**LCFC ACCESS STATEMENT**

Updated: August 2017

**CONTENTS**

HOW TO GET TO KING POWER STADIUM ...................

WHILE YOU’RE AT KING POWER STADIUM ..................

VIEWING AREAS .......................................................

Accessible toilets .....................................

FACILITIES AT KING POWER STADIUM ........................

**HOW TO GET TO KING POWER STADIUM**

Leicester City Football Club provide services and facilities for supporters with disabilities (full details are in this access statement), and the Club have a dedicated stewarding team to help you make the most out of your matchday experience.

The Club look forward to welcoming you to King Power Stadium, and if you have any queries – including buying tickets – please contact the Club’s Supporter Liaison and Disability Access Officer, Jim Donnelly or Supporter Liaison Assistant, Donna Reynolds, on 0344 815 5000 (Option 4) or by emailing disability@lcfc.co.uk

*Transport links are a key benefit to the location of King Power Stadium, and there are several modes of transport available to fans travelling, including:*

TRAIN - Leicester Train Station is approximately 1.2 miles from King Power Stadium, which is a five minute car journey.

To walk from Leicester Train Station, exit the station, cross London Road at the traffic lights, turn left and then follow the road to King Power Stadium round to the right. Keep the Central Ring Road (Waterloo Way) on your left as the path separates from the road and stay on this path as it crosses New Walk. The path then rejoins the pavement and you will be able to see Nelson Mandela Park. Turn right onto Lancaster Road and walk through the park, heading for the crossings by the public toilets. Cross Welford Road and turn left and you will arrive at King Power Stadium.

For more information on travelling to King Power Stadium by train, visit:

www.nationalrail.co.uk/times\_fares/ldb.aspx

www.eastmidlandstrains.co.uk/travelling-with-us/our-network/trains-to-leicester

BUS - A number of bus services run from Leicester City Centre to King Power Stadium, stopping on Aylestone Road which is a five-minute walk from King Power Stadium. Most buses in Leicester are low floor vehicles, meaning they can be lowered to pavement level once the bus has stopped, and all include wheelchair spaces.

For details on bus routes to Leicester, visit [www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk)

CAR - The M1 and M69 Motorways interchange at Junction 21 (M1), where you should exit and follow the signs for the City Centre via the A5460. After 3 miles turn right onto Upperton Road, follow the road down until you get to the Liberty Statue Island and take the fifth exit down Western Boulevard and you will see King Power Stadium ground on your right-hand side.

Parking – King Power Stadium offers four car parks, two which are on site and a further two which are off site but within close proximity to the ground.

There are 190 bays in total which are allocated for Blue Badge, and these need to be booked in advance by calling 0344 815 5000 (Option 4) or emailing disability@lcfc.co.uk

The car park type is open air/surface

The dimensions of the designated parking bay(s) are 360cm x 490cm (11ft 10in x 16ft 1in) but can vary as not all bays have hatched markings

The distances between designated parking bays and accessible entrances vary but will usually be between 30 and 200 metres

**WHILE YOU ARE AT King Power Stadium**

RECEPTION

Access to the Reception area of King Power Stadium is gained via two sets of automatic doors, which open away from you (push) and are of single width, providing an opening gap of 2ft 8in.

There is level access to reception from the entrance

The reception desk, although high (110cm+), does have a lower section

Reception Desk is generally staffed

The lighting levels are bright

There is a fixed hearing loop and portable loops available on request

There are copies available in Braille, audio and large print

**HOSPITALITY**

On a matchday, pre-booked hospitality is available at King Power Stadium. Entry to this is obtained through the Hospitality Entrance which is located to the right of Reception. To get into the Hospitality Reception, there are double doors which pull outwards, providing an opening gap of 5ft 3in. The doors are manned on a matchday.

From the Hospitality Reception, access to all levels of Hospitality can be gained via a lift which is 3ft 7in x 3ft 11in, with a clear door width of 2ft 7in.

There is a fixed hearing loop

There are copies available in Braille, audio and large print

**CITY FANSTORE**

The City Fanstore is located at King Power Stadium on the corner of the North and West Stands, and provides level access on entry. On a matchday, the City Fanstore is extremely busy. Although a managed queuing system is in place at all times within the City Fanstore, if you’d like to visit at quieter times, the opening hours are:

*•* Monday – Friday: 9am until 6pm
*•* Saturday (non-matchday): 9am until 5pm
*•* Sunday: 10am until 4pm
*•* Matchday: 9am until kick-off, and then for 45 minutes after the
   final whistle
*\* Bank Holiday hours may vary. Please check LCFC.com*

*Within the City Fanstore:
•* Staff are available on the shop floor to assist
*•* The City Fanstore provides a level surface throughout, with aisles generally wide
*•* Lighting is bright within the City Fanstore
*•* Background music is played throughout
*•* The main sales counter is 90cm high, without a lowered section
*•* The ticket counters are 101cm high, with one lowered counter
*•* All points of sale have a fixed hearing assistance loop
*•* There is level access to the changing rooms, with the largest changing room being 160cm x 300cm

*•* Accessibility Queue

*•* Easy Access Changing Rooms

*•* There is a fixed hearing loop

*•* Accessible Doors, allows Wheelchair users to pass through freely.

**Multi-Faith Prayer Room**

King Power Stadium has a multi-faith prayer room available on a matchday. For more information and to be taken to the multi-faith prayer room, please speak to your nearest steward.

**VIEWING AREAS**

The Stadium also provides designated seating for ambulant supporters with disabilities in:

**Block SK4**

**Block H**

**Block P2**

At King Power Stadium there are a number of pitch level wheelchair spaces with carer’s seated immediately adjacent, these seats are available in the following areas:

***East Stand***

**Block H**

**Block J1**

**Block J2**

**Block J3**

**Block L1**

***South Stand***

**Block SK1
Block SK2
Block SK3
Block SK4**

***West Stand***

**Block A2**

**Block B1**

**Block B2**

**Block B3**

**Block C1**

**Block C2**

***North Stand***

**Block P
Block P1
Block P2
Block P3**

Within King Power Stadium, there are also a number of upper and lower platform wheelchair spaces, with carer’s seats behind and these are located in:

***Upper Platform***

**Block P2**

**Block SK4**

**Block H**

**Block J3**

***Lower Platform***

**Block P2**

**Block SK4**

**Block L1**

**Block M1 *(Visitors Stand)***

**STADIUM ACCESS**

All entrances into the stadium have step free access but there are some very easy slopes along the outer concourse, with the outer concourse having a block paving surface. On a matchday, the area around King Power Stadium houses:

Independent food stalls and vans located around the concourse

Mobile counters selling match day programmes

Bag Drop and Information Point, which is located on the North West Corner of the ground

Here to Help Staff, who’ll answer any questions and point you in the right direction

When walking around the local area on a matchday, please stick to the pedestrian footpaths only, and avoid walking in the road – even if the pavement appears congested. This is particularly important on Aylestone Road and Narborough Road with the amount of fast moving vehicles on the road.

Details of known road closures throughout the season will be communicated via the Club’s media channels at the earliest opportunity, including on www.lcfc.com and on our official Twitter account, @lcfc

King Power Stadium is 3 miles away from Leicester City Centre. The area around the stadium has level access, pavements have drop kerbs and are a mixture of tarmac and slab paving.

If you have any questions, please tweet @lcfchelp

**Accessible Toilets at King Power Stadium**

**RECEPTION**

The accessible toilet is 8m from the Main Reception entrance, and is located to the left as you enter the reception area

There is level access to the accessible toilet

A key is not required for the accessible toilet, with the door (which opens outwards) locking via a twist lock

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 4ft 6in x 6ft 5in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**FIRST FLOOR**

The accessible toilet is 45m from the main reception lift and is located at the rear of the Keith Weller Lounge and the Walkers Lounge

There is level access to the accessible toilet

A key is not required for the accessible toilet, as it is locked by a locking handle

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 4ft 12in x 6ft 5in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**SECOND FLOOR FOYER**

The accessible toilet is 8m from the main reception lift, with level access to the toilet available

A key is not required for the accessible toilet as the door, which opens outwards, is locked by a lever twist

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 5in x 8ft 6in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**Second Floor Premier Lounge**

The accessible toilet is 35m (38yd 10in) from the lift, and is located along the second floor corridor, opposite the Premier Lounge

A key is not required for the accessible toilet, whose door opens outwards, as the door is locked by a locking handle

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 4ft 9in x 8ft 10in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**Third Floor – Outside Box 10:**

The accessible toilet is 20m from the main reception lift, and is located along the third floor corridor opposite Box 10

A key is not required for the accessible toilet, with the door (which opens outwards) locking via a lever twist

The width of the accessible toilet door is 2ft 9in

The dimensions of the accessible toilet are 5ft 5in x 5ft 11in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**Third Floor - Box 33/34 Location**

The accessible toilet is 40m from the main reception lift, and is located along the third floor corridor opposite boxes 33 and 34

A key is not required for the accessible toilet, with the door (which opens outwards) locking via a lever twist

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 1in x 6ft 5in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**North Stand - 23**

The accessible toilet is 25m from the North Stand Lower Platform - V50, which is located on the north stand concourse, to the right after you enter the stand

A RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door 2ft 10in

The dimensions of the accessible toilet are 6ft 7in x 6ft 7in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**North Stand - 21**

The accessible toilet is 70m from the nearest designated seating, and is located at the rear of the north stand concourse

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 3ft 2in

The dimensions of the accessible toilet are 5ft 6in x 6ft 11in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**North Stand - 13**

The accessible toilet is 5m from the North Stand Upper Platform, and is located in the North Stand upper concourse, after you exit the lift

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 7in x 5ft 9in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**East Stand - 16**

The accessible toilet is 23m (25yd 6in) from the nearest pitchside designated seating, located along the East Stand concourse next to Block G

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 2in x 8ft

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**East Stand - 17**

The accessible toilet is 24m (26yd 9in) from the nearest pitchside designated seating, with the toilet located along the East Stand concourse in Block G

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 4ft 11in x 8ft

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**East Stand - 9**

The accessible toilet is 6m (6yd 1ft) from the East Stand Upper Platform V33, located on the East Stand upper concourse, near the designated seating

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 4ft 10in x 6ft 7in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**South Stand - SK1**

The accessible toilet is 75m from the nearest designated seating, located at the rear of the South Stand concourse.

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 3ft 1in

The dimensions of the accessible toilet are 4ft 11in x 6ft 7in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**South Stand - 14**

The changing places toilet is 34m from the South Stand Lower Platform (V19), and is located on the South Stand lower concourse

RADAR key is required for the changing places toilet, which can be obtained from a steward

The width of the changing places toilet door is 2ft 10in

The dimensions of the changing place toilet are 6ft 5in x 8ft 2in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**South Stand Upper - 8**

The accessible toilet is 8m from the South Stand Upper Platform (V21), located on the South Stand upper concourse

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 9in x 5ft 9in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**West Stand - 24**

The accessible toilet is 17m from the nearest designated pitchside seating, located in the West Stand lower concourse, close to seats 111-170 in Block B

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 7ft 7in x 7ft 1in

There is an emergency alarm in the cubicle.

**West Stand - 25**

The accessible toilet is 22m (24yd 2in) from the nearest pitchside designated seating, located in the West Stand lower concourse (V11)

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 6ft 7in x 7ft 10in

There is an emergency alarm in the cubicle

**Visitor Section - 19**

The accessible toilet is 25m (27yd 1ft) from the nearest designated seating, located along the East Stand concourse next to the pitchside entrance V41

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 3in x 9ft 6in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

**Visitor Section - 20**

The accessible toilet is 25m from the nearest designated seating, and is located along the Visitors Section concourse

RADAR key is required for the accessible toilet, which can be obtained from a steward

The width of the accessible toilet door is 2ft 10in

The dimensions of the accessible toilet are 5ft 11in x 7ft 5in

There is a dropdown rail on the transfer side

There is an emergency alarm in the cubicle

All accessible toilets in all areas have been fitted with sensor lights, automatic soap dispensers and automatic hand dryers.

**FACILITIES**

*At King Power Stadium, there are a range of facilities available for supporters with disabilities including:*

***AUDIO DESCRIPTIVE SERVICE***

Audio Descriptive Service is available to supporters with visual impairments, with a specially trained team providing blow-by-blow accounts of Leicester City matches that differ from traditional radio broadcasts, to bring supporters closer to the action.

The service from the LCFC DSA (Disability Support Association), is free to use for all supporters, who can listen to the match action thanks to headsets which can be collected from the matchday staff entrance an hour and a half before kick-off, and returned back to the same point after the match. To take advantage of this service, email disability@lcfc.co.uk

The club also employ disability wardens who offer at seat service to both home and visiting supporters should it be required. Please speak to the nearest steward. There is also low level shelving in all concourses.

***Catering***

Catering is available in every stand throughout King Power Stadium, with level access provided to all food counters which are between 77cm – 109cm in height. Stewards are able to provide assistance with ordering food and drink, whilst plastic cutlery and cup are available for takeaway. The club also offers accessible cutlerys and hearing loops at each service point in all concourses.

**Additional Information**

*Travelling Away from King Power Stadium*

Leicester City Football Club are committed to looking after all supporters at King Power Stadium and when travelling to support the team, as such the Club provide wheelchair accessible coach travel to most away matches where required.

Each coach is fully stewarded, with hot and cold beverages along with snacks, available to purchase.

For further information and to book a seat, call 0344 815 5000 (Option 1) or email disability@lcfc.co.uk. If you have any questions, please tweet @lcfchelp

**CONTACT US**

if you have any enquiries before, during or after your visit to King Power Stadium, please do not hesitate to contact the Club, via the following methods:

Leicester City Football Club, King Power Stadium,
Filbert Way, Leicester, LE2 7FL

0344 815 5000 (Option 4)

For Supporter Feedback/Help Email: help@lcfc.co.uk

   Supporters with Disabilities who have queries can

   email via: disability@lcfc.co.uk

Reporting a Hate Crime: If you are reporting a hate crime, please text “Foxes” followed by your message explaining including seat details and the nature of your concern, to 60066.