



# DUBLIN<sup>2011</sup>

THE FINAL ADVENTURE



Disabled Supporters Service Information



# 2011 UEFA Europa League Final Disabled Supporters services information

## 1. Transport Services

### a. Taxi services

#### Vantastic

Our disabled transport partner for the final will be Vantastic, Dublin, only specialised wheelchair access taxi service. Fans wanting to use this particular service will need to book their transport needs in advance of arriving in Dublin.

Following rates are offered based on 1 person including personal assistant

- \*Airport Return transfer to city centre hotels      **€30.00**
- \*Hotel Return transfer to Fan Zone/Stadium      **€20.00**
- Transfer between Fan Zone and Stadium      **Free**

For booking contact: [europa2011@vantastic.ie](mailto:europa2011@vantastic.ie) or +353 (1) 8392449

\* Airport and Hotel travel must be booked and paid for in advance

#### Private Taxi

Please find attached additional wheelchair accessible taxi services contact information. The organising committee would like to state they cannot be held responsible for any problems arising from these services as we do not have any control on service provided. These taxis can only be booked when you have arrived in Dublin City. Taxis will only be allowed drop passengers at stadium up to 2 hours before kick-off within 2 hours taxis will be stopped at police perimeter.

### b. Dublin Bus

All bus corridors to and from the city centre and the stadium are accessible. However each bus will only have space for one/two wheelchairs. Supporters travelling to the stadium from the city centre can take the following buses (No. 4 or No. 7) both buses depart from the O'Connell Street Bridge. For further information on Dublin Bus please go to [www.dublinbus.ie](http://www.dublinbus.ie)

### c. Dublin Area Rapid Transport (DART)

The DART is Dublin City's urban train service. All trains are fully accessible and on match day assistance will be available at all city centre stations and Lansdowne Road station (Dublin Arena Stop) if needed. There are 3 City Centre stations where supporters can get to the stadium; they are Connelly, Tara Street, and Pierce Street stations. The stadium stop is Lansdowne Road Station. Please find attached a rail map.

For further information on the DART services please go to [www.irishrail.ie](http://www.irishrail.ie)

## **2. Dublin Arena Information – [www.avivastadium.ie](http://www.avivastadium.ie)**

### **a. Disability Services**

From the outset the Dublin Stadium has been designed to ensure that people with disabilities are well looked after. People with reduced mobility, including those in wheelchairs, people with hearing difficulties and people with sight problems have all been taken into consideration. The guiding principle for the stadium is that spectators with disabilities are accommodated through the stadium at all levels.

### **b. Access**

To ensure that people with mobility difficulties can access the stadium with ease there is excellent access to all floors via a series of lifts.

In the lower and top tier seating areas there are viewing positions for wheelchair users in all areas. In the majority of cases the spaces are at the rear of the viewing area and raised so that even if a spectator in front stands up to celebrate that the wheelchair user can still see the pitch. In the smaller North stand the wheelchair spaces are at the front of the tier. At the premium level there are wheelchair viewing spaces on both the East and West sides again at the rear of the tier and again with raised viewing. On the box level wheelchair users can be accommodated in every box where they can sit in the rear row of the box tier.

Also, for people with sight problems, access routes to the stadium and where appropriate inside the stadium, will have tactile flooring to warn of the presence of the top or bottom of a flight of stairs. All signs in the stadium are being designed to be clear for people with poor sight. There is also a public address system throughout the building and the site to give emergency and other messages to everyone present.

### **c. Concourse/stadium services**

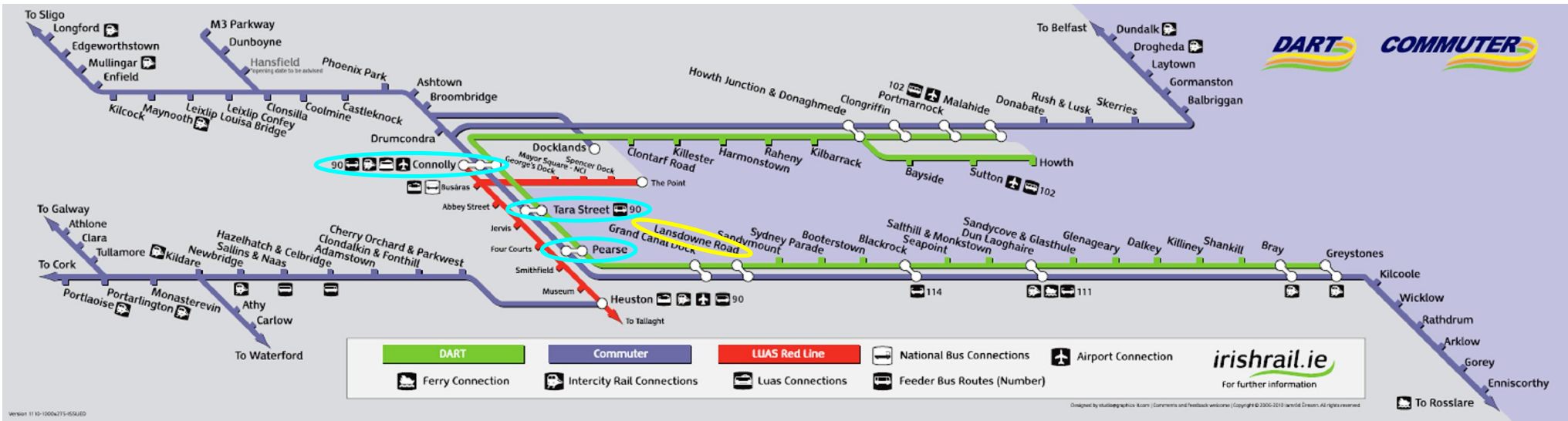
On all the concourses the bars and food counters have a lowered section so that people in wheelchairs can be served. There are also accessible toilets close to the viewing positions. Emergency exit for people with mobility difficulties is by evacuation lifts, many of the same lifts that they will have entered by. These are designed to allow all wheelchair users and their helpers to leave the stadium building safely.

For the aid of hearing impaired and visually impaired visitors to the stadium a combination of hearing induction loops and RF radio transmitter systems are incorporated enhancing audible communications throughout the stadium, including the seating bowl, restaurants, bars, kiosks and conference rooms. Headphones will be available from the organising committee disability officer. These will pick up radio signal transmitted within the stadium so that people sitting in the seating tiers can hear a commentary of the match.

To avail of this service, headphones must be booked no later than 7 days in advance of the event by contacting [oisin.jordan@fai.ie](mailto:oisin.jordan@fai.ie). An application form will be sent to supporter to be completed and returned to same email. A deposit of " 200 payable via a credit card will be required on the application form. Details of where to collect the unit will be provided when the booking is confirmed.



**Annexe 1 - DART MAP**



Dublin Stadium Stop

City Centre Stops

## Annexe 2 – STADIUM MAP





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