



# ACCESS STATEMENT

2025 | 2026

## Introduction

At Aston Villa Football Club, we are committed to providing a welcoming, safe, and inclusive environment for all supporters and visitors to Villa Park.

Promoting access, equality and inclusion are at the heart of our values and, as a Club, we are committed to providing a fully inclusive and equal experience for all supporters and visitors.

Our Access Guide will provide you with all the information you need in relation to disabled access, services, and facilities to help you plan your visit to Villa Park.

We hope that this guide will provide all the information you need to make your visit to Villa Park an enjoyable one. If you cannot find the information you need in this guide or have any suggestions about how this guide might be improved, please contact our dedicated Accessibility team on 0121 326 1518 or email [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk).

We cannot accept responsibility for the contents or omissions of websites which this guide refers or link to. Nothing in those websites or in this document forms part of any contract between Aston Villa and any visitor to our ground.

**Your disability access officer at Aston Villa is Laura.**



**You can contact Laura at**  
**[accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk)**

Office hours: 09:00-17:00

Access line matchdays: 0121 326 1518

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# TICKETS FOR ASTON VILLA MATCHES



## Disability Defined

As defined by the Equality Act 2010, a disabled person is an individual who “has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.”

To ensure that we treat everyone fairly and to enable us to take the particular circumstances of disabled supporters into account when allocating seats, the club requires all applicants for seating which has been allocated for the specific use of disabled supporters to meet at least one of the following criteria:

Receipt of the Enhanced rate of Personal Independence Payment (mobility or care).

Receipt of the Higher rate of Disability Living Allowance (mobility or care).

Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance.

War Pensioners’ Mobility Allowance or War or Service - Disablement pension for 80% or more disability.

Visually impaired or blind registration with Royal National Institute of Blind People (RNIB) or Blind or partially sighted registration certificate (BD8 or CVI certificate).

Deaf registration with Royal Association for Deaf People (RAD) or confirmation in writing from a specialist confirming that hearing loss has been recorded at 70-95dBHL or worse.

NB- this list is not exhaustive, and consideration will be given to any other evidence that can be provided. Please note in the case of DLA or PIP, as the allowance may be for life or a fixed period, the club reserves the right to periodically check that an applicant remains eligible.

## Buying Your Ticket

Disabled supporters should contact the Clubs Disability Access Officer ([accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk)) when looking to book tickets for the first time.

Alternatively, supporters can visit our website and fill out an access requirement form - [www.avfc.co.uk/club/disability-accessibility/access-requirement-form/](http://www.avfc.co.uk/club/disability-accessibility/access-requirement-form/)

In addition, tickets can be purchased online - to access this facility you must first register an account at [members.avfc.co.uk](http://members.avfc.co.uk). Please contact the Ticket Office on **0333 323 1874**, who can provide you with further assistance.

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase and offer you seats most suited to your requirements (Subject to availability)

Tickets for wheelchair user bays’ and seats to accommodate disabled supporters are available for purchase either on a seasonal or match-by-match basis, subject to availability. There are eight positions available to purchase on a match-by-match basis with one position reserved for emergency displacement of season ticket holders.

Season tickets are subject to a waiting list, please email [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) to join or call the ticket office for more information.

Supporters of away clubs visiting Villa Park are advised to contact their own Club for advice on ticket availability.

## Personal support

Where the need for personal support has been identified, the Club will admit a personal assistant (PA) free of charge on the understanding and condition that they are providing a services to the disabled supporter to enable them to access a match day.

A personal assistant must be over the age of 17 (Unless supporting documentation is received stating they are a Young Carer, must not have any bans with police or club and be able to assist their disabled supporters in the event of an evacuation

A personal assistant will attend under the PA Code of Conduct which will be issued at time of registration. Please note that failure to comply with this Code of Conduct may result in action being taken from the Ticket office or Club. A personal assistant must not attend alone, if the disabled supporter cannot attend the PA must obtain an upgrade for this ticket. Random ticket checks are in place throughout the season.

Please note, if you have a PA season ticket, it does not have the benefits of A full season ticket holder and the disabled supporter is effectively the owner of the Ticket. They can change their PA to someone else when they wish. PA season tickets do not build history. We do recommend all personal assistants get their own membership to attend alone or access away games.

## Tickets for Disabled Supporters

As at any football stadium, the upper tiers of Villa Park are very steep, and we would therefore discourage any supporter who would be unable to exit the stadium quickly in the event of an emergency from purchasing tickets in any upper tiers.

If you are a disabled supporter who needs and qualifies for a personal assistant (“PA”) (see the Tickets for Aston Villa Matches – Personal Support section of this guide for qualification criteria), we would strongly encourage you to make use of the opportunity to bring a PA to matches. Safety is of paramount importance to us and therefore your PA must be capable of supporting your needs in the event of an emergency as well as generally during matches.

The club may offer a concessionary price for both season tickets and individual match tickets for disabled supporters. Concessions are not based on disability-type but instead are offered to any disabled supporter who would have a restricted choice of seating at Villa Park due to their disability.

Supporters with enhanced mobility should primarily choose seats in the lower stands. If supporters could not access seats on a matchday there is no guarantee of a relocation.



## **Ticket Allocation Policy**

Our ticket allocation policy is designed to reward our most loyal supporters with the opportunity to buy tickets which best suit their needs. Tickets for League and cup competition fixtures will generally be offered for purchase to season ticket holders and members first, before going on general sale. Please be aware we can never guarantee the availability of tickets to any person for any match.

## **Away Fixtures**

The Club is given a limited number of tickets (including seating for disabled supporters) for away fixtures. Priority for away tickets is given to Season Ticket Holders with away booking history.

The number of spaces for wheelchair users is dependent on the allocation of wheelchair spaces provided by the host club. If the Club can offer additional tickets to wheelchair users for a particular away match, these tickets will be allocated on the same basis as away tickets are sold to non-disabled supporters. Due to the varying levels of seats at away stadiums which are suitable for disabled supporters, we cannot guarantee all ticket requests.

The allocation for ambulant disabled supporters will be reserved on the recommendation of the host club, additionally there will be a small percentage of tickets reserved on the front row due to persistent standing.

Disabled supporters requiring tickets for Villa's away matches can book through all standard ticket office channels, or by contacting our ticket office. Please ensure that you have purchased a ticket before making arrangements to travel. Wherever the Club arranges supporter travel to an away fixture, we will make every effort to ensure that suitable travel is also available for disabled supporters.

## **Neutral Venues**

Where the Club plays at a "neutral" venue e.g., a cup final or semi-final at Wembley, tickets will be allocated to disabled supporters on the same basis and in the same manner as to non-disabled supporters. Tickets will generally be offered for purchase to season ticket holders and members before going on general sale.

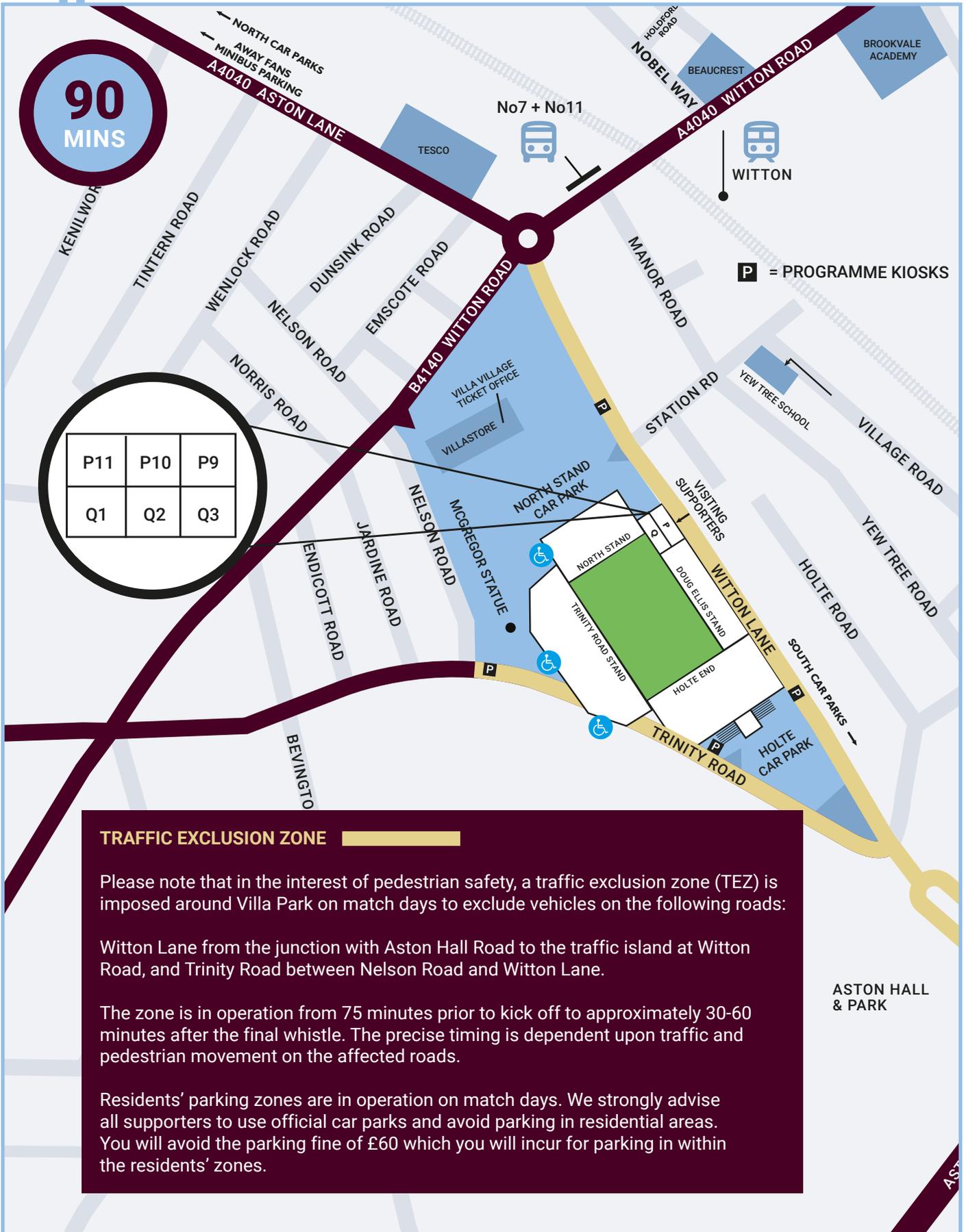


# TRAVEL & TRANSPORT

This section sets out travel information for home football matches at Villa Park. **NON MATCHDAY** indicates where travel information changes if you are visiting Villa Park on a non-matchday.

How to find us:

Aston Villa Football Club  
Villa Park  
Birmingham  
B6 6HE



## Arriving by car



### CAR



Accessible car parking is explained in the Access for Matches – Accessible Parking section of this guide. If you are not restricted by mobility limitations, we have a dedicated car park to purchase on a match by match basis. A map showing the location & price of official car parks can be found in the VILLA PARK section of [www.avfc.co.uk](http://www.avfc.co.uk) or online booking at [www.astonvillaparking.co.uk](http://www.astonvillaparking.co.uk).

NON MATCHDAY – Villa Park has an abundance of stadium parking, with painted Accessible bays available for your visit.

## Match Day Road Closures and Drop-off Points

Please note that in the interest of pedestrian safety, a traffic exclusion zone (TEZ) is imposed around Villa Park on match days. The TEZ is in operation 120 minutes prior to kick off to approximately 30-60 minutes after final whistle. Drop-off can be arranged allowing supporters to be brought to either the North Stand or Holte End car parks, within walking distance of their stadium access point. However, the constraints of the TEZ must be observed and all supporters are advised that they should be dropped off prior to the TEZ being enforced (Recommended time is two hours prior to kick-off, TEZ can be brought forward if there are security concerns).

## Arriving by rail



### RAIL

Villa Park is supported by two train stations, Aston Station and Witton Station. Both stations run regular services to and from Birmingham New Street.



- **Witton station** (0.3 miles from Villa Park) - Walsall to Birmingham New Street line
- **Aston station** (0.7 miles from Villa Park) - Lichfield to Longbridge / Redditch line

Details of the accessible features of these stations can be found at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) and [www.networkwestmidlands.com](http://www.networkwestmidlands.com)

## Arriving by other transport



### AIR

The nearest airport is Birmingham International Airport. Rail connections are available from Birmingham International Airport via Birmingham New Street. Villa Park is approximately 25 minutes by road from Birmingham International Airport although you may wish to add additional travel time to account for matchday traffic.



### BIKE

There is a cycle stand available free of charge at Villa Park, located in the Villa Village car park behind the store and ticket office.

## Accessible Car Parks

Due to the limited number of stadium car parking spaces available to supporters on match days, the Club is unfortunately unable to offer stadium car parking to every Blue Badge holder. However, the Club endeavours to fulfil the needs of disabled drivers and passengers and will sell stadium car parking to Blue Badge holders subject to availability.

Car park passes are available to purchase on a match-by-match or seasonal basis. On-site accessible parking is situated in the Holte End and North Stand/Villa Village.

As well as parking on stadium car parks at Villa Park, disabled supporters may also use external car parking facilities which are located in close proximity to Villa Park. Parking permits are available to purchase in the Majestic and Yew Tree School on a seasonal or match-by-match basis, subject to availability (Accessible Parking must be booked 24 hours before the match).

The location of accessible car parks is shown on page 9.

For more information on accessible car parking or to purchase car park passes please contact our ticket office. If you do not require accessible parking, there are numerous official match day car parks available on match days. For more details on the location of official car parks please visit: [www.avfc.co.uk](http://www.avfc.co.uk).

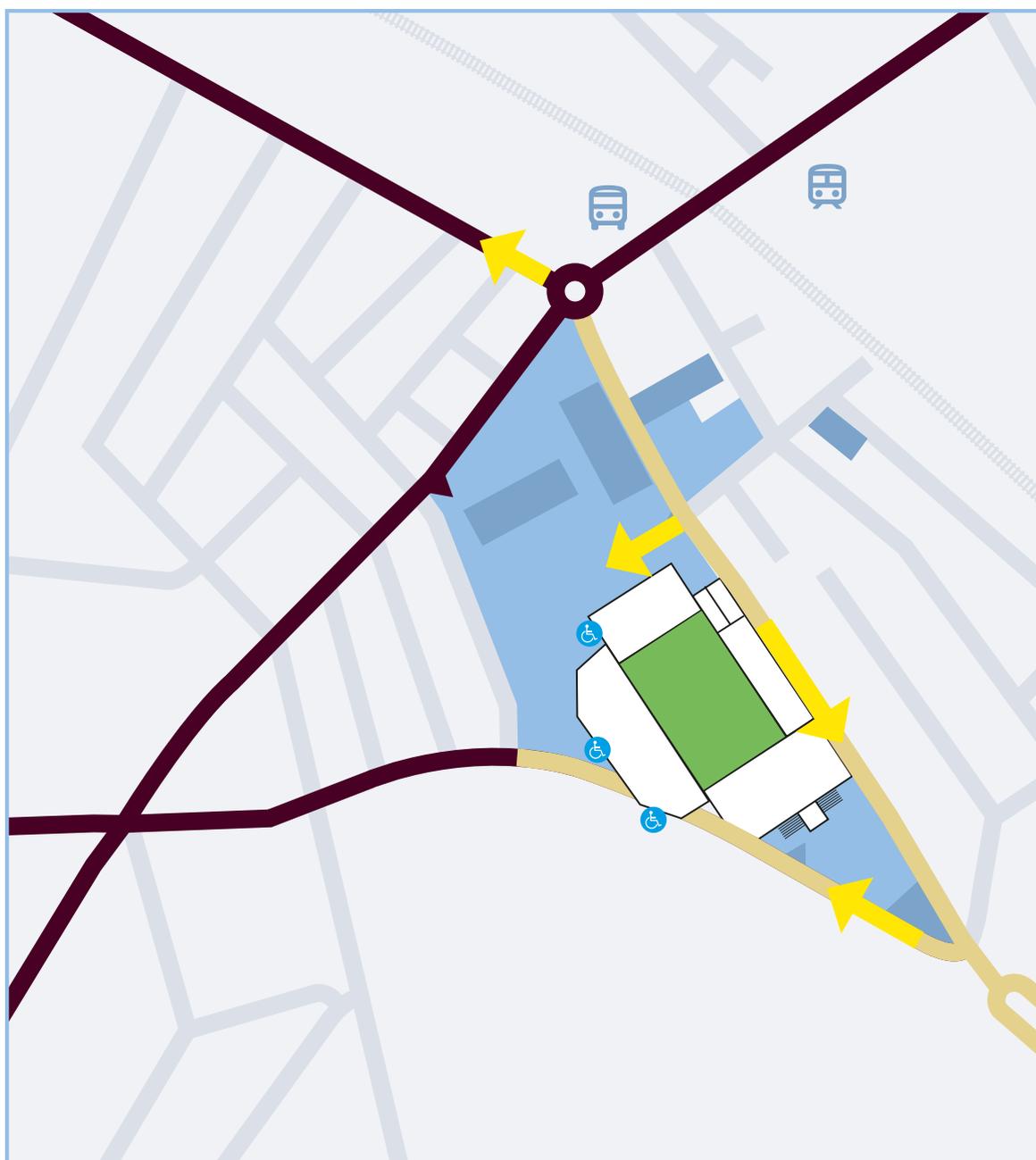
## Leaving Villa Park

Wheelchair users have dedicated accessible exits to leave the ground. All exits have flat, ramped access.

The City Centre is sign posted. It is approximately a 10 minute walk to Witton train station and 20 minute walk to Aston train station.

Please be aware, exit routes and external car parks may have a slight incline and manual wheelchair users may need extra assistance in reaching these points. The amount of supporters leaving the ground at any one time can be in large numbers.

Villa car parks affected by steeper gradients include behind the North Stand



An aerial photograph of Villa Park stadium, showing the large stadium structure with its distinctive roof, surrounding buildings, and parking areas. The image is overlaid with a dark, semi-transparent filter. Two vertical white lines are positioned at the top and bottom center of the frame. The text 'FACILITIES AT VILLA PARK FOR DISABLED SUPPORTERS' is written in a large, white, bold, sans-serif font across the middle of the image.

# FACILITIES AT VILLA PARK FOR DISABLED SUPPORTERS

## Introduction

We aim to have facilities and amenities at Villa Park which enhance the match day experience of all disabled visitors and provide ease of access wherever possible. Set out below are details of the specific steps that the Club will take in relation to disabled supporters. However, these are not intended to be exclusive; where a person is a disabled supporter (as defined in the Tickets for Aston Villa Matches - Introduction section of this guide), the Club will take reasonable steps to provide any assistance which is reasonably necessary. Please contact our Disability Access Officer if you have any queries or wish to discuss the steps that the Club may be able to take in your particular circumstance.



Please refer to the map on page 4:

- **Entrance 1** – located between the Holte Stand and Trinity Road Stand.
- **Entrance 2** – located next to C block turnstiles.
- **Entrance 3** – located at the North Stand underneath the Corner Flag Restaurant.
- **Entrance 4** - located next to Q block turnstiles. (Away supporters)



## Facilities for ambulant supporters

All ambulant disabled supporters are able to enjoy the game at Villa Park with their personal assistants from any seats they choose. However, as the upper tiers can be very steep we would remind supporters that when exiting in a hurry that you would need to be able to exit swiftly and without holding other supporters up.

The access team at Aston Villa have a list of step numbers to designated areas in the ground, if you need to know how many steps there are to your seat please ask a member of the accessibility Team on [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk).

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



## Facilities for people who are neurodiverse

### INCLUSION/SENSORY ROOMS

There are two dedicated sensory rooms located in the North Stand. Sensory rooms provide a calming environment for supporters on the autism spectrum, supporters with dementia, or anyone with a neurodiverse condition to enjoy a match. Supporters often use these facilities as a gateway into the general seating areas. These rooms can be booked on a match-by-match basis, subject to availability by contacting our Disability Access Officer ([accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk)). Please note that to enable the sensory rooms to be used by as many people who require them, a limit on the number of times this facility can be used in a season may be utilised.





## Facilities for Disabled Supporters with a Hearing Impairment

Should you require any assistance when visiting Villa Park, we have induction loops located at the following information points:

1. North Stand Reception
2. Villa Village Ticket Office
3. Villa Village Shop
4. Trinity Road Ticket Office
5. Trinity Road Stand Reception
6. Security Lodge

A British Sign Language Interpreter (level 2) is available at Villa Park on a match-day, please ask at North Stand reception if required.



## Facilities for Disabled Supporters with a Visual Impairment

### ASSISTANT DOGS

We welcome all disabled supporters using an assistance dog (please see the following page regarding assistant dog information). We are happy for you to come to a familiarisation session with your dog or puppy in training with the relevant documentation. Please contact the Disability Access Officer for more information

### AUDIO DESCRIPTION COMMENTARY

Villa currently provide full match commentary provided by Villa TV, we are currently in the process of changing to Audio Description Commentary, where all supporters will be contacted.

Headsets featuring the full audio commentary can be provided by the Ticket Office upon request. This service is free of charge.

Please contact the Disability Access Officer via [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) to order any devices.

### LARGE PRINT

**Kiosk menus** will be available in large print for the 25/26 season. Please ask at kiosks for a copy.



## Facilities for supports bringing an assistance dog

Villa welcomes assistance dogs but we do need to know they are coming in advance of the event.

If you wish to bring a dog for the first time or a puppy in training please contact us for more information about familiarisation sessions.

Anyone bringing an assistance dog must be located in one of the wheelchair user bays that we have across the stadium. We can provide a water bowl and blanket in circumstances where the owner cannot bring them but we do encourage the owner to provide all comfort and safety items for their dog.

We do recognise that not all assistance dogs are registered with Assistance Dogs UK and that assistance dogs can be trained by their owners. We allow access to assistance dogs who are not formally trained by Assistance Dogs UK as long as they meet the Equalities and Human Rights Commission's definition of an assistance dog.

This means your dog needs to have been trained:

- Not to wander around the premises or approach other customers.
- To only go to the toilet on command in a designated area of the event.
- To sit or lie quietly next to their owner.

Due to the crowded nature of our events and the low lighting conditions customers can experience at night games, we request that your assistance dog wears a high vis jacket, even if they do not usually do so. This request is to ensure we meet customers' access requirements while ensuring we also fulfil our legal obligation to provide a safe environment for all customers.

Please let us know in advance by contacting us at [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) if you are bringing your assistance dog to the stadium or if you have any questions. Please note that on rare occasions, we may need to relocate you to a more suitable seat should you wish to remain with your assistance dog.

## Accessible Toilets

Accessible toilets are located in the lower tier concourse of the Trinity Road Stand and are in close proximity to the wheelchair user bays' located in the same stand. The facilities are designed to give visitors independent use and can only be accessed with a Radar Key which can be obtained from any steward patrolling the area. We also have Accessible Toilet facilities at the following locations:

- North Stand Lower accessible toilet located in the Gas Lamp Lounge. (Hospitality section)
- North Stand Upper accessible toilet located outside sensory rooms. (Hospitality section)
- Trinity Upper accessible toilet located in the corridor outside the Heineken Lounge. (Hospitality section)
- Doug Ellis Upper block P accessible toilet located on the mezzanine level. (Hospitality section)
- Holte End Lower accessible toilet located in the Holte Suite.
- Away fans in Q block accessible toilet located in the concourse area and two additional accessible toilets located within the accessible entrance.

To access these facilities on a matchday, please contact your nearest steward.

## Changing Places Facility

Villa Park has a changing places facility situated in the lower Trinity Road Stand. It is located close to the family zone in Block C9. To access this facility on a match-day please contact your nearest steward.

Visiting supporters who require the use of the changing places facility and any supporters who require any additional information, please contact **0121 326 1518** or email [\*\*accessibility@avfc.co.uk\*\*](mailto:accessibility@avfc.co.uk) prior to your visit to Villa Park.

## General

Any supporter who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Villa Park (e.g., a broken leg), should contact the Ticket Office on 0333 323 1874 prior to the match. Wherever possible (although we cannot guarantee this), seating will be arranged so that supporters do not suffer undue discomfort due to their ailment.

## Lift Access

Lift access is available in the Trinity Road Stand, from ground to upper levels of the stadium bowl. The lift can be accessed via turnstiles 97-103, located close to the McGregor statue outside the Trinity Road Reception. There is no lift access available for the Holte End upper, Doug Ellis upper or the North Stand.

## Bag Policy

Villa Park currently operates a bag searching policy meaning all supporters and their belongings are subject to search for the safety and security of all attending the match. Bags will be subject to security check as determined by stadium staff in their reasonable discretion. Fans with medical bags or items they must carry with them must be searched and we do advise arriving early to avoid inconvenience and delays. For any enquiries around medication and bag exemptions, contact [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) or call **0121 326 1518**.

A photograph of a retail store interior, likely a hardware or home improvement store. The scene shows a long, white counter with several red product displays or bins. In the background, there are blue walls with large, abstract, textured patterns. The ceiling is white with recessed lighting. The overall lighting is somewhat dim, creating a focused atmosphere on the products.

# ACCESS FOR RETAIL

## Aston Villa Club Stores Villa Village

The Club's flagship store "Villa Village", is located on the North Stand car park next to the ticket office. The store is located on ground level and has accessible parking bays located adjacent to the entrance. The doors at the entrance are push button operated. Our staff would be happy to assist you with any enquiries or to access goods placed at higher levels. Induction loops are fitted and signposted at both payment tills and the shirt lettering counter **is available at discretion**. Fans with medical bags or items they must carry with them must be searched and we do advise arriving early to avoid inconvenience and delays. For any enquiries around medication and bag exemptions, contact [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) or call **0121 326 1518**.

### Opening hours:

Monday to Saturday: 10am to 5pm

Sunday: 10am to 4pm (except on Christmas Day, New Year's Day and Bank Holidays in England)

### Services:

- Free match-day click & collect service - [click.avfc.co.uk](http://click.avfc.co.uk)
- Free Returns to stores
- Shirt Personalisation
- Delivery Service
- Shirt Personalisation including Women's personalisation.
- Membership Pack in store.

### Online Shopping

To visit the online store please go to [shop.avfc.co.uk](http://shop.avfc.co.uk)

### Contact for assistance

Telephone +44 (0) 330 053 6010

Available between:

Monday to Friday 8am - 8pm

Saturday and Sunday 9am - 4pm (except on Christmas Day, New Year's Day and other Bank Holidays in England)

Alternatively, you can send enquiries regarding your order or products via email to: [customer.services@shop.avfc.co.uk](mailto:customer.services@shop.avfc.co.uk). We will endeavour to reply to your email within 24 working hours of receipt.

## Aston Villa welcomes Autism

At Villa Park we pride ourselves on being inclusive in all areas.

New for the 25/26 season we are transforming Villa Village into an inclusive zone every Sunday from 3-4pm.

The store will monitor lighting, lower stimulation from music and have **dedicated** signs on the TVs.

We also have a sensory room available for match days which can be seen on [page 19](#)

Inside Villa Village there is a wide range of merchandise suitable to every supporter. The floor is open plan, with easy access use and a dedicated inclusive till. Staff are trained in disability awareness and are all happy to see if you need assistance.

The inclusive till is lowered and has a hearing loop.



# ACCESS FOR HOSPITALITY & EVENT

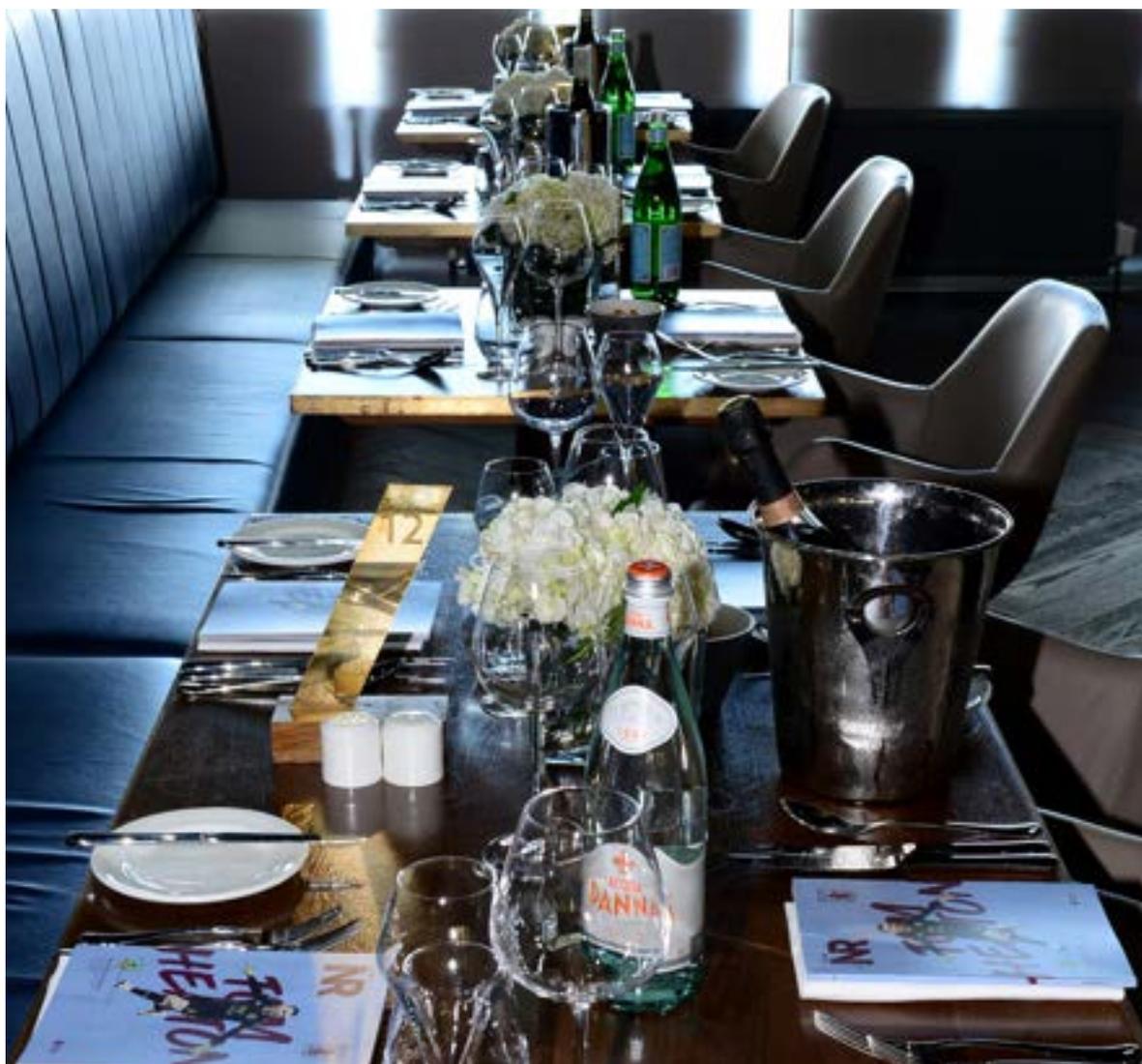
## Access for Matchday Hospitality

We have a variety of hospitality packages available on matchdays for corporate clients. We can offer high quality dining experiences in several of our lounges with accessible viewing facilities to match. Please be aware that not all our hospitality suites are fully accessible. We therefore ask for you to contact our sales team on **0333 323 1982** option 1 or email [hospitality@avfc.co.uk](mailto:hospitality@avfc.co.uk) as far as possible in advance, giving us the best opportunity to ensure that you and your guests have a fabulous day.

Hospitality suites and packages are booked on a first-come first-served basis. The capacity of wheelchair users we can accommodate within each stand at Villa Park is governed by the number of wheelchair users we can safely evacuate in the event of an emergency. Please help us plan for your safety by contacting us in advance and ensuring we know that a person with accessible needs will be attending.

Headsets, which feature full audio commentary of matches, can be provided for visually impaired supporters upon request. This audio commentary service is provided free of charge. Please contact the Disability Access Officer on **0121 326 1518** or email [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) to order your device.

For further details please contact our matchday hospitality sales team on **0333 323 1982** option 1 or email [hospitality@avfc.co.uk](mailto:hospitality@avfc.co.uk)



## Access for Conferences and Banqueting

We have a variety of suites and lounges offering a unique venue for your next event.

Our Holte Suite is fully accessible and comprises an elegant ground-floor suite situated at the traditional Holte End of the stadium. The Holte Suite is a purpose-built venue for events from prestigious conferences and sumptuous black-tie dinners through to trade exhibitions. The Holte Suite has step-free access from its own car park and benefits from a large foyer.

With other lounges or suites at Villa Park, the capacity of wheelchair users we can accommodate is governed by the number of wheelchair users we can safely evacuate in the event of an emergency.

Please help us plan for your safety by contacting us in advance and ensuring we know that a person with additional access requirements will be attending. For further details please contact our sales team on **0333 323 1982** or email [events@avfc.co.uk](mailto:events@avfc.co.uk) Induction loops are available on request.



## Access for Other Events

### NON ASTON VILLA MATCHES

In the event that Villa Park hosts a football match or other sporting event in which Aston Villa does not play, the Club will provide the staging organisation and/or the competing clubs with appropriate accessibility information and they will be responsible for distributing that information to their supporters.

### OTHER EVENTS HELD AT VILLA PARK

In the event of Villa Park hosting a special event such as a pop concert, a separate accessibility guide will be made available.

## Access for Community Programmes

The Foundation's provision for people with disabilities currently provides regular, competitive football for boys and girls from the age of six right through to adulthood.

Our Ability Counts teams train weekly in the Academy Building at Villa Park and play matches against teams from across Birmingham and the UK. In addition, the FA People's Cup also offers an excellent chance to play against teams from all over the country.

However, Ability Counts is about more than producing winning teams, and the programme was founded in order to create opportunities for participation.

We put the emphasis on having fun, making new friends and building confidence, while also highlighting the importance of regular physical activity.

Inclusive Holiday Courses have been a popular addition to our existing offer, providing days packed with football skills and matches for ages 7-16 across dates in the school holidays.

Our Disability team have also been working hard in local schools to encourage understanding of disabilities via the delivery of Diversity Days.

A Birmingham City Council project, Foundation coaches deliver activities in mainstream schools that provide pupils with a chance to experience wheelchair sports among other games.

The Foundation also launched disability specific teams in 2019, across blind football, partially sighted football and cerebral palsy alongside a girls only disability offer. We also formally support Villa Rockets, our Powerchair Football team.

We work closely with many inclusive organisations across the city, including Sport Birmingham, Activity Alliance, Birmingham County FA Disability Lead and more to support and enhance our delivery.

In 2019 we saw the launch of our club sensory rooms, which will be utilised on match-days and non-matchdays throughout the season. The facilities provide a range of equipment for people with autism spectrum disorder and learning difficulties and are available on non-matchdays for groups to come along and experience the rooms on a quiet day with a fantastic view of the pitch and stadium. If you would like more information about the sensory rooms, would like a visit or to book in a group for non-match days, please contact [foundation@avfc.co.uk](mailto:foundation@avfc.co.uk) or call **0121 327 2299**.



# VISITING AS AN AWAY FAN

Away supporters will be sat in either  
 P Blocks – Upper tier - P11, P10, P9  
 Q blocks – Lower tier - Q1, Q2, Q3

## Where to sit

There are 14 wheelchair user bays located in Q1 and Q2, entrance is via Gate 28. – pitch side access seats with accessible lift and accessible toilets. We recommend dressing for the weather as the UK can be unpredictable. We aim to provide ponchos subject to availability.

Ambulant supporters with mobility issues are advised to sit in lower tier seating. For those who cannot stand for long periods of time we advise to purchase seats in the first two rows of the lower section. As persistent standing is likely, we recommend Q3, row A-B, seats 50-70 for ease of access. If you require additional information, please email the Disability Access Officer.

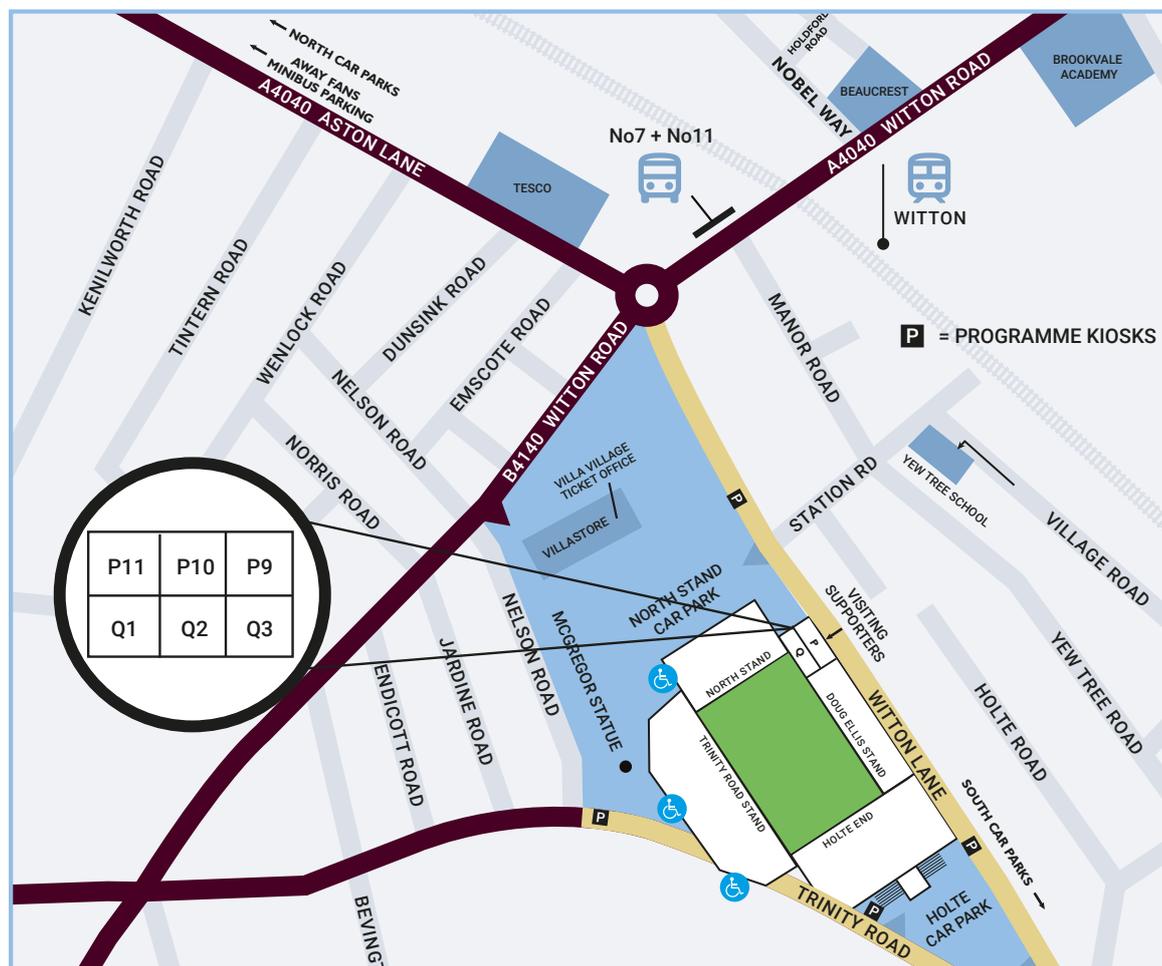
## Arriving by car / train / coach

We have 10 accessible car parking spaces that can be purchased Through your own club.

Road closures are in effect from 90 minutes before kick off – please See the yellow roads on the map to see what will be affected.

Witton train station is approximately a 10 minute walk away and is a Small station with limited space.

Coaches will park in the coach park which is based at Majestic (subject to change).



## Accessible toilets

There are 2 accessible toilets in the away end at Villa Park, both are accessible via a radar key. Away fans do not have entry to the changing places station.

## Assistant dogs

Assistant dogs are welcome by emailing [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) before the game. There will be form to fill in regarding the dog and you must have tickets in the wheelchair user area.

## Audio Description Commentary

This is a pre bookable service. Please email [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) to pre book. We may not be able to accept bookings within 48 hours of the game. Commentary is provided by Alan March Sport.

## Catering

The refreshment facilities have been adapted for both wheelchair users and ambulant disabled fans with full access to all catering outlets. Steward assistance is available if requested. There are low level serving counters at food/drink outlets. Kiosks stop selling refreshments at around 60-70 minutes.

## Stewards

Your club will bring stewards to assist with needs, although we do have fan support and accessible stewards in the away end. If you need assistance from a steward during the game please ask.

## Sensory Room

We do have 2 sensory rooms and they are available to away fans but this must be pre booked. If you know in advance of your game please make the access team aware who can reserve a space. We cannot move during the game.

## Leaving Villa Park

Please note it may be that the away end visitors are kept in for a short period of time for crowd control. Please speak to a steward if this may affect your needs. When leaving Villa Park you may be subject to a small walk. Going behind the North Stand to the fanzone does have an uphill gradient so please be aware if using a manual wheelchair.

## Good to know

### TEMPORARY INJURIES

Any supporter who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Villa Park (e.g broken leg) should contact the ticket office on 0333 323 1874 prior to the event. Wherever possible we will look to rearrange seating.

### BAG POLICY

Villa Park currently operates a searching bag policy meaning all supporters and their belongings are subject to search for safety and security of all attending the match. Bags will be subject to security checks as determined by stadium staff in their reasonable discretion. Fans with medical bags or items they must carry will still be searched. Please see medical exemptions below.

### MEDICAL EXEMPTIONS

Villa Park has strict rules on bag sizes and what you can and cant bring into a football match.

We understand that due to disability or a medical need you may have circumstances where you need to bring alternatives and we are happy to provide a medical exemption if this is the case. If you require a medical exemption to bring in a bag larger than A4 or medical food or supplies for your need please email [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk) with your supporting documentation.

### LIFT PASSES

Some areas of the ground do have lifts but these are discouraged as they are not public facing lifts. If you receive higher or enhanced rate PIP for mobility, we encourage you to sit in the lower tiers of the stands. Lift passes are discretionary and will involve a risk assessment on the person attending. In the event of an emergency all lifts will cease and you will be made to evacuate the stadium swiftly and without holding other supporters back.

## Countdown to kick-off

We understand that some supporters like to know the order of events when it comes to a game, times may vary but generally suit this time scaleback.

3pm kick off	
09:00	Villa Village opens
09:30	Ticket Office opens
12:00	Car parks open
12:00	Hospitality Suites open
13:30	Turnstiles open
14:30	Find your seat to catch the pre-match build up
15:00	Kick-off
15:45	Half Time
16:45	Full time

8pm kick off	
09:00	Villa Village opens
09:30	Ticket Office opens
17:00	Car parks open
17:00	Hospitality Suites open
18:30	Turnstiles open
19:30	Find your seat to catch the pre-match build up
20:00	Kick-off
20:45	Half Time
21:45	Full time

# Contact Information

We are committed to providing the best possible customer experience we can for all visitors to Villa Park. You may find the contact information below useful:

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## DISABILITY ACCESS OFFICER - LAURA WRIGHT

Email: [accessibility@avfc.co.uk](mailto:accessibility@avfc.co.uk)

Tel: **0333 323 1874**

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## LEVEL PLAYING FIELD

(Trading name of the National Association of Disabled Supporters) Level Playing Field, c/o CAFE, No. 1 Olympic Way, Wembley, London HA9 0NP

Email: [info@levelplayingfield.org.uk](mailto:info@levelplayingfield.org.uk)

Tel: **020 8621 2403**

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## KICK IT OUT

4th Floor South, 1-5 Clerkenwell Road, London, EC1M 5PA

Email: [info@kickitout.org](mailto:info@kickitout.org)

Tel: **020 7253 0162**

Fax: **020 7253 5579**

To report any incident of discrimination, please call **0800 1699 414**

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## AVDSA - ASTON VILLA DISABLED SUPPORTERS ASSOCIATION

[www.avdsa.co.uk](http://www.avdsa.co.uk)

Chairperson: **Joanne Mckibbens**

Email: [astonvilladsa@outlook.com](mailto:astonvilladsa@outlook.com)

Tel: **07757 084 692**

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## ASTON VILLA INDEPENDENT SUPPORTERS ASSOCIATION (AVIDS)

Chairperson: **Tim Craythorne**

Email: [tcraythorne.avid@hotmai.co.uk](mailto:tcraythorne.avid@hotmai.co.uk)

Tel: **01527 894756**