchair spaces, located in the lower visitors' area of the Bullens Road stand. The bays on Ground Level, 4 of which are slightly raised, and companions will be on a stadium seat next to the Wheelchair User.

Facilities for Disabled Supporters with a Visual Impairment

We have in-stadium commentary service for visually impaired supporters, in the visitors areas of the stadium. Complimentary headsets can be ordered in advance by contacting the Disability Access team via phone by calling 0151 556 1878, option 1, then 2, followed by 3 or by e-mailing accessibility@evertonfc.com. Pre-ordered headsets can be collected on matchday up to an hour and a half before kick-off from the low-level accessibility ticketing window, located in the Sir Phillip Carter Park Stand.

If you have any difficulty reaching the ticket office please speak to the nearest Accessibility Steward who will be able to assist you. At the end of the match could you please hand the headset to the nearest steward.

Please note that if you have not pre-ordered a headset, we cannot guarantee availability on the day.

All of Everton's in-stadium signage uses high contrast colour schemes.

Facilities for Disabled Supporters with a Hearing Impairment

Should you require any assistance when visiting Goodison Park, induction loops are located at the following information points:

- Matchday ticket office located at the Sir Phillip Carter Park Stand
- Matchday ticket offices located at Bullens Road and Goodison Road
- The retail shop 'Everton One', located at Goodison Park on Walton Lane.
- Sir Phillip Carter Stand and Goodison Road Receptions
- Accessible Kiosk located at the Sir Phillip Carter Park Stand

On matchdays, information will be carried on the electronic scoreboard and via the public address system.

AWAY SUPPORTERS

Facilities for Disabled Supporters who are Ambulant

All ambulant disabled supporters can enjoy the game at Goodison with their companions.

Seating in all parts of the stadium that are close to vomitories and radial gangways are classified as ambulant seating. accessible toilets are available in the Bullens Road Visitors Stand

If you require easy access seats or have a specific seating requirement, please contact the Club's Disability Access Team to discuss. Every effort will be made to accommodate such requests, subject to availability.



ACCESSIBLE CAR PARKS

Accessible Car Parks

Limited accessible parking is available on a matchday.

The following positions are available for blue badge holders. These are available on a first-come, first-served basis and cannot be reserved at any time:

Dianne Street - outside numbers 2-14

Oxton Street - outside numbers 74-84

Eton Street - outside numbers 53-79

Langham Street

Andrew Street

There are also Car Parking spaces in Stanley Park Car Park, priced at £10 per car. The car park is approximately half a mile from Goodison Park at the junction of Priory Road and has accessible bays.

Coach parking - all visitor supporter coaches are parked on Priory Road, approximately a quarter of a mile from the away section turnstiles.

Please note - A resident parking scheme is in place in the streets surrounding Goodison Park and this is strictly enforced. Please do not park in these areas as you will be fined, and your vehicle may be clamped or removed.

Accessible Ticket Offices

Sir Phillip Carter Stand Park Stand Accessible Ticket Window (disabled ticket collections and general ticket enquiries)

Open Matchdays only, 90 minutes before kick-off

- The route is accessible
- Low level window available
- An induction loop system
- Seating is not available for supporters while waiting to be served

Catering Facilities

Accessible kiosks with low level counters are available in The Sir Philip Carter Park Stand (both upper and lower seating areas).

- Stewards are located in the concourse before, during and after the game and can provide any assistance when required
- Allergen information is available upon request.
- Heat resistant cups and straws are available upon request.
- An alternative format of the menu, printed in black 16 font on yellow paper is available on request.
- We offer an 'At Seat' refreshment service for supporters where required; please let a steward near to your seating area know if this will be needed

ACCESSIBLE TOILETS

There are accessible unisex toilets within the Bullens Road visitors area, All are accessed via level or a slight incline and are clearly sign posted.

Our facilities have additional signage, full length mirrors, coat hooks, privacy curtains, high contrast colour co-ordination between handrails and walls and non-slip floors.

A radar key system is now in operation for all facilities. If you do not have your own keys are available from nearby stewards.

Bullens Road Stand (visitors)

- There are two toilets in this area
- The width of the doors is 787mm/31 inches
- The height of the WC is 430mm/17 inches
- All Sinks have lever taps
- Visual and audio alarms are fitted
- Grab rails are fitted around the toilet and sink

Changing Places Facility

Located in the courtyard near to the Family Enclosure, the facility is larger than a standard accessible toilet and offers additional equipment including a mobile hoist, shower and a height adjustable changing bench. There is space for a wheelchair and two personal assistants.

Away supporters can access the Changing Places Facility by speaking to the nearest Accessibility Steward.

BAG POLICY

Our bag policy only permits bags to be brought into the stadium after they have been searched, and only if they are of a size capable of being stowed under a stadium seat (i.e., handbag/medical bag/small holdall).

Larger bags including rucksacks, briefcases, suitcases and suit bags, will not be allowed into the stadium.

For any enquiries or for further information, please contact **accessibility@evertonfc.com**

Supporters who require a larger bag for medical purposes should contact the Club to enquire about a medical exemption certificate.



Everton Football Club, Goodison Park, Liverpool L4 4EL

0151 556 1878 evertonfc.com