# ACCESS GUIDE

## MIDDLESBROUGH FOOTBALL CLUB



# WELCOME TO THE RIVERSIDE STADIUM

Middlesbrough Football Club is fully committed to providing equal access to all supporters visiting the Riverside Stadium and is dedicated to addressing any inequalities that may still exist.

Over the past few years the club has made excellent progress in the area of accessibility.

We pride ourselves on making our stadium as accessible as possible to ensure that all of our supporters enjoy a fully inclusive experience.




For all accessible ticketing enquiries, please contact the club's Disability Liaison Officer Rosemary Berks on 01642 757 671 and we will be happy to help.

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# SECTION 1
# GETTING TO THE RIVERSIDE

**By Rail**

Middlesbrough Railway Station is located on Albert Road which is approximately 0.8 miles from the Riverside Stadium which is a 10 to 15-minute walk.

Trans-Pennine Express and Northern Rail both operate through Middlesbrough Railway Station with direct services to and from York, Leeds and Manchester. Connecting services run to Eaglescliffe (Grand Central) and Darlington which are on the main routes to London and around the country.



*Middlesbrough Train Station*

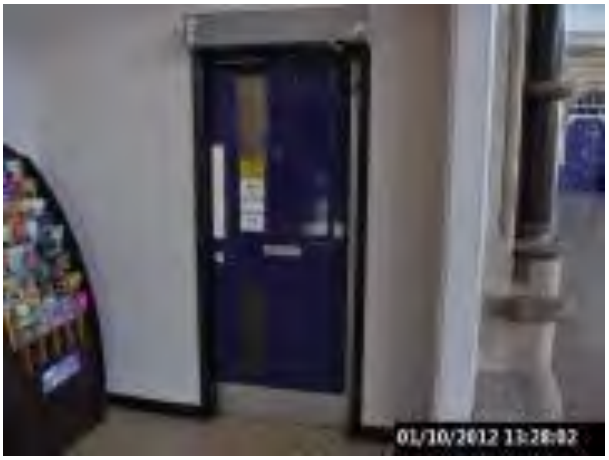
## Station Facilities

Ramps are available for train access, staff are available to assist. There are unisex accessible toilet facilities available, at the station. The main entrance doors of the toilet are automatic and the entrance door to the toilet opens inwards. The toilets are kept locked and require a RADAR Key. There are grab rails present.

## Ticket Hall

Within the ticket hall staff assistance available. There are seats available for people to rest and wheelchair users can get to all areas of the hall. There are arrival and departure information screens within the hall.

## Waiting Room





*The entrance door and the inside of the waiting room at the Middlesbrough Train Station.*

Wheelchair users can access all visitor areas and move around without obstruction. There is a single-entry door and the doorway is wide enough for all users.

The door itself is automatic and it opens inwards. The floor surfaces are slip resistant. There is space for a wheelchair user to pull up alongside a seated companion and there is ample room for an assistance dog to rest.

## Help Point

The Help Point at Middlesbrough Train Station is white, it is one metre high and it has an induction loop fitted. There are contact options for both Information and Emergencies.



*The Help Point at Middlesbrough Train Station*

## How to reach the Riverside Stadium on foot from Middlesbrough railway station:

Exit the station on to Bridge Street West, turn right and cross Albert Road. Follow Bridge Street East to the junction with Windward Way. Stay on Windward Way, eventually passing the Hudson Quay development on the left, and continue on under the bridge to the Riverside Stadium. The nearest taxi rank is at the Bridge Street entrance to the station, the Riverside Stadium is a 5-minute taxi ride.

For more information and to arrange assistance, contact the Trans-Pennine on 0345 600 1671 or Northern Railways on 0800 138 5560.

## By Bus

Middlesbrough Bus Station is located within 1.3 miles of the Riverside Stadium which is a 25-minute walk. The bus station is served by coach services departing from and to many major cities throughout England.

Please note there are no bus services directly to or from the Riverside Stadium, there are however, a number of Arriva and Stagecoach bus services that drop off in North Ormesby, which is a short walk to the Middlesbrough Riverside Stadium. The stadium is a 5 minute taxi ride away from the bus station.

## Bus Station




*Middlesbrough Bus Station, located in the centre of Middlesbrough*

The bus station is wheelchair friendly, has accessible toilets and a changing places toilet.

## How to reach the Riverside Stadium on foot from Middlesbrough bus station:

Leave the bus station via the Middlesbrough Cycle Centre exit on to Newport Road. Turn right, walk down Newport Road and turn left at Debenhams on to Linthorpe Road. Continue to the end of the road, cross over Wilson Street, and continue straight on. Walk through the railway underpass and up on to Bridge Street West. Turn right and walk down the road, crossing Albert Road on to Bridge Street East. Follow Bridge Street East to the Junction with Winward Way. Stay on Winward Way, eventually passing the Hudson Quay Development on the left, and continue on under the bridge to the Riverside Stadium.

## By Car

The postcode for the Riverside Stadium is TS3 6RS. A sat nav will lead you to the ground. Please be aware that there will be road closures before and after the game surrounding the Riverside Stadium.

## Directions to the stadium by Road:

### From the North

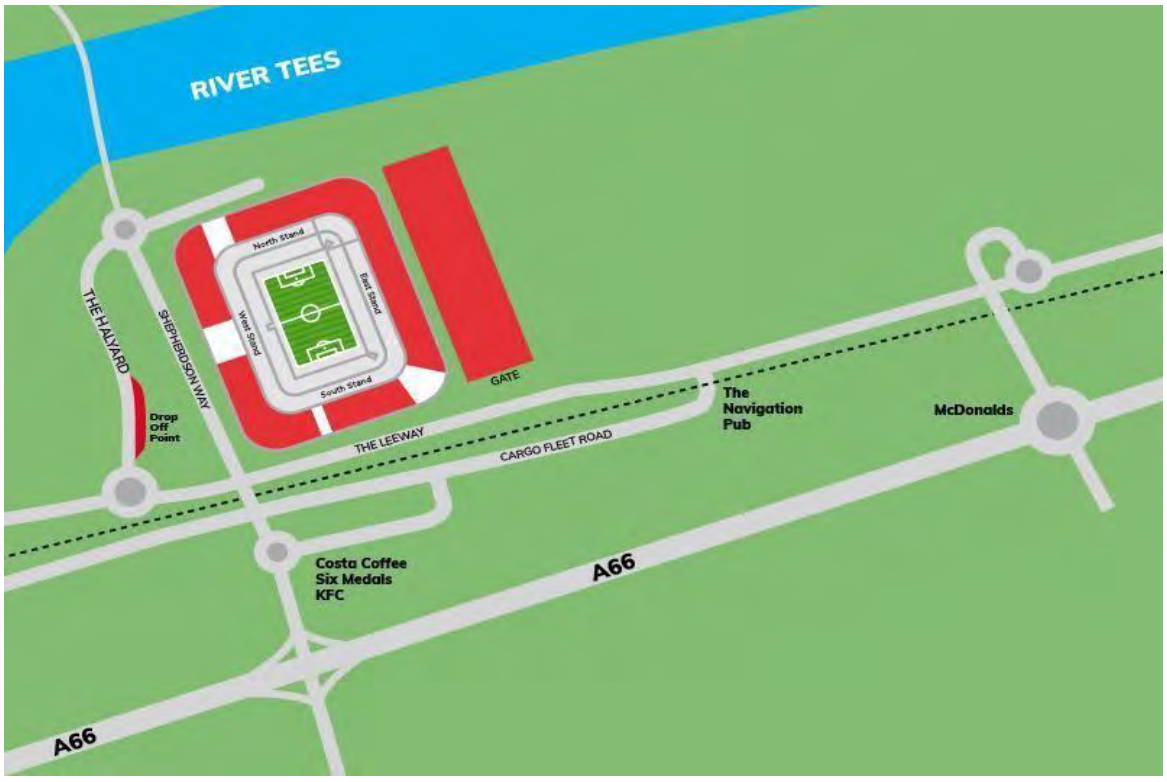
Approaching Middlesbrough on the A19, cross over the River Tees and take the A66 eastbound towards Middlesbrough town centre. Stay on the A66 past the town centre and follow signs to the stadium, which you will see on your left.

### From the South

Leave the A1 (M) at junction 49, signposted to Teesside, and join the A168, which after approximately 11 miles will become the A19. Approximately 19 miles later take the A66 eastbound towards Middlesbrough town centre. Stay on A66 past the town centre (on your right) and follow signs to the stadium, which you will see on your left.

### From the West

Leave the A1(M) at junction 57 onto the A66(M). Follow signs to Teesside on the A66. In approximately 18 miles you will pass Middlesbrough town centre (on your right) and follow signs to the stadium, which you will see on your left.




*A map of the roads approaching the Riverside Stadium.*

## Parking

Matchday Parking at the Stadium must be pre-booked, call the ticket office on 01642 929 421.

There are six different car parks at the Riverside Stadium - Car Parks A through to F. Overall there are 160 disabled car parking spaces, spread across all six car parks. Parking bays are individually numbered and marked out with white lines, accessible parking bays are marked with yellow lines.

Both home and away fans are able to purchase permits (subject to availability) by calling the ticket office on 01642 929 421.

To find out about alternative car parks, situated off site, please visit https://www.middlesbrough.gov.uk/parking-roads-and-transport/parking-and-permits/middlesbrough-town-centre-parking-map/. Middlesbrough Football Club does not endorse these car parks, and all items are left entirely at your own risk.




*A map of the Car Parks at the Riverside Stadium*



*An Accessible Parking Bay*




*Signage for Accessible Parking*

**Road Closures**

Please note that a road closure operates before and immediately after the game to allow pedestrians to arrive and leave the Riverside safely. Road closures are likely to be in place for up to 45 minutes before kick-off and up to 30 minutes after the final whistle.

# SECTION 2: AT THE STADIUM

**Ticket Office**

The Main Ticket Office at the Riverside Stadium is located in the West Stand, towards the South-West Corner. The office has one low level counter and is equipped with an induction loop. There is level access in to the Ticket Office.




*Main Ticket Office*

There are also four satellite Ticket Offices (including one bespoke office for visiting supporters) around the ground, each one fitted with an induction loop and level access to the serving windows.

Please note that all Ticket Offices are extremely busy on matchdays, especially in the last hour building up to kick off. Stewards and staff are on hand on matchdays to assist.

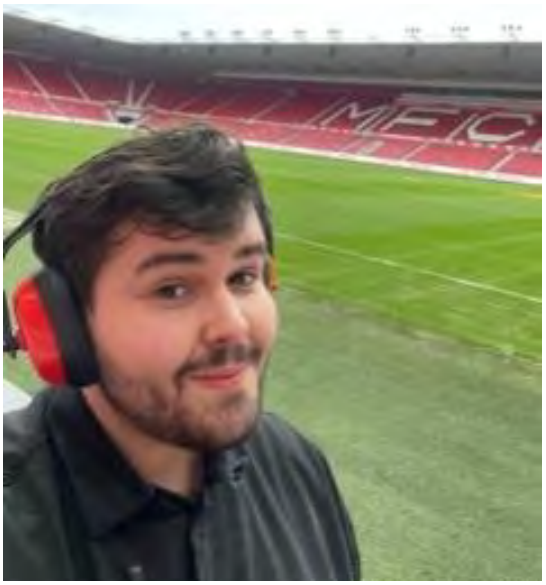
## Reasonable Adjustments

As a disability inclusive club, we offer many options of reasonable adjustment to enable disabled people access to our stadium.

The club will consider on an individual basis any request for reasonable adjustment for a disabled supporter. All applications should be made to our Disability Liaison Officer, Rosemary Berks at DLO@MFC.CO.UK or by telephone on 01642 757 671.

Examples of reasonable adjustment the club can provide are:

- Ear Defenders
- Audio Descriptive Service
- Assistance Animal Access
- Access Card – Personal Assistant Support
- Accessible Seating
- Accessible Parking
- Drop Off Passes



*Ear Defenders*

## Eligibility Criteria

The club will require documentation to support your application for a Personal Assistant Access Card, for example:

- Disability Living Allowance - Confirmation of the Middle or Higher rate, in either care or mobility component
- Personal Independence Payment - Confirmation of the Enhanced Daily Living or Mobility component
- Attendance Allowance - Confirmation of the Higher rate
- A letter from a suitably qualified medical professional e.g., a GP, a Professional working in the field of hearing loss, sight loss, mental health, learning impairments or the disabled supporter's particular impairment.

Supporting documents must be provided within ten days of the purchase of tickets.

## Retail Store

MFC's retail store is located in the North-West Corner of the stadium. The store has level access, although there is a very slight incline as you approach the entrance. The shop is fitted with an induction loop and the counters are low level. The aisles are wide and there are large spaces between displays. The club retail store is exceptionally busy on match days.

Again, staff are always available to assist.



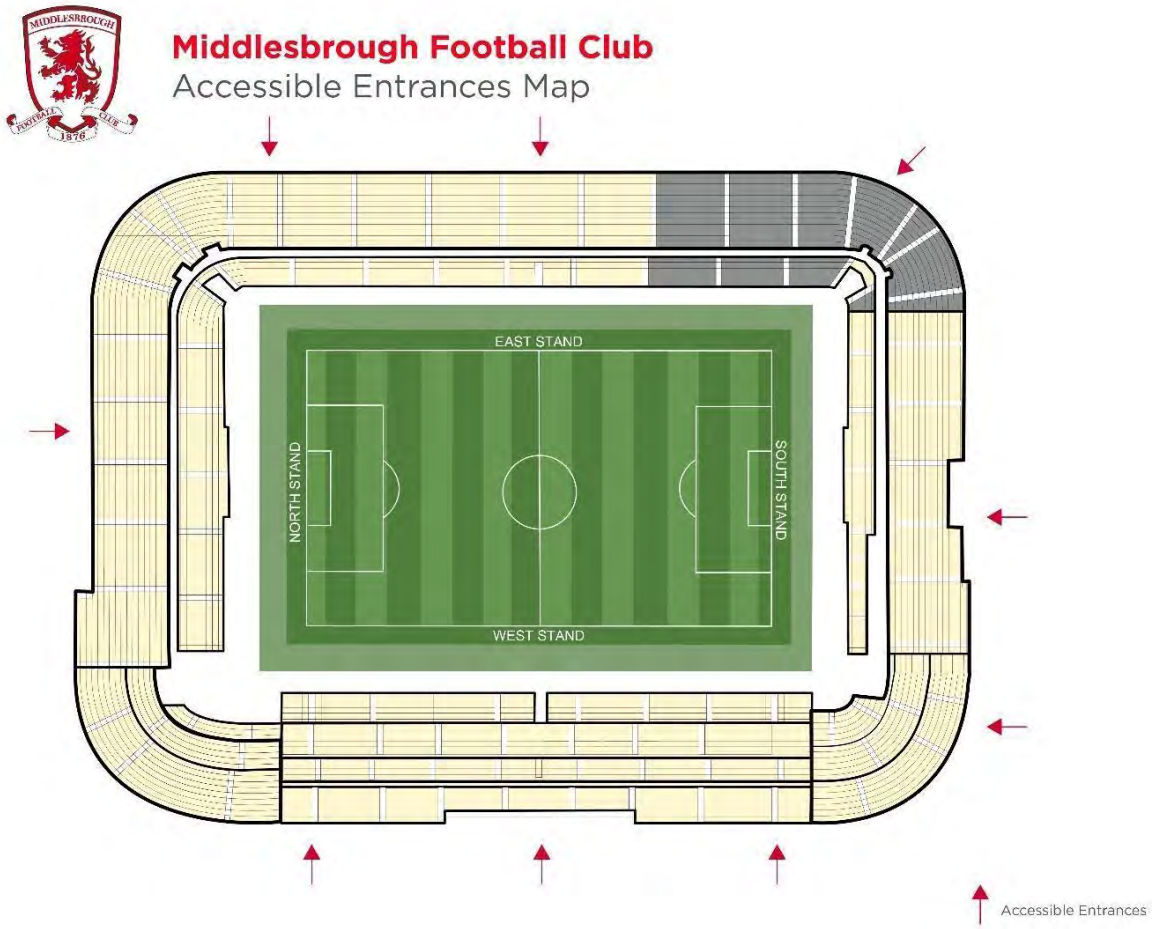

*Retail Store Exterior*



*Retail Store Interior*

## Stadium Access

There are nine accessible entrances around the stadium, including one at main reception. All entrances are on level ground. On a matchday, stewards operate on every entrance.




*A map of the Accessible Entrances at the Riverside Stadium. The red arrows indicate where the entrances are located.*

## Viewing Areas

There are 221 spaces for wheelchair users at the Riverside Stadium, of which 91 are raised and 130 are pitch side. There are additional seats for Personal Assistants. The breakdown of these can be seen below:

## West Stand - Raised Accessible Deck

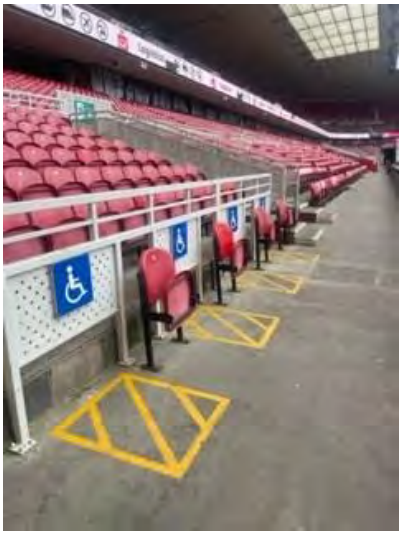
22 wheelchair spaces. Double lift to access them. Personal Assistants situated directly in front the disabled supporters.



*West Stand Accessible Deck*

## West Stand - Front Row

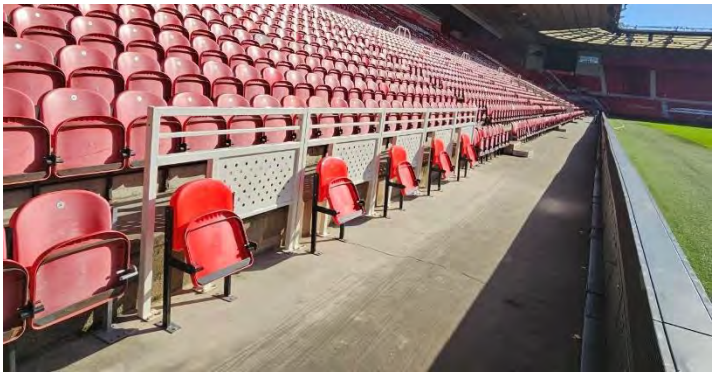
Potential of 62 wheelchair spaces (31 each side of the tunnel). These are worked at two standard seats per wheelchair and one seat, situated next to the wheelchair user, for each Personal Assistant.



*West Stand Front Row*

**East Stand – Front Row**

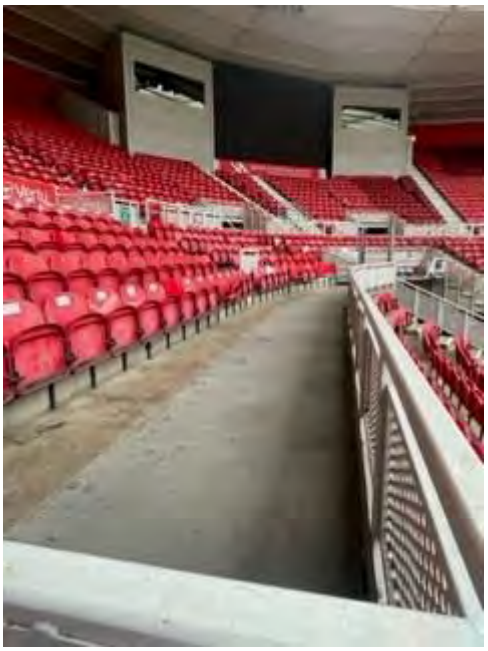
There are 5 wheelchair bays and accompanying PA seats at the front of Block 33, close to the North-East corner entrance where there is level access to the Generation Red Family Zone concourse.



*East Stand wheelchair bays.*

**East Stand - Raised Accessible Deck (Visiting Supporters)**

Up to 10 wheelchair bays. Single lift to access them. Personal Assistants are situated directly behind the disabled supporter.



*East Stand Visitor Accessible Deck*



*Lift to Visitor Accessible Deck*

**East Stand - Front Row (Visiting Supporters)**

Potential of 20 wheelchair spaces, depending on the visiting allocation. These are worked at two standard seats per wheelchair and one seat, situated next to the wheelchair user, for each Personal Assistant.

**South Stand - Raised Accessible Deck**
29 wheelchair spaces. Double lift to access them. Personal Assistants are situated directly behind the disabled supporters.


*South Stand Accessible Deck*



*Lifts to South Stand Deck*

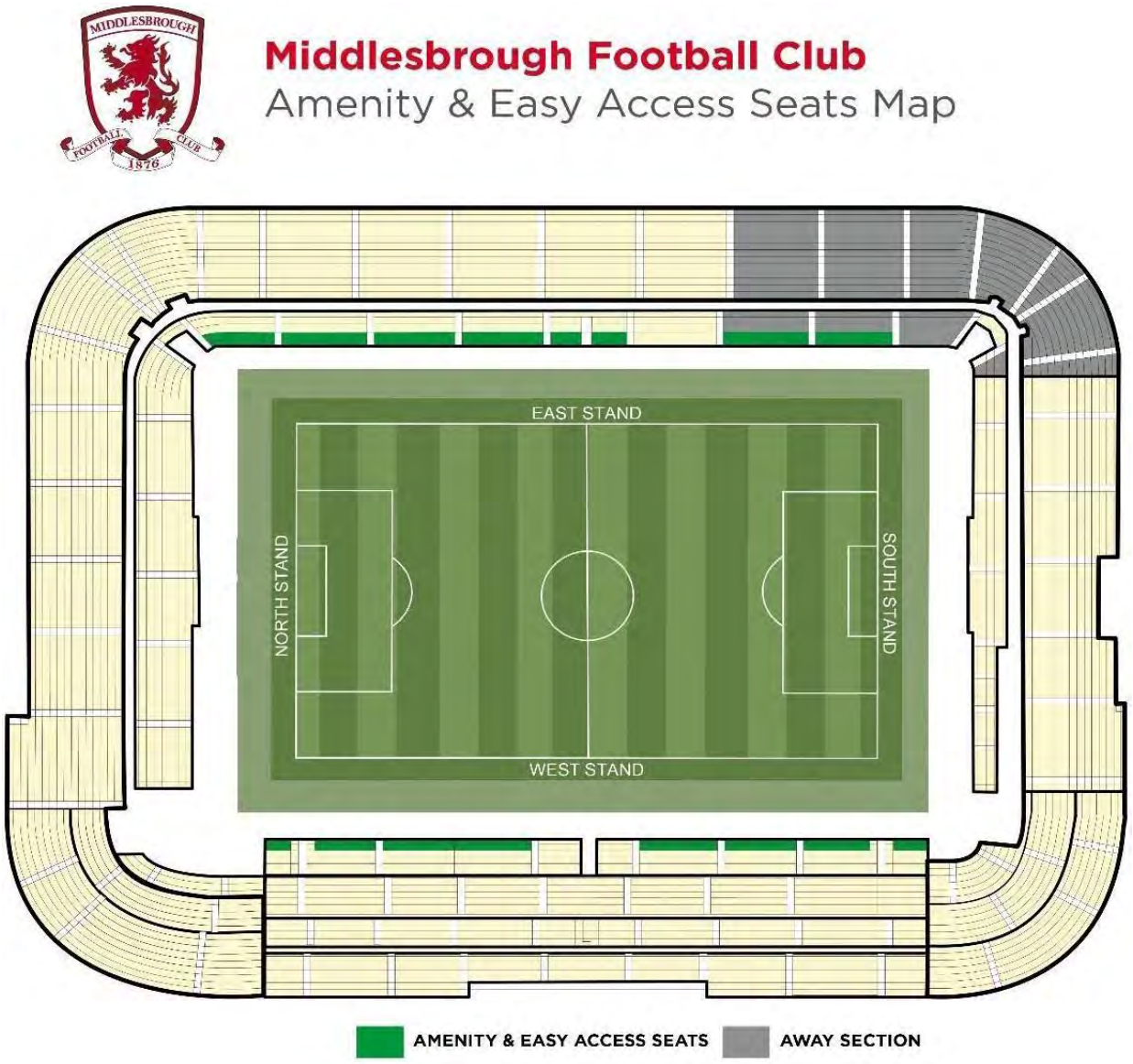
**South West Corner - Raised Accessible Deck**
30 wheelchair spaces. Double lift to access them. Personal Assistants are situated directly behind the disabled supporters.

**Amenity and Easy Access Seats**
MFC have identified 388 amenity and easy access seats around the Riverside Stadium. The location of these can be seen below:

**East Stand Lower (Home)**
A potential of up to 150 amenity and east access seats, depending on the visiting allocations. These are situated on row 2.

**East Stand Lower (Away)**
A potential of up to 60 amenity and easy access seats, depending on the visiting allocations. These are situated on row 2.

**West Stand Lower (Home)**
A potential of up to 178 amenity and east access seats. These are situated on row 2.



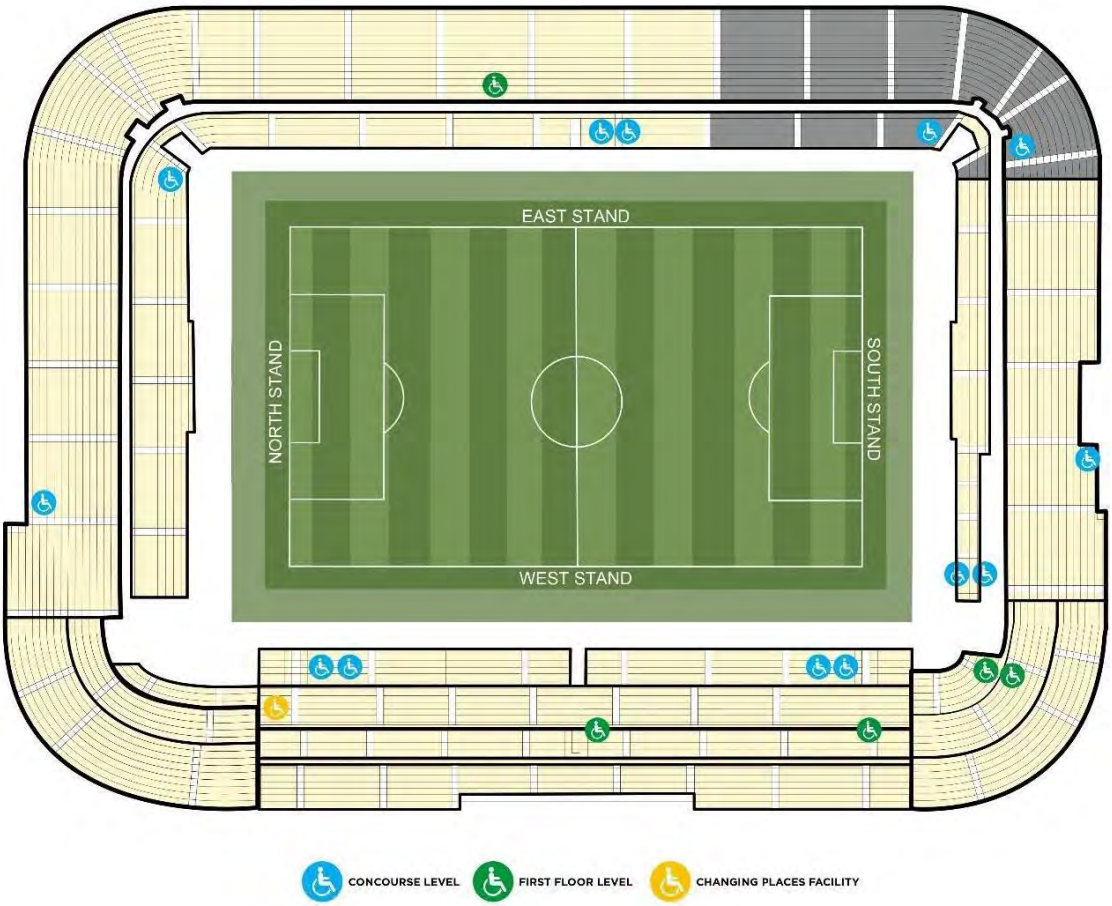

*A map of the Amenity and Easy Access Seats at the Riverside Stadium*

## Accessible Toilets

There are 19 Accessible Toilets situated around the Riverside Stadium, including one Changing Places Facility (located in the Lower West Stand, towards the North Stand). All Accessible Toilets are fitted with RADAR locks and keys. MFC stewards are also on hand with RADAR keys, should you not have one. Stewards are also there to offer assistance, should it be needed.



*Changing Places facility in the West Stand*




*A map of the Accessible Toilets at the Riverside Stadium, including the Changing Places facility.*

**Sensory Room**

The room ensures we can offer a calm environment which will enable disabled people, including those on the autism spectrum and their families, to enjoy matchdays.

Specific sensory equipment is available, as well as ear defenders, games and books that parents can loan, as well as other toys and equipment specially catered to people with autism.

The room is managed by fully-trained staff with a background in education, neurodiversity and working with children with learning impairments. Parents will also have the option to visit the room before matchday, if they wish to check its suitability.

For further information and to check the availability of tickets, please contact our Head of Supporter Services, Yvonne Ferguson, on 01642 757 648 or email yvonne.ferguson@mfc.co.uk



*Sensory Room*

# SECTION 3: ADDITIONAL INFORMATION

- All stewards and staff are trained in disability equality
- There are mental health first aiders on hand and staff are also trained in dementia awareness
- For supporters sitting on the Accessible Decks, there is a food delivery service available. Orders can be placed before the game and delivered direct to your seat at Half Time
- The Club offers an Audio Descriptive Service. Please contact our Disability Liaison Officer (DLO@MFC.CO.UK) or the Ticket Office (TICKET@MFC.CO.UK) prior to the match to book a headset.
- Additional training has been provided in the relevant areas to encompass evacuation procedures in the event of an evacuation being necessary
- We welcome assistance animals into the stadium, but please advise our Disability Liaison Officer or Ticket Office beforehand
- Signage around the stadium has recently been changed to larger fonts. It is white writing on a darker red background
- All accessible toilets are fitted with a RADAR lock system. Stewards are on hand with a RADAR lock should you not have your own

# SECTION 4: CONTACT DETAILS

Rosemary Berks
Disability Liaison Officer
Middlesbrough Football Club
Riverside Stadium
Middlesbrough
TS3 6RS

Telephone: 01642 757 671
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