



Reading FC

Accessibility Statement

(Last updated April 2025)



Welcome to the Select Car Leasing Stadium (SCL) The Home of Reading FC

Reading Football Club welcomes supporters with disabilities to the Select Car Leasing Stadium, and actively seeks to make the visit enjoyable for all and so we have put together this information about the accessibility of our stadium and matchday experience. In this guide you will find details of our provision for disabled supporters along with information on parking, transport, together with a stadium map showing all accessible points.

We encourage you to contact us prior to your visit should you have any questions or need additional assistance. We are here to make your supporter experience as comfortable and enjoyable as possible.

If you or someone you know has a disability and would like to visit the Select Car Leasing Stadium, please contact our team on **0118 968 1313 (Option 2 – this line is prioritised)**, or email disability@readingfc.co.uk with any questions or requests for additional assistance.

The Club operates a ticketing policy that recognises that disabled supporters may need assistance on a Matchday and offers a variety of reasonable adjustments based on the individual supporter's needs.

Address & Directions

Reading Football Club, Select Car Leasing Stadium,
Junction 11 M4, Reading, Berkshire RG2 0FL.

By road: From Junction 11 of the M4, follow signs towards Reading. The Select Car Leasing Stadium is on your left-hand side after less than a mile. For SatNav systems, our postcode is RG2 0FL.

By rail: The nearest railway station is Reading, which is connected directly to major cities across the UK and many local towns. From there, take the 50A Greenwave Park & Ride bus that takes you directly to the Stadium, with an average journey time less than 10 minutes. Alternatively, a taxi from the railway station or town centre to the Select Car Leasing Stadium should cost approximately £10.

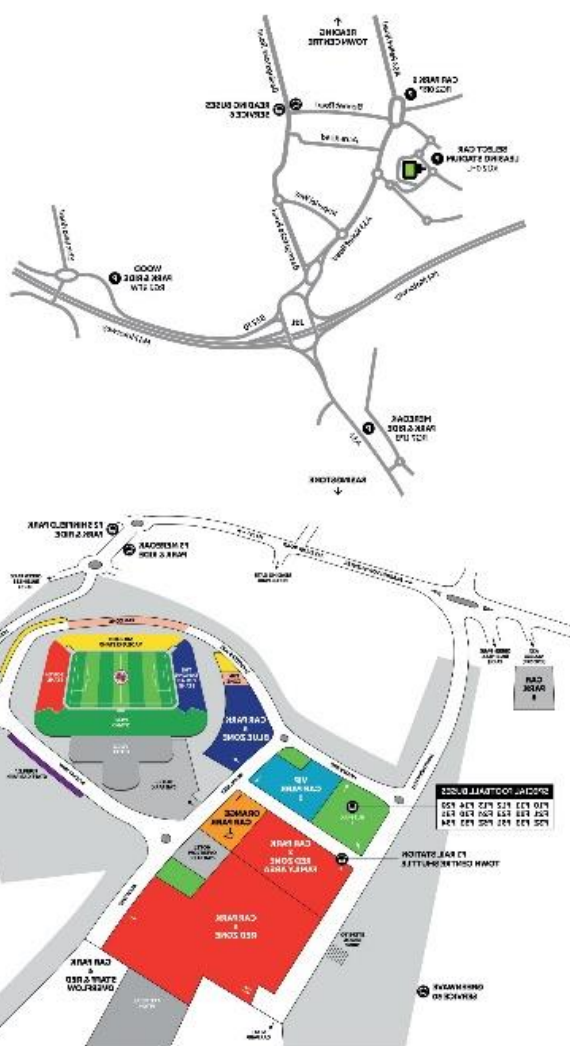
By air: The nearest airport is London Heathrow. From there, you can take the RailAir bus (boarding at Stand 9 in Terminal 5, or Heathrow Central Bus Station (CBS) from stands 6-15a) which terminates at Reading railway station. Then follow the instructions above to connect from the railway station to the Select Car Leasing Stadium.

Accessible Parking Facilities

The Club offers 136 accessible parking spaces onsite. Most of these spaces have been issued as seasonal parking permits, however, there is limited matchday availability in the Orange accessible car park. These can be pre-booked up to 4 hours before kick-off for £5 online at <https://ticketing.readingfc.co.uk/en-GB/categories/parking> or by phoning **0118 968 1313 (Option 2 – this line is prioritised)**. Once it is too late to post your permit, Print at Home and Google / Apple Wallet will be the only options to receive your permit. Parking permits cannot be left for collection on matchday. If any spaces remain, then these will be sold on the day of the match for £10 (card only payment) on a first-come first-served basis.

Please note that disabled supporters will need to present a valid blue badge on entry to the car park. The badge holder must be with the vehicle.

For more travel and parking information, please visit here: www.readingfc.co.uk/matchday/travel-parking



Transport to Home and Away Matches

Reading Football Club in conjunction with STAR and Readibus, provide a door-to-door transport system to attend home and away matches for disabled supporters. Bookings can be made via [0118 931 0000](tel:01189310000) up to 7 days prior to the game. – Please be aware that places are limited. - *(Please also see Matchday Services in the Useful Links listed at the end of this guide)*

Select Car Leasing Stadium Map



Matchday

Most of our matches take place at either 3pm on Saturday or 8pm on midweek evenings. These are the opening times based on those kick-off times:

Kick-Off Time:	Saturday 3pm	Midweek 8pm
Fanstore	Opens: 10am Closes: 5.45pm (approx.)	Opens: 10am Closes: at kick-off
Ticket Office	Opens: 10am Closes: half-time	Opens: 10am Closes: half-time
Hospitality	Opens: 12.30pm Closes: 6.15pm	Opens: 5.30pm Closes: 11.15pm
Jazz Café	Opens: 12pm Closes: 6pm	TBA
Turnstiles Open	1.30pm	6.30pm
Final F1 bus to Reading	5.41pm	10.41pm

Programmes are no longer printed on matchdays. The team sheet is announced and uploaded onto our website one hour before kick-off : www.readingfc.co.uk

Accessible Entrances

Accessible entrances are located as follows:

Entrance	Type	Location
Accessible Entrance Gate 1	Ground	West Lower Stand
Accessible Entrance Gate 5	Ground	The Eamonn Dolan Stand
Accessible Entrance Gate 7 & 8	Ground	Sir John Madejski Stand
Accessible Entrance Gate 9	Ground	South Stand (Club 1871)
Accessible Entrance Gate 10	Ground	South Stand (Visiting Supporters)
Main Reception	Lift	Provides access to Hospitality



If any supporter requires assistance on entry, they should speak to our Fan Support at each turnstile (purple jackets) who will be happy to help.

Accessible Toilets

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

They are not currently RADAR key operated but have an alarm fitted to floor level. All are located within 30 metres of the seating area and are alternatively sited with left- and right-hand transfer spaces.

A breakdown of accessible toilets and their locations to seating areas is as follows:

Lower west:

2 next to G10, 1 RH, 1 LH & baby change

2 next to G3, 1RH, 1LH

South (visitors):

1 next to R32, RH & baby change

1 next to R30, RH

South (Club 1871):

1 next to R29, RH & baby change

1 next to R28 RH

Sir John Madejski Stand:

1 next to Y25, LH

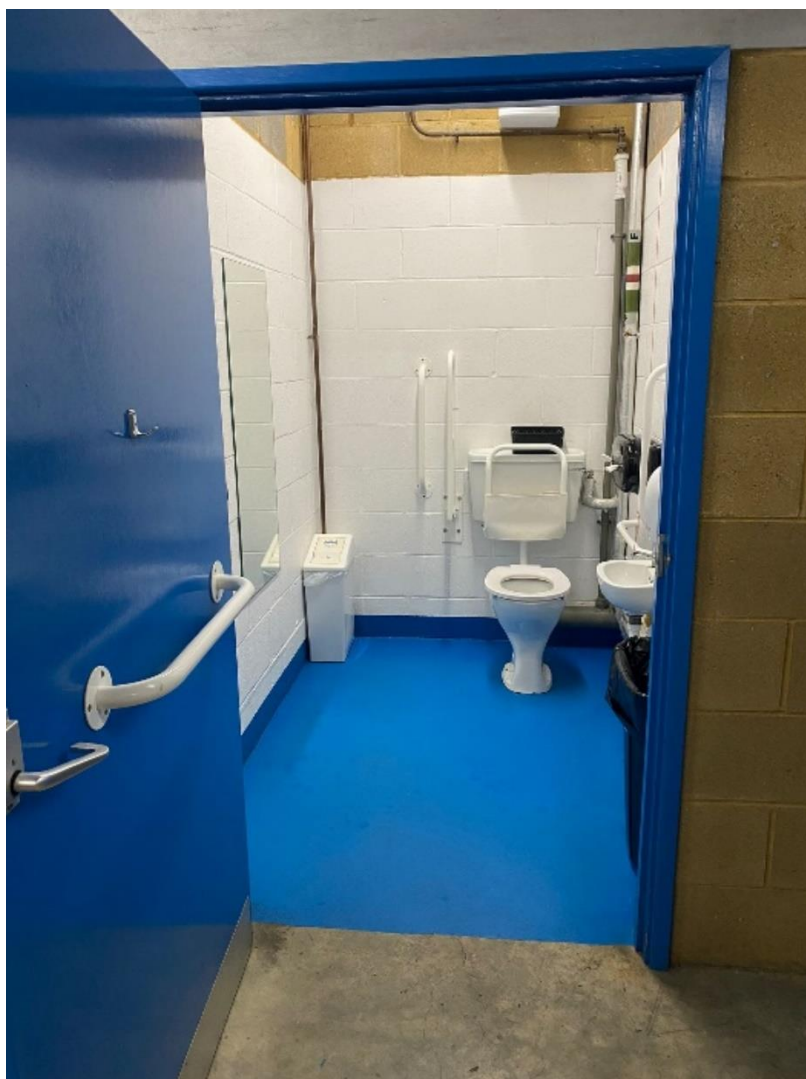
1 next to Y20, RH & baby change

Eamonn Dolan Stand:

1 next to B17, LH

1 next to b15, LH & baby change

1 next to B13, LH



Purchasing Your Tickets



Throughout the season, there may be some fixtures with a high demand for match tickets. In this instance tickets will be initially offered to members based on a loyalty points status. Ticketing information and prices are available online at ticketing.readingfc.co.uk

We aim to provide a personal service for all disabled supporters. In order to purchase tickets, please call us on **0118 968 1313 (Option 2)**, or email disability@readingfc.co.uk where our team will be happy to discuss your individual requirements and provide the best tickets available.

At busy times, please use our call-back service by emailing disability@readingfc.co.uk. Please provide your name, Members ID and phone number, and one of the team will contact you as soon as possible.

If you do not yet have a Members ID number this can be created on-line, in person or over the phone. If creating the Members ID on-line, please click on 'Sign In' in the top right-hand corner of the home page and follow the on-screen prompts.

Our Ticket Office is not open to personal callers on non-matchday's. However, if you are unable to book over the phone or online, please speak to our team on the contact details above and arrange a suitable time to visit a member of our team in person.

On matchday's we have a dropped counter available within the Main Ticket Office, as well as at our South Stand Ticket Office for visiting supporters.

We are a cashless stadium.



Access Card Scheme

A supporter with a disability or learning difficulty may find it unreasonably difficult or sometimes impossible to access the stadium, and the services offered.

Reading Football Club are pleased to be working with Nimbus Disability, utilising their Access Card Scheme and Digital Access Pass system to provide supporters with a more consistent and improved experience when accessing necessary support.

This scheme is designed for all supporters who require adjustments to make their visit more comfortable, such as essential companion tickets, access to queue assists, accessible entrances, and other reasonable adjustments. By partnering with Nimbus Disability, a leading authority on accessible ticketing run by and for disabled people, we can better understand and meet your access requirements in a consistent and secure manner. This also helps to protect these provisions from potential misuse.

To read more about the Access Card Scheme and to apply please click [here](#).

Facilities for wheelchair users

There are up to 72 wheelchair places for home supporters and 15 places for visiting supporters, each with an Assistant seat if required.

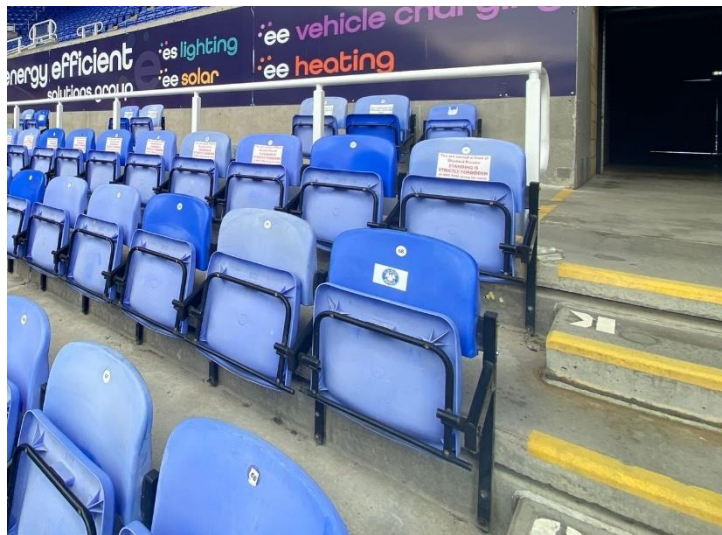
These are situated as follows:

- (25) Eamonn Dolan Stand
- (18) Sir John Madejski Stand
- (15) West Stand
- (14) South Stand (home supporters)
- (15) South Stand (visiting supporters)

Wheelchair users will be charged the standard ticket price based on their age category. The Club's Health and Safety Policy requires that supporters who attend in a wheelchair remain in their wheelchair during the game.



Facilities for Ambulant Disabled Supporters



Ambulant supporters include individuals who use wheelchairs for outdoor mobility, but are not necessarily confined to their wheelchair, as well as people with walking difficulties and/or physically restricting medical conditions.

Specifically, for supporters with severe ambulant difficulties, there are 278 places available for home supporters and 54 places for visiting supporters, each with a Personal Assistant if required. These seats have been identified as providing the easiest access with limited steps.

Facilities for blind and partially sighted supporters

The Club has 6 Walkman's available for blind and partially sighted supporters to borrow. These are tuned to BBC Radio Berkshire for match commentary. The Walkman's are available if requested in advance of a fixture by calling **0118 968 1313 (Option 2)** or email disability@readingfc.co.uk. Blind and partially sighted supporters using these will be charged at the standard ticket price based on their age category.

Assistance Dogs

Assistance dogs are permitted within the stadium bowl; however, we recommend that supporters with Assistance Dogs contact us on **0118 968 1313 (Option 2)** or email disability@readingfc.co.uk before the match so that we can discuss access to the ground and the welfare of the Assistant Dog before, during and after the match.

Facilities for Supporters with a non-visible disability

Supporters with a non-visible disability can be accommodated in any part of the stadium, in general seating. However, if a supporter has any specific requirements any person with a learning difficulty feels that general match seating would be unsuitable for them, please contact our team on [0118 968 1313 \(Option 2\)](tel:01189681313) or email disability@readingfc.co.uk to discuss the best options based on requirements.

Additional Information

Fanstore



The Fanstore is located at the Select Car Leasing Stadium (SCL) and is open 7 days per week. The shop can be extremely busy on match days and so we recommend visiting the store around two hours before kick-off if you require a quieter shopping experience.

If shopping outside of a match day, the SCL provides parking spaces, directly outside the Stadium shop. The shop is fully accessible. There is step free and ramp free access into the store, via an automatic door. When in the store, you will find non-slip surfaces and full wheelchair accessible aisles.

The shop has a fully managed till queue system on all matchdays, and all staff are available to provide any additional support or information you may require. If you prefer to do your Reading FC shopping online, please visit <https://fanstore.readingfc.co.uk>.

Hospitality

All hospitality lounges have full lift access. Audio commentary (courtesy of BBC Radio Berkshire) is available upon request. We can also cater for any special dietary requirements.

All hospitality rooms and boxes are accessible to supporters using wheelchairs and supporters with ambulant or non-visible disabilities. Accessible toilets are located in the vicinity of corporate hospitality areas.

So that the Club can ensure disabled supporters enjoy the best corporate experience possible, it does ask that disabled supporter's attending matches and events as a corporate guest notify and communicate with the Club by telephone [0118 968 1313 \(Option 2\)](tel:01189681313) or email: disability@readingfc.co.uk in advance of their visit to discuss their personal requirements.

We can offer a personal assistant ticket within hospitality if an Access Card is provided as mentioned earlier in this guide. The personal assistant will be charged a child rate if they are intending to enjoy our hospitality options.

Licenced Bar Areas

The club has licenced bars at the Fan Zone, on all the concourses and in the hospitality areas at the stadium that are operational to the public on matchdays.

Medicine

Visitors requiring any advice in respect of bringing medication or medical equipment to the stadium can contact the team on [0118 968 1313 \(Option 2\)](tel:01189681313) or email: disability@readingfc.co.uk

Sensory / Quiet Rooms

We are very proud to be able to offer a dedicated space at home matches designed specifically to cater for children and young adults with autism and other special needs.

The club has partnered with local charity, Swings & Smiles, in creating a provision for a therapeutic area at the Select Car Leasing Stadium which will allow us to invite supporters with specific needs to join our Royal family on a matchday in RG2.

Swings & Smiles is a Thatcham-based charity set up in 2007, committed to improving the quality of life for disabled children and their families.

The charity offers support for children wide range of disabilities and special needs, and their families, in a unique and accessible environment, including respite facilities, family play sessions, youth clubs, sibling support and outreach programmes.

And they are now able to provide opportunities to young football supporters who want to come to Royals home matches; this facility will help families attend games where previously they would not feel confident or comfortable in the environment.

The sensory space is managed by Swings & Smiles on a matchday and all those who wish to use the sensory area at the stadium should contact the charity directly by emailing becky@swingsandsmiles.co.uk

For more information about Swings and Smiles, please visit: www.swingsandsmiles.co.uk



Stand Supervisors



The matchday stand supervisory team of SCL are dedicated to ensuring the safety and wellbeing of all disabled supporters visiting the stadium.

Our team can be found on the approaches to and around the SCL Stadium from at least 90 minutes before kick-off and thereafter in the Stadium.

The stand supervisors can be easily identified as they will be wearing yellow and orange tabards. If you have any questions, concerns, or require assistance during your visit to SCL on a matchday our team will be more than happy to help.

Equality, Diversity & Inclusion

Reading FC would like to remind all supporters of its commitment to ensuring that SCL continues to be a welcoming environment to all people and will take action against any offensive, homophobic or discriminatory behaviour.

The Club strives to ensure equality, diversity and inclusion throughout so that SCL is free from all forms of discrimination. The club's own equality policy can be viewed here: www.readingfc.co.uk/club/edi

Reading FC continues to work closely with organisations such as STAR, Level Playing Field, Kick it Out and Show Racism the Red Card and many more groups, including the Proud Royals, as the club looks to be at the forefront of equality. The initiative showcases best practice in all aspects of equality and everybody in the Royals family has an important part to play in making sure SCL is welcoming and inclusive to all.

If you are witness to, or subject of any offensive, homophobic, or discriminatory language or behaviour at SCL, then please speak to your nearest steward. We have stewards who wear a rainbow armband

SEE SOMETHING

SAY SOMETHING

Report suspicious or unacceptable behaviour.

TEXT 80800

beginning your message with the word

"SAFE"



to make fans and staff alike feel more comfortable in reporting any issues (RFC are the first EFL/Premier League Club to launch such an initiative.)

Alternatively, supporters can use the Virtual Steward Service by Texting "SAFE" to 80800 followed by the stand, row and seat of the offender and the nature of the problem, and the completely anonymous service will do the rest. You will not be identified at any time.

Reading FC Disabled Supporters Association

In December 2024, Reading Football Club and Supporters Trust at Reading (STAR) were delighted to launch the Reading FC Disabled Supporters Association (Reading DSA).

RFC DSA will work to identify improvements and opportunities for supporters with disabilities and/or accessibility challenges, whilst providing a clear voice to ensure that these groups feel officially heard, valued and included. The RFC DSA will work closely with The Club and STAR to champion improvements at Select Car Leasing Stadium.

Further details of the work the Association will be undertaking can be found [here](#)

To contact the DSA please email readingfc.dsa@gmail.com

Useful links and websites:

Kick it Out: <https://www.kickitout.org/>

Level Playing Field: <https://www.levelplayingfield.org.uk/>

Access Card: <https://www.accesscard.online/>

RFC Community Trust Project: <https://www.readingfc.co.uk/community-trust/>

Show Racism the Red Card: <https://www.theredcard.org/>

STAR: <https://star-reading.org/contact>

Accessibility in Reading: <https://www.visit-reading.com/visitor-info/tourist-information/accessibility>

Local Bus Information: <https://www.reading-buses.co.uk/>

Matchday Services : <https://www.reading-buses.co.uk/matchday-services-football>

Reading Maps, Brochures & Guides:

<https://www.visit-reading.com/visitor-info/tourist-information/maps-brochures-and-guides>

Further Information

For further information or to discuss any aspect of Reading Football Club's provision for disabled supporters, please contact us on 0118 968 1313 (Option 2) or email: disability@readingfc.co.uk.

We welcome all feedback and comments on this guide and encourage any supporters to contact us with their observations.

Thank you for your support!