



## DISABLED SUPPORTERS HELPFUL INFORMATION

### 1. Public Transportation Information

#### Wembley Stadium Station

The Chiltern line travels from the Birmingham, Midlands, Oxfordshire and Buckinghamshire. London trains on this line depart from Marylebone station. Wheelchair users are required to call ahead to Chiltern Railways to ensure a wheelchair ramp is on standby (Chiltern Customer Services: 08456 005 165)

#### Wembley Park Tube Station




The main station servicing Wembley Stadium is on both the Jubilee and Metropolitan underground lines, however only the Jubilee Line has a number of accessible stations along its route. Wembley Park has step free access between all the platforms and street level. Five new lifts have been installed at this station to allow for wheelchair access from the ticket hall to Olympic Way.

For Key contacts, please take note of the following telephone numbers:

- ☎ TFL travel information: 020 7222 1234 / TFL text phone - 0207 918 3500
- ☎ Customer services: 0845 330 9880
- ☎ 24 hour information on 020 7222 1234 or textphone on 020 7918 3500
- ☎ Shuttle service from Wembley Park <http://www.brentct.org.uk/>
- ☎ There is a Black Cab Taxi Rank at Wembley Park Station - all new black cabs are wheelchair compliant

Getting to the Stadium - There are lifts from the platform level that takes passengers up to the ticket hall. Cross the ticket hall to enter the lifts, which will bring you down to Olympic Way. From there, it's approximately 600 metres to the Stadium.

#### T DISABLED EQUIPPED TAXIS

 Computercab

 Sure Cars

Phone Number +44 20 7763 5001

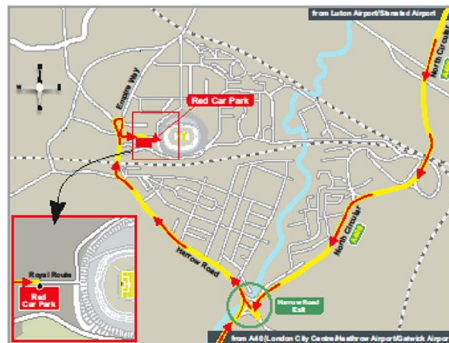
Phone Number +44 208 697 1235

## 2. Parking / Drop-off Information

**PARKING** - Parking for disabled supporters is available in the Red Car Park. If you received your disabled supporter tickets via your Finalist club, please contact your club representative for a parking pass.

For all supporters who received their disabled supporter tickets via General Public sales on [www.uefa.com](http://www.uefa.com), all parking pass requests will need to be booked in advance and are free of charge. Please contact customer service relations at Wembley Stadium at the following contact: +44 844 980 8200 and then option 3.

Please note that the Red Car Park has a height restriction of 1.9 metres. If your vehicle exceeds the height restriction, please make a note in your request, and you will be assigned a different car park for your vehicle.



**DROP OFF** - If you are travelling via taxi or are being dropped off at the stadium, you can request a drop off pass. The vehicle is allowed to proceed as close to the stadium on the North side as possible. From there, you can access Olympic Way and proceed to your respective stadium gate. Drop off passes are available upon request. Please keep your drop-off pass for post match, as a taxi rank will be provided in the exact same location as the drop off. A parking marshal will coordinate with the taxis to ensure that your drop off pass allows the disabled supporter access to the taxi for the return journey home.






### 3. Stadium Information

#### Entrances:

For Level 1 - All entrance gates have a dedicated entrance for disabled customers with tickets

For Level 2 - Wembley North Entrance 1 & 2, Wembley West, Wembley East 

For Level 5 - Entrance Gate A, D, L, P 

#### Toilet Facilities:

There are disabled toilet facilities at various points throughout the concourses. They are well signed, and operate on a radar key system - radar keys are available from steward supervisors servicing the area.

#### Catering:

There are dedicated lanes for disabled supporters at each concession

#### Staffing:

Steward supervisors in the various levels are well trained to handle all requests relating to disabled supporters including but not limited to: radar keys for toilet facilities, medical emergencies, additional assistance, servicing

#### Visually Impaired:

Headsets can be picked up from the customer service areas at the entrance of each gate for use by visually impaired supporters. English commentary is provided by a specialised commentator. Supporters are requested to leave an identification card, which can be retrieved upon return of the headsets post match.

