

Nottingham Forest Football Club Accessibility Guide



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Welcome to the City Ground

The City Ground stadium is in West Bridgford, Nottinghamshire, England, on the banks of the River Trent. Situated only a few hundred yards from the old Town Ground at the opposite end of Trent Bridge, it was named in celebration of Nottingham’s newly awarded city status. It has been home to Nottingham Forest since 1898.

Our accessibility guide offers a thorough roadmap to create a more accessible, inclusive, and welcoming matchday experience for all disabled fans. The guidelines cover critical areas such as stadium infrastructure, services, matchday operations, and accessible ways in reaching the City Grounds, while also emphasising additional support available.

We look forward to welcoming you to the City Ground Stadium and hope that this guide helps answer any questions or concerns you may have about attending. If not, please contact the club and we will be more than willing to help to make your visit as comfortable as possible.



Stadium Map & Geographical Orientation

Brian Clough Lower: Block Q – 12 wheelchair user spaces
Legends Lounge (Hospitality): Block X8 - 13 wheelchair user spaces



Trent End Lower:

Block T6 - 3 wheelchair user spaces
Block T7 - 4 wheelchair user spaces
Block T9 - 4 wheelchair user spaces
Block T10 - 3 wheelchair user spaces

Bridford Wheelchair Lounge:

WC Lounge – 6 wheelchair user spaces
Lower Bridford (Away):
Block W2 – 5 wheelchair user spaces
Block X2 – 6 wheelchair user spaces
Lower Bridford:
Block Y1 - 2 wheelchair user spaces
Block Z1 – 5 wheelchair user spaces

Visitors are urged to note the orientation of and access points around the stadium when planning any visit.

How to get here

Nottingham Forest FC extends a warm welcome to all visitors to the City Ground.

For anyone planning to visit the City Ground for any event and may have specific accessibility requirements, we are always happy to provide help and advice. The City Ground has seating suitable for a range of accessible needs – whether within the general admission seats or for supporters requiring a wheelchair user space – and supporters have the choice to book seating that best meets their requirements.

Visitors requiring wheelchair user space or accessible seating, are, at first, requested to call us on 0115 982 4388 from 9am to 5pm (Monday to Saturday).

Alternatively, you can email accessibility@nottinghamforest.co.uk and we will be happy to assist in ensuring that your experience as a visitor enjoyable, comfortable and as fulfilling as possible. Regardless of how familiar you are with the City Ground; we would still actively encourage you to contact us to make sure that you get the very most of your visit.

The ground can be accessed by several different methods and from several directions depending on the method of transport and direction of travel. We would encourage all supporters to plan their journey to the stadium ahead of time, particularly where accessible travel is required.

Arriving at City Ground by Public Transport

Arriving by train: - [Nottingham Station](#) is the closest railway station to City Ground. From there, you can take a short and pleasant walk or use public transportation to reach the stadium.

Nottingham railway station has regular rail services from London, Birmingham, Derby, Leicester, Newark, Grantham, Worksop, Sheffield and Peterborough. The station itself is roughly a mile walk or a ten-minute bus ride from The City Ground.



Arriving by Bus: - The City Ground is serviced by several frequent services from across Nottingham, with the Numbers 5-11 services likeliest to pick-up/drop closest to The City Ground in any direction. For further information on your bus options, please visit [using the bus](#) to see which services suit your needs best.

Arriving at City Ground by Car: - The City Ground can be accessed from junctions 24 and 26 of the M1, depending on which direction you're departing from. Just remember to set your Satnav to NG2 5FJ.

From the north, leave the M1 at junction 26 and follow signs for Nottingham via the A610 Nuthall Road until you meet the A6514 at Western Boulevard. Turn right and follow the A6514 ('the ring road south') and join Middleton Boulevard, which becomes Clifton Boulevard after the Queens Medical Centre.

By Foot: - The City Ground is located a mile's walk directly from Nottingham City Centre. Regardless of the direction you are coming from, follow the signs for Trent Bridge Cricket Ground.

By Taxi: - Taxi ranks can be found everywhere around Nottingham City Centre, with the best places to grab-a-cab located on Station Street and Queens Road, which are located at the front and at the rear of Nottingham Train Station. You can find wheelchair accessible vehicle (WAV) taxi's here [Accessible Taxi Companies](#).

Accessible Car Park on Match Days

Car parking facilities at The City Ground have a limited number of car parking spaces and are available on a match-by-match basis for supporters with access requirements. Any specific request for accessible parking should be made when reserving your match day ticket(s) for events through the application process.

Application opening times and dates are communicated in the relevant on-sale ticket information. All parking is available on a first-come-first-served basis, and it will be necessary for you to contact us ahead of the game by calling **0115 982 4388** or by emailing accessibility@nottinghamforest.co.uk.

North

Turn right for Riverside P&R if you are heading for the Embankment, or Riverside Way Park & Ride, and follow signs for matchday parking. Continue around the ring road, carrying straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit left onto the A6011 ('Radcliffe Road') and continue along the A6011 following the road as it bends to the right and continue over Lady Bay Bridge.

South

From the south, leave the M1 at junction 24 and follow the signs to join the A453 towards Nottingham and after passing through Clifton, continue on the A453 following signs for football and cricket traffic. Join the A52 eastbound towards Grantham and carry straight on at the Nottingham Knight Island and the Wheatcroft Island until you reach the Gamston Island. Take the first exit onto the A6011 ('Radcliffe Road') and continue along it, following the road as it bends to the right and continue over Lady Bay Bridge.

Accessible Entrances

There are 5 accessible entrances located around the stadium. These are located as follows:

Accessible entrances are located in each stand, and there is an additional accessible entrance at the Bridgford Stand, near turnstiles 57-59. If you are unsure where to go, please locate a steward or a member of the Welfare Team and they will guide you in the correct direction.



ENTER – Footprint map around the stadium (direction to get to different areas of the stadium)

Accessible and Amenity Seating

The City Ground holds up to 74 wheelchair-designated positions throughout the stadium bowl. A fixed chair position is located behind each Wheelchair User Space for the supporter's companion/PA to sit.

Nottingham Forest FC requests that visitors arrive with/provide their own wheelchair for their own comfort to the City Ground and the venue's Health and Safety policy requires that, in line with the club's ticketing policy, supporters purchasing wheelchair user spaces are unable to sit in other general admission areas. If supporters would prefer to sit in a tip fold seat or require a wheelchair space for any other access requirements (as a reasonable adjustment), then please contact accessibility@nottinghamforest.co.uk. Our accessibility team will then be able to advise on suitable options and procedures.

Easy Access seats are defined by having very few steps and generally flat access routes associated with them whilst amenity seats also offer additional leg room. The location of these seats is spread right across the stadium with positions available in all four stands.

In such instances, visitors with accessibility requirements and their companion are requested to enter the stadium via the designated accessible entrance (as displayed on their ticket or season card) rather than attempting to use a turnstile.

This is to ensure that the visitor journey and matchday experience is optimised.

Should you require specific assistance to enjoy your visit to the City Ground more readily, we advise that you contact directly on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk to enable club to assist you in the best possible way.

Hospitality Accessible Lounge

There is a dedicated Executive Box in the Upper area of the Brian Clough stand, with accommodation for 5 wheelchair users and 5 Personal Assistants, which leads to two Bar/Lounges where tea & coffee is also served; this area is served by a lift from the ground floor entrance.

Club Hospitality

Wheelchair user viewing spaces are also available in Hospitality areas – subject to availability. The indoor 'Legends Lounge' viewing area in the mezzanine part of the Trent End stand Castle Suite, has 12 wheelchair user spaces generally occupied by season card holders, and one unreserved wheelchair user spaces for a match ticket user. It is served by a lift from the ground floor and connects with the second floor, with access to food and drink.

Facilities for Ambulant Disabled Visitors

Nottingham Forest FC recognises that accessible seating is not confined to supporters with limited mobility but also those with non-visible conditions. Nottingham Forest does not offer segregated seating for individuals with ambulant disabilities but has identified seating which is best suited to the needs of those with specific access requirements, which are available to purchase online or over the phone, subject to availability. Ambulant disabled fans can sit wherever they choose within the stadium, providing they are purchasing seats suitable for their requirements and in line with the Club's health and safety standards.

In such instances, visitors with access requirements and their Companion are requested to enter the stadium via the designated Accessible Entrance (as displayed on their ticket or Season Card) rather than attempting to use a turnstile. This is to ensure that the visitor journey and matchday experience is optimised.

Should you require specific assistance to enjoy your visit to the City Ground more readily, we advise that you contact us directly on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk to enable us to assist you in the best possible way. Concourse entrance into the stadium bowl at the City Ground enables visitors to join at a point which is halfway up in the seating area, and we have made every effort to ensure that identified accessible seating is provided close to stadium entry and with a limited number of steps to negotiate wherever possible.

Facilities for visitors with Temporary Mobility Restrictions

Accidents happen...so we will always do our absolute best to help visitors who are temporarily less mobile than usual! So, if you've broken your leg or had an operation that means you can't get around quite as easily as usual, give us a call on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk and we'll see what we can do to make sure that you can still attend!

Audio Services

To support fans who might be blind or partially sighted or require audio assistance to follow the game. The Club currently offers audio commentary.

Audio Descriptive Commentary is offered free of charge and can be booked by emailing accessibility@nottinghamforest.co.uk or via the club ticket office; stewards will deliver the headsets to your seat. There are ten mobile receivers at The City Ground.

Assistance Dogs

Guide Dogs and Assistance Dogs are permitted within the Stadium Bowl; however, we recommend that visitors with Guide Dogs/Assistance Dogs contact us directly on **0115 982 4388** or by email on accessibility@nottinghamforest.co.uk before attending any event at the City Ground so that we can discuss access to the Ground and the welfare of the Guide Dog/Assistance Dog before, during and after the event.

Food and Drink

There are a range of food and drink facilities available. There are a number of food and drink kiosks available around the stadium, with a wide range of options on offer (including vegetarian and vegan options) as well as both alcoholic and soft drinks.

Please note - the stadium is now entirely cashless! We no longer accept cash but rest assured that card and contactless payments will be accepted throughout the stadium.

- The food and drink counter(s) is/are located in the outer refreshment areas.
- The food and drink counter(s) is/are clearly signed.
- There is not a low section at the food and drink counter(s).
- There is not a hearing assistance system at the food and drink counter(s).
- Takeaway cups are available.
- Takeaway cutlery is available.
- Drinking straws are available.
- There is a steward available to provide assistance with ordering food and drink.
- The Wellbeing Team can assist in taking food and drink to the designated seating area(s).

Toilet Facilities

Accessible toilets are located near the seating areas for disabled fans.

There are 5 accessible toilets within the seated bowl and 3 others in corporate areas that can be accessed by disabled supporters on a matchday. Accessible toilets are operated by RADAR Keys.

Stewards may carry keys, but it is recommended that supporters requiring access to these facilities, should also carry their own keys.

Buying Tickets

Where required Nottingham Forest allows for a PA/companion ticket free of charge.

However, it should be noted that the club reserves the right not to issue a concessionary disabled ticket or a personal assistant ticket to anyone who is unable to meet the club's criteria. All applicants are

reminded that all tickets are non-transferable without the express permission of the club and that this process is subject to a regular review.

Non-disabled supporters under the age of 14 can only attend as a disabled individuals personal assistant providing that they are attending with an adult over the age of 18 as per our ticketing terms and conditions. However, in extenuating circumstances the club will review accessibility requests on a case-by-case basis.

Ticket prices for disabled visitors:

Disabled supporters using the wheelchair user spaces will be charged the standard ticket price based on their age category. Wheelchair viewing is also available in Hospitality areas – subject to availability.

Visitors requiring a Companion ticket:

Nottingham Forest FC will offer a PA or Companion ticket on a complimentary basis where the requisite supporting documentation has been provided in person at the ticket office, or emailed as a picture/attachment directly to us at accessibility@nottinghamforest.co.uk.

Nottingham Forest Club policy requires any of the following to be eligible for a complimentary Companion ticket, together with a form of Photo ID which displays your age (where age-range concession applies):

- Entitlement of Higher Rate of Disability Living Allowance - Mobility or Care Component (DLA)
- Proof of entitlement of Enhanced Rate of Personal Independent Payment Mobility or Care Component (PIP)
- Proof of entitlement of Severe Disablement Allowance
- A copy of registration documents which certify Registered Blind or Registered Partially Sighted
- War Pension Certificate
- Nimbus Access Card

Due to current legislation, some forms of supporting documentation are dated, and it may be necessary for you to resubmit new documentation on request.

Please note we are not able to accept:

- Orange/Blue Badges as supporting documentation
- A Companion ticket is not permitted to enter the City Ground without the eligible disabled visitor at the same time/point of entry
- Only a statement that your supporting documents has been shown will be stored by Nottingham Forest FC

No unnecessary personal information will be stored.



Ticket Offices and Collection Points

Ticket Offices and Collection Points Tickets for Nottingham Forest home matches can be purchased in the following ways:

- Online at
- By calling 0115 982 4388
- Supporters can find full T&Cs [here](#)

Please note that the Matchday Ticket Office in the Brian Clough Stand has now closed. All matchday enquiries must be made at the main Ticket Office.

Please be advised that the kick-off times above are just a guide and may vary throughout the season. Supporters can check the NFFC website or follow @NFFCServices on X, for updates regarding confirmed matchday opening hours ahead of each fixture.

If you wish to return away tickets, you can do so by returning them to Main Reception. A refund will then be issued within 3 – 5 working days, providing the tickets are returned prior to any cut-off for returns.

Please be advised that the phone lines will be closed from 3 hours before kick-off on matchdays.

Visitor's Ticket Office Collection Point

Opening 90 minutes prior to kick-off, the Visitors' Ticket Office Collection Point is the place where you will be able to collect any collections or duplicated tickets on matchday at The City Ground. This is located next to the Away Turnstiles in the Bridgford Stand.

Supporters who are collecting any tickets will be requested to provide proof of their booking and valid photo ID to confirm that they are authorised to collect these tickets.

The Visitors' Ticket Office Collection Point remains open only until half-time, after which supporters will not be permitted to enter the stadium.

Away Visitor's Information

Wheelchair Bays: The City Ground has 11 wheelchair bays in our away section in the Lower Bridgford Stand. 5 wheelchair bays in Block W2, and 6 wheelchair bays in Block X2. Please be advised that due to our current stadium layout, wheelchair disabled away supporters can only access the stadium via the wheelchair accessible home entrance in the Bridgford Lower stand, where they are then escorted to the away section. Should your supporters have any queries about this, or require any assistance at all, please advise them to email accessibility@nottinghamforest.co.uk where suitable arrangements can then be made.

Ambulant Disabled Seating: Ambulant disabled supporters can occupy any of the available seats in our away section should they not have any specific seating requirements, however, our most accessible seating is situated in Block X1, Row Q and Row P, seats 85 – 112.

Accessible Toilet Facilities: The City Ground has accessible disabled toilet facilities in the home block between Y1 and Y2 next to the away section, which can be used by speaking to one of the helpful stewards who will assist. This is a short distance from the away section and due to the current stadium layout, the only accessible toilet facilities suitable for away supporters.

Club Shop: The Nottingham Forest FC Retail Store is accessible for all supporters and can be found on Pavilion Road next to the Home Ticket Office. Please see the away supporters guide [here](#) for more information. Please be advised that our Retail Store is completely **CASHLESS**.

Total Number of Away Accessible Parking Spaces: We have 6 Accessible Parking Spaces available for visiting supporters. Please contact your club, as they will compile the list for us and send it to accessibility@nottinghamforest.co.uk. We will then reach out to process and take payment (£10.00). The away accessible parking spaces are in the Brian Clough Car Park, which is located just off Scarrington Road. The address is The Brian Clough Stand Car Park, West Bridgford, Nottingham NG2 5FA. The away accessible parking spaces are located directly next to the away end, where the gravel ground is level and there are no slopes or dropdown curbs.

Alternative Parking: The closest available car park to The City Ground that facilities accessible parking would be at Nottingham Rugby Club, where parking is facilitated on a matchday first come, first serve. The address is 1 Holme Rd, West Bridgford, Nottingham NG2 5AA. You can find more information by emailing enquiries@nottinghamrugby.co.uk. This is wheelchair accessible and is a half mile from the stadium. There is also parking availability on matchdays at Nottinghamshire County Council, County Hall, Loughborough Road, West Bridgford, Nottingham, NG2 7QP, however this is about a 0.2 mile walk from the stadium.

Matchday Welfare Officers

Our Welfare Officers are here to support you 3 hours prior to kick off and are on hand to help supporters with any match day support.

Whether supporters need directions, information on accessibility, contact details or just a safe space to come the Welfare officers are on hand. Our Welfare Officers are also out and about on foot around the ground wearing pink tabards to help them stand out in our busy crowds.

Matchday support times:

- 1hr 30 mins before kick off
- During the duration of the match
- 20 minutes after final whistle

Club Shop

The City Ground, Pavilion Road, Nottingham, NG2 5FJ

Opening Times

Monday – Saturday 09:00 - 17:00

Sunday - 10:00 - 16:00

Matchdays: Closed from kick-off. Open for 45 minutes after full time.

Nottingham Tourism and Travel Centre, 1 - 4 Smithy Row, Nottingham, NG1 2BY

Opening Times

Monday – Saturday 09:30 - 17:30

Sunday - 10:00 - 16:00

The shop is busy on matchdays. If you require a quieter period on a matchday we would suggest you attend at least 3 hours before Kick Off and 30 minutes after the game. Non-matchdays are considerably quieter.



Nottingham Forest Disabled Supporters Association (DSA) Enabling Inclusivity for All Disabled fans

Nottingham Forest DSA are a group of volunteers, fans with diverse disabilities and carers. The DSA aims *“To work independently and in partnership with Nottingham Forest Football Club to promote awareness and seek equality for all Nottingham Forest Supporters with a visible or hidden disability”*.

The DSA Chairperson Lindsay Knott represents NFDSA on the **Club’s Fans Advisory Board (FAB)** to ensure that the voices of disabled fans are heard at a strategic level. To see our constitution, **click here**.

NFDSA is also an active member of wider networks of DSAs and organisations, including Level Playing Field and Premier League DSA Grouping. We provide important information on issues disabled fans faced across the country and Leagues.

We strive to be a communication channel between fans and the Club at all levels and to initiate, coordinate, and contribute to a range of actions and initiatives to improve the matchday and non-match day experience for our disabled supporters.

The many ways in how we do this include:

- Responding to individual fans’ enquiries, issues and concerns and providing information and support and liaising with the Club to find practical solutions.
- Collating common issues, sharing with the Club and having regular meetings to discuss ways forward.
- Raising awareness and developing understanding of disabilities and the impact through day-to-day interactions.
- Undertaking an Accessibility Assessment of the Stadium Tour and Museum.
- Assisting with and participating in Club led initiatives.
- Providing information for fans with disabilities through our regular updates.
- Organising activities and holding social events.

NFDSA is YOUR DSA – please let us know YOUR experiences, thoughts and ideas – and if you’d like to get involved!



Additional Support

Visitors with additional access requirements are encouraged to contact the club prior to the day of a game so that we can have a better understanding of their needs and make suitable arrangements. We will endeavour to meet any individuals' reasonable requests as far as is possible.

Equality Diversity & Inclusion Lead

EDI Lead

Ericka Williams

Email:

forestforeveryone@nottinghamforest.co.uk

Ticket Access Support

Accessibility Ticketing Team

Luke Timson and Anna Wilkinson

Tel: 0115 982 4388

Email: accessibility@nottinghamforest.co.uk

Supporter Liaison Officer

Supporter Liaison Officer

Alex Tatner

Tel: 07728 090 881

Email: alex.tatner@nottinghamforest.co.uk

Ticket Access Support

Ticket Office Manager

Billy Thompson

Tel: 0115 982 4370

Email:

billy.thompson@nottinghamforest.co.uk

Disability Access Officer

EDI Lead

Ericka Williams

Tel: 07842 455 700

Email:

forestforeveryone@nottinghamforest.co.uk

Nottingham Forest Disabled Supporters

Association Chairperson

Lindsay Knott

Email:

forestdsachairperson@gmail.com

Welfare Team

Deployed within each stand in upper/lower tiers and accessible during the match; easily identified by wearing pink tabards.

Email: besafe@nottinghamforest.co.uk

For Access Support – Please contact Disability Access Officer

For Ticket Sales - Please contact the Ticketing Office

For General & Matchday Support - Please contact the Supporter Liaison Officer

Useful links and websites

Nottingham Forest DSA (Disabled Supporters Association): forestdsachairperson@gmail.com

- Facebook: Nottingham Forest DSA (Disabled Supporters Association)
- Twitter: @NFFCDSA - Nottingham Forest Disabled Supporters Association
- Instagram: nffcdsa - Nottingham Forest DSA

For more information about the Fan Advisory Board (FAB):

- <https://www.nottinghamforest.co.uk/fan-engagement/>
- <https://www.nottinghamforest.co.uk/fan-engagement/lindsayknott/>
- To email Lindsay regarding FAB issues please use lindsay.knott@nffcfab.co.uk

Level Playing Field: www.levelplayingfield.org.uk

Disabled Go: www.disabledgo.com

Accessibility in Nottingham: <https://www.visit-nottinghamshire.co.uk/plan-a-visit/accessibility>

City Maps: www.newcastlegateshead.com/plan-your-visit/maps

Local Bus Accessibility Information: <https://www.visit-nottinghamshire.co.uk/plan-a-visit/accessibility/accessible-travel>