



# ACCESS STATEMENT SEASON 2022/23

*Come on you Irons*



# INTRODUCTION

West Ham United Football Club, we are committed to providing a welcoming, safe and inclusive environment for all supporters and visitors to London Stadium.

Promoting access, equality and inclusion are at the heart of our values and, as a Club, we are unequivocally committed to providing a fully inclusive and equal experience for all supporters. We have therefore created a range of facilities and services for disabled supporters and visitors to London Stadium on matchday.

Our stadium is a fully accessible venue, with lifts and all public areas designed specifically to accommodate the needs of disabled supporters.

Our Access Statement will provide you with all the information you need in relation to disabled access, services and facilities and to help you plan your visit to London Stadium.

We want to ensure your experience is as comfortable and enjoyable as possible, so if you have any enquiries relating to accessibility, please contact our dedicated Accessibility team on

**0333 030 0174** or email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

## DISABLED SUPPORTERS' BOARD

The Disabled Supporters' Board (DSB) is the key conduit between our accessibility supporters and the West Ham United Board and senior management.

You can contact Joint-Chairs, Cathy Bayford and Trevor Bright, on [dsb@westhamunited.co.uk](mailto:dsb@westhamunited.co.uk)

Visit [www.whufc.com/dsb](http://www.whufc.com/dsb) for more information or [click here](#).



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## How to get to London Stadium

There are many ways to reach London Stadium on matchday, however, as we are a designated green stadium, we would recommend public transport as the best method of getting here.

The Club also provides a complimentary Accessible Shuttle Bus Service and drop-off facility as a means of making the connection to London Stadium as convenient and comfortable as possible.

Regular travel updates are also posted on our channels in the days leading up to the game and on matchday, so please keep in touch with [whufc.com](http://whufc.com), or follow us on twitter [@WestHam](https://twitter.com/WestHam), and [@WestHamHelp](https://twitter.com/WestHamHelp).

Supporter can also visit our Matchday Guide for further information.

## PUBLIC TRANSPORT

### By train and tube

There are five train and tube destinations in close proximity to London Stadium and all are fully accessible for wheelchair users.

### Stratford Station



Served by London Underground Circle and Jubilee Lines, London Overground, Docklands Light Railway and Greater Anglia services. Stratford Station is approximately 20 minutes-walk from London Stadium. Facilities and services:

- Low-level ticket machines and a dedicated gate to the side of the ticket barriers for wheelchair access
- An induction loop
- Step-free access to all platforms with lifts
- Step-free bus stops
- Staff at hand to help 24/7
- Accessible toilets
- Accessible taxis available outside entrances/exits
- Assistance dogs welcome

However, please note:

- No wheelchairs available

Stratford Station helpline: **0343 222 1234** Opening hours: Monday – Friday, 8:30 – 16:00

## How to get to London Stadium

### Stratford International Station



Served by Docklands Light Railway and Southeastern services.

Stratford International Station is approximately 20 minutes-walk from London Stadium.

Facilities and services:

- Low-level ticket machines and a dedicated gate to the side of the ticket barriers for wheelchair access
- An induction loop
- Step-free access to all platforms with lifts
- Step-free bus stops
- Staff at hand to help 24/7
- Accessible toilets
- Accessible taxis available at station entrance/exit (International Way Bus Depot)
- Assistance dogs welcome
- Wheelchairs are available

**Stratford High Street Station** Served by Dockland Light Railway.



Facilities and services:

- No ticket barriers
- Low-level ticket machine
- Step-free access to both platforms via ramp and lifts
- Step-free bus stops
- Assistance dogs welcome

**However, please note:**

- No wheelchairs available

# How to get to London Stadium

## Padding Mill Lane Station

The logo for the Docklands Light Railway (DLR), consisting of the letters 'DLR' in white on a teal square background.

Served by Docklands Light Railway.

Padding Mill Lane station is located to the south of London Stadium and is just one stop away from Stratford Station. The station is approximately ten minutes-walk from London Stadium.

Facilities and services:

- Low-level ticket machines
- No ticket barriers
- Step-free access to all platforms with lifts
- Assistance dogs welcome

However, please note:

- No wheelchairs available

## Hackney Wick Station



Served by London Overground.

Hackney Wick station is located to the northwest of London Stadium and is just one stop away from Stratford Station. The station is approximately ten minutes-walk from London Stadium.

Facilities and services:

- Low-level ticket machines
- No ticket barriers
- Low-level counter at Ticket Office
- An induction loop
- Step-free access to all platforms via ramp
- Staff at hand to help
- : Assistance dogs welcome

However, please note:

- No wheelchairs available
- For more information on Tube and Train travel visit [nationalrail.co.uk/stations](https://www.nationalrail.co.uk/stations) or [directenquiries.com](https://www.directenquiries.com)

## WEST HAM UNITED ACCESSIBLE SHUTTLE BUS SERVICE

The Club provides a total of 18 complimentary shuttle buses on every home matchday to assist disabled supporters and fans with accessibility requirements in travelling to and from the stadium.

Ten buses operate continuously from two and a half hours prior to kick-off, with 18 running for up to a maximum of 90 minutes after the full-time whistle.

Supporters can request one of the following routes and will be issued a permit for their journey. The routes to select from are:

Journey type	Journey between	
Permit 1	Stratford Station Platform 13	Stadium Store
Permit 2	Stratford International	Stadium Store
Visiting Supporters	Here East Coach Park	Bridge 4

All routes are subject to availability. We will always endeavour to provide the first choice selected however, if this cannot be fulfilled due to demand, an alternative will always be offered.

Locations of drop-off /pick-up points:

### Stratford Station

Shuttle Buses can be collected from the car park beside platform 13 at Stratford Station, which is located on the far right of the Jubilee Line platforms on the lower-level concourse.

### Stratford International Station

Shuttle Buses can be collected from the 108-bus stop on International Way opposite the entrance to the station.

### Pudding Mill Lane

Shuttle Buses can be collected from the away supporters coach park directly opposite Pudding Mill Lane Station.

### Requesting a permit

Supporters can request a permit by email to [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

The Accessible Shuttle Bus Service is also available by request to senior citizens, fans with mobility difficulties or temporary injuries and pregnant mothers. However, such is the demand for the service that we can only provide a permit to the supporter who requests assistance, and their personal assistant

# How to get to London Stadium

## CAR PARKING

The Gold top car park is our dedicated accessible car park, situated on the south Loop Road adjacent to bridge 3

As a designated green stadium, the Club has provision for 55 accessible parking spaces out of a total of 229 at the Stadium (21.4%), including six bays for away supporters. All accessible parking spaces at the stadium are located as close as possible to main entrances, with safe pedestrian routes provided and stewards at hand to assist in wayfinding.

Two spaces are also available upon request in our dedicated accessible car park for commercial vehicles with hoists (mini-bus).

### Home supporters

All home supporter car parking spaces have been allocated on a seasonal basis with a waiting list in operation and we would recommend using our complimentary Accessible Shuttle Bus Service or drop-off facility as an alternative means for reaching the stadium. Please contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) for further information.

There is a traffic-light system in place to ensure the process for allocating permits is fair and that disabled parking spaces are utilised accordingly. Should a Season Ticket Holder not use their parking space on two occasions and fail to notify the Club in advance, the space will be offered to the supporter who is next in line on the waiting list.

### Visiting supporters

Visiting supporters wishing to book accessible parking on matchday, please contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) for further advice. All spaces are subject to availability.

### Gold top parking - Matchday opening hours

The Gold top Car Park will open three hours prior to kick-off and close during the match at the 80th minute in accordance with the timed safety and traffic management plan which involves the closure of surrounding roads on matchday.

These road closures are in place to provide safe walking routes for pedestrians leaving the stadium and all car parks and surrounding roads will re-open once the Safety Officer confirms it is safe to do so. This may take between 20-30 minutes after the final whistle.



## How to get to London Stadium

### DROP OFF FACILITY

Please contact the Accessibility team to enquire about a pick-up/drop-off facility at the stadium on matchday – **0333 030 0174** or by email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

Tactile paving is in place at the pick-up/drop-off zone along with drop-curbs and non-slip surfaces.

### PEDESTRIAN ACCESS

London Stadium is fully accessible from all directions with level access across all five bridges to stadium island and a lift available from ground to podium level at Bridge 4 if approaching from the south Loop Road.

There are rest-areas across the Park at 50m intervals, including on the bridges to the stadium island. Many of the rest-areas are modified to include arm-rests to provide support to disabled supporters.



## SIGNAGE

The stadium is signposted from Stratford Stations, Westfield Stratford City and across the Park. Stewards and West Ham United Supporter Liaison Officers are also at hand to assist supporters in wayfinding.

In addition, there is a team of dedicated Disabled Supporter Assistants who are positioned strategically on matchday across the Park and at accessible entrances to provide assistance.

Upon reaching the stadium island, all turnstile entrances and transport destinations are clearly displayed on the West Ham United totem poles, which are large in size, non-reflective, colour contrasting and illuminated.

Each set of turnstiles also has a large letter displayed overhead in addition to West Ham United totem poles positioned outside of each entrance and all follow in alphabetical order to assist in wayfinding.

There is one dedicated accessible entrance at each set of turnstiles with the accompanying universal accessibility symbol. Disabled Supporter Assistants will also be waiting to greet supporters on arrival.



## STADIUM ACCESS

Before entering the stadium, all supporters are subject to search at one of our security points, located on the entry bridges. Each entry bridge has a dedicated accessible lane for supporters who may struggle to stand in queues. These lanes are at the end of the search lanes and are manned by a member of the stewarding team to ensure lanes are kept free for those who need them most.

Once through the search points, there are 10 turnstile entrance blocks, A, B, C, D, E, F, G, H, J and K and all have one dedicated disabled access entrance to the side of the turnstiles to ensure that fans with access requirements can enter the stadium easily. These entrances can be used by wheelchair users and ambulant disabled supporters.

A two-door airlock system is in operation, with the first door being opened upon scanning of the stadium access card/match ticket. Once inside, Door A will close and this will automatically open Door B to provide access to the concourse area. Both doors have full length visual panels and entry points have level access.

All accessible entrances are manned by a member of the stewarding team who will scan the supporter's stadium access cards or tickets to assist with entry.

Lift access is available to upper tier viewing areas.

The last 30 minutes before kick-off is considered to be the busiest period and we advise all supporters to arrive as early as possible.

## BAG POLICY

London Stadium currently operates a 100% searching policy meaning all supporters and their belongings are subject to search for the safety and security of all attending the match. Bags will be subject to security checks as determined by stadium staff in their reasonable discretion, including on entry and exit and all approved bags are subject to additional inspections within the Stadium.

Fans with medical bags or items they have to carry with them must be searched and we do advise to arrive early to avoid inconvenience and delays. For any enquiries around medication, contact [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) or call **0333 030 1966**, option 1.

## LIFTS

We have lifts from ground to podium level and ground to upper levels. In addition, one lift is available on exit from the accessible car park to assist supporters to the stadium.

## **Outside of Stadium**

Lift access is available from Bridge 4 between ground level and the podium. Access to Bridge 4 can be gained via Marshgate Lane.

Accessible services in this lift include; a visual floor indicator, induction loop, audible announcer, tactile floor markings and low-level buttons. Braille is not available on lift buttons; however, all lifts are operated by a steward on matchday who will gladly provide assistance wherever required.

Supporters using Car Park 1A (accessible car park) should use this lift as the quickest means of access.

Lift access is also available between the ground level and the podium from the Accessible Shuttle Bus Service drop-off and pick-up points.

Accessible services in this lift include a visual floor indicator, induction loop, audible announcer, tactile floor markings and low-level buttons. Braille is not available on lift buttons; however, all lifts are operated by a steward on matchday who will gladly provide assistance wherever require

## **Inside the Stadium**

There are nine lifts available inside the stadium, providing access between upper and lower tiers.

All lifts are operated by a steward on matchdays, and priority will be given to disabled supporters wishing to use the service.

In all lifts, there are visual floor indicators, induction loops, an audible announcer, with lift doors distinguishable from their surroundings and access level/step-free. Braille is not available on lift buttons, however, all lifts are operated by a steward on matchday who will gladly provide assistance wherever required.

Directional floor signage is available outside of each lift in general admission areas and the steward operating the lift will be at hand to offer directional assistance.

Lift services are available in the following locations:

Block 102

Block 113

Block 114

Block 132

Club London (Lifts 6, 7, 8 and 9)

Block 141

## MAIN TICKET OFFICE

The main ticket office is located to the south of the stadium, opposite turnstile E and alongside the Stadium Store.

- The Main Ticket Office is external however, there is partial cover provided by a canopy
- There is level access around the Ticket Office and the queuing system is managed on matchday
- An electronic calling system with sound and digital display can be used to manage the queue during peak periods
- Staff are available to help
- There are 20 windows at the Main Ticket Office and all are fitted with induction loops and audio microphones
- Four low-level counters are available, two at either end at windows 1, 2, 19 and 20

## NORTH TICKET COLLECTION OFFICE

The North Ticket Office is located at the north side of the Stadium, between turnstiles J and K.

- There are five windows that face externally
- There is level access around the North Ticket Collection Office
- All windows are low-level and are suitable for wheelchair users
- All five windows fitted with induction loops and audio microphones



## TICKETING POLICY

Disabled supporters have the opportunity to either purchase a Season Ticket, Claret membership or match ticket, subject to availability.

Ticket and membership pricing are set by the Club for disabled supporters and we are happy to provide a complimentary personal assistant (PA) ticket if required. A PA is responsible for the supporter's care and assistance while at London Stadium. Should the disabled supporter no longer be able to attend the match, the accompanying complimentary personal assistant ticket becomes void. Personal assistants can enquire about upgrading or purchasing a ticket for the game, subject to availability.

Every individual experiences his or her disability very differently and West Ham United Football Club will always take great care to understand and cater to each supporter's requirements, offering our assistance and a dedicated, personable and friendly experience.

In line with the latest COVID-19 guidance, the Club have begun issuing digital tickets, which reduce the number of physical touchpoints on matchdays. Should you require your ticket in an alternative format, or if you need any assistance with digital tickets, please contact our accessibility team on [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

## REGISTERING AS A DISABLED SUPPORTER

In order to register as a disabled supporter, we will need to receive a copy of the Disability Living Allowance notice, dated 2022, confirming that the supporter is in receipt of the higher rate for either the mobility or care component. Alternatively, if the supporter is in receipt of PIP, this needs to be at the enhanced rate of mobility or daily living component. We also will accept Attendance Allowance at the higher rate for mobility or care.

We do require confirmation of disability and visually impaired and hearing-impaired supporters can provide evidence in the form of DLA/PIP or CCVI/BD8 form.

The above can be presented to our Ticket Office, emailed to [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk), or sent to us by post at the following address:

**West Ham United Football Club, Accessibility Team**  
**London Stadium, Queen Elizabeth Olympic Park, Stratford London E20 2ST**

Please note that all proof from the Department of Work & Pensions need to be dated for the year 2022.

## PURCHASING MATCH TICKETS

Match ticket information is released on a match-by-match basis and approximately five weeks prior to the game.

Once ticket information is confirmed, supporters should email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) to apply, quoting their client reference number(s) and the number of tickets they wish to purchase. Members can apply for one ticket per membership held and will automatically be allocated a ticket for a personal assistant if successful.

A member of the team will be in touch at a later date with confirmation of the booking however, all tickets are strictly subject to availability.

## **ACCESSIBLE VIEWING AREAS**

- Accessible viewing areas are located in the North, East, South and West Stands
- We have 262 wheelchair accessible viewing spaces available within the stadium
- Disabled Supporter Assistants (DSA) are at hand to assist supporters before, during and after the match. All DSA's wear a pink tabard
- There are 20 wheelchair accessible viewing spaces at an elevated level in the visiting supporters section for Premier League matches
- All accessible viewing areas are under cover however, supporters in the lower tiers may get wet in inclement weather conditions, dependent on the direction of the wind

## **ACCESSIBLE INFORMATION BY STAND**

### **Bobby Moore (North) Stand**

There are 51 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

### **Billy Bonds (East) Stand Lower**

There are 9 wheelchair accessible viewing spaces and 9 personal assistant seats on a raised platform at the back of the lower tier in the North East and South East corners of the stadium. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

### **Sir Trevor Brooking (South) Stand Lower - Home supporters**

There are 34 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them



## **VISITING SUPPORTERS**

There are 20 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

## **WEST STAND UPPER**

There are 62 wheelchair accessible viewing spaces in the front row of the upper tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them
- Handrails are available on either side of the staircase from the concourse to the upper tier.
- Contrasting nosings fitted to the edge of each step to assist blind and partially-sighted supporters
- Lift access is available in the North West and South West corners of the stadium at Blocks 102 and 114
- Level access across the West stand upper tier
- 'P' rails are provided in the upper tier to assist ambulant access supporters up and down stairs

## **WEST STAND LOWER**

There are 74 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. Seating for ambulant disabled supporters (AEA seats) is available in the general admission seating areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them

## CLUB LONDON

There are 12 wheelchair accessible viewing spaces in our Club London hospitality areas.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them



## GENERAL ADMISSION ACCESSIBLE TOILETS

All of London Stadium's accessible toilets are gender neutral and are available on all levels close to accessible viewing areas.

### Facilities

- All of our accessible toilets are fitted with RADAR locks. For assistance in unlocking an accessible toilet please ask the nearest steward supervisor or Supporter Liaison Officer who will be happy to help
- Flooring and walls have good colour contrast
- Horizontal and vertical handrails provided at basin and toilet
- Two pull-cord emergency alarms, one at elevated height and one reaching the floor
- Large pictogram signs on the concourse to assist with wayfinding
- Full-length mirror
- Non-slip flooring
- Low-level basins with lever taps
- Door handles at appropriate height
- Level flush mechanism located on the transfer side for wheelchair users
- Left and right transfer available
- Soap, toilet roll and hand towel dispensers at appropriate height
- 

## ADULT CHANGING PLACES FACILITY

London Stadium has three adult changing places facilities:

- Two situated on the concourse at Block 124 and 149.
- One in the Club London hospitality area at Level 1 (in the lobby outside the Londoner Claret Lounge)

### Facilities

- Facilities are larger than standard wheelchair-accessible toilets
- Flooring and walls have good colour contrast
- Pull-cord emergency alarm that reaches the floor
- Handrails provided at basin and toilet
- Meets minimum size standards and has room for up to two personal assistants
- Includes a changing bench and hoist

- Large pictogram signs on the concourse to assist with wayfinding
- Fitted with full-length mirror
- Two coat hooks at different height levels
- Non-slip flooring
- Low-level basins with push button taps
- Door handles at lowered-level
- Push button flush mechanism
- Soap, toilet roll and hand towel dispensers all at appropriate height

### **BABY AND PARENT ROOM FACILITY**

London Stadium has four Baby and Parent Room facilities:

- Block 152
- Block 144
- Block 134
- Block 126

#### **Facilities:**

- Flooring walls have good colour contrast
- Meets minimum size standards and has room for up to two personal assistants
- Pictogram signs to assist with wayfinding
- Fitted with appropriate height mirrors and pull-cord emergency alarms
- Two coat hooks at different heights
- Non-slip flooring
- Low-level basins with push button taps
- Door handles at lowered level
- Push button flush mechanism
- Light, soap, toilet roll and hand towel dispensers all at appropriate height
- Baby change table provided

### **TOILETS - GENERAL PROVISION**

All general provision toilet blocks throughout London Stadium have a minimum of one ambulant accessible cubicle with handrail assistance and one low-level urinal in the gentleman's facilities.

## SENSORY ROOM

Some fans with sensory difficulties, particularly children, can experience anxiety and panic amidst the noise and numbers of a football crowd.

The Sensory Room, developed in close conjunction with the Disabled Supporters' Board and informed by best practice from The Shippey Campaign, offers a range of calming sights, sounds and apparatus, managed on matchdays by specially appointed staff, to help supporters adapt to the atmosphere of London Stadium in safety and security.

For more information on the Sensory Room, please contact - [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk)

## MULTI-FAITH ROOM

There are two Multi-faith Rooms at London Stadium available upon request, one for men and one for women.

- Full-length vision panel provided
- Door handles at appropriate height for wheelchair users
- Colour contrast on flooring and walls
- Chair provided
- Foot shower with twist taps



## CATERING

Supporters can choose from a wide selection of food and beverages on matchdays, from hot food, such as pies and burgers, to sandwiches, wraps and salads. Hot drinks include coffee, tea, Bovril and hot chocolate with a variety of cold soft drinks also available.

For those supporters looking for a snack, the kiosks also hold confectionery items, such as crisps and chocolate grab bags.

All concourses and catering outlets are accessible and are located in relatively close proximity to the accessible viewing areas.

- All catering kiosks and facilities are located on the lower tier concourse area
- Level access to refreshment kiosks on inner circle
- Almost all of the EPOS till systems have forward facing displays for hearing-impaired supporters
- 25% of counters are at an accessible height for wheelchair users
- Our Disabled Supporter Assistants (pink tabards) are happy to assist in providing an at seat service if requested
- Vegetarian options are available at all kiosks
- Water fountains are dispersed around the stadium for supporters with medical conditions to freely access

### **However, disabled supporters should be aware that:**

There are two circles of refreshment kiosks surrounding the concourse area, one inner circle closest to the gangways and one outer circle closest to the exit doors.

Level access is available at all inner circle kiosks but there is a protruding step to the front of all kiosks on the outer circle. This step is shallow measuring at 7cm x 24cm and there are tactile markings and colour contrasting nosings present.

## PROGRAMME

West Ham United have launched a new online sales portal for the Club's 116-page Official Programme. West Ham Programmes is your one-stop shop for the 2020/21 Official Programme, which features news, views, exclusive photography and more. To purchase your programme for our matches while they remain behind closed doors, please follow this [link](#), or if you'd prefer a digital version, please click [here](#) on the day of the game.

Programmes are available in alternative formats, upon request.

## VISITING SUPPORTERS

For any accessibility supporters making their way back to the away coaches after the match, the Shuttle Service will be available from Car Park 1A, adjacent to Bridge 4. DLOs (pink) and SLOs (blue) will be on hand to direct supporters from the coach to the shuttle bus pick-up point.

Any further information can be found on our online help centre, Hammers Help. We will also be communicating any proactive service messages via the Club website and our Supporter Services twitter handle [@WestHamHelp](https://twitter.com/WestHamHelp) in the lead up to the match.



## **RETAIL**

West Ham United have three Stores where fans can purchase the widest range of Hammers- related kit, clothing, merchandise and accessories available anywhere.

The Stores are situated at London Stadium on Queen Elizabeth Olympic Park, Lakeside Shopping Centre in Thurrock and Liberty Shopping Centre in Romford.

Alternatively, supporters can shop online, 24-hours-a-day, seven-days-a-week, at the Official West Ham Store.

## **STADIUM STORE**

The Stadium Store is West Ham United's flagship store, located on Queen Elizabeth Olympic Park in Stratford, right next to London Stadium.

The Store is situated on two floors, and is also home to the West Ham United Coffee Co. on ground floor level, a bespoke café and casual dining area where supporters can meet and enjoy a cup of tea or coffee along with a selection of tasty treats including sandwiches, wraps, pastries and fresh cakes.

Stadium Store facilities:

- Three sets of wide, fully glazed, double-doors
- One set of double-doors is left permanently open to enable access
- One set of automatic doors for wheelchair users
- 40 low level retail counters
- Queue managed by staff on matchdays
- Large aisles and spaces between displays
- High signage for easy wayfinding on matchdays
- Lift access available
- Stairs have contrasting nosings on the edge of each step and handrails on either side.
- Level access across both ground and first floor
- Low-level tables in café
- Changing room and accessible toilet on ground level
- The café does not have a low-level counter, although staff are happy to provide a table service



## LAKESIDE STORE

Lakeside Thurrock, Unit 71, Lakeside Shopping Centre, Thurrock, RM20 2ZP Tel: +44 (0) 1708 890 258

Accessible information:

The Lakeside store is based inside the Shopping Centre and is accessible for wheelchair users. However, please note that low-level counters are not available.

## ROMFORD STORE

Liberty Romford, Unit GLA1A, Liberty Shopping Centre, Romford, RM1 3RL Tel: +44 (0) 1708 741 877

Accessible information:

The Romford store is based inside the Shopping Centre and is accessible for wheelchair users. However, please note that low-level counters are not available.



# CLUB LONDON

- Three sets of automatic doors
- Low-level counter
- Double doors to gain access to reception area
- Two wide-aisle entry gates, one at each end of the turnstiles
- Escalators
- Lift access is provided via four lifts, numbers 6, 7, 8 and 9.
- Staff at hand to assist with scanning tickets

## LIFTS

There are four lifts available in Club London serving all bars, restaurants and lounges. Supporters with Club London membership or tickets can use any of the four lifts to reach their area.

Accessible seating and wheelchair viewing areas.

There are 12 wheelchair accessible viewing spaces in our Club London hospitality areas, all located in the middle tier of the stadium.

- A personal assistant ticket is provided to every wheelchair user
- Personal assistants sit to the side of the wheelchair user
- Ambulant disabled supporters will be allocated a personal assistant ticket for the seat next to them
- Handrails are available in all accessible toilets and at one end of the urinals.
- Low level basins
- Pull-cord emergency alarm that reaches the floor
- **BABY AND PARENT ROOM FACILITY**

There is a Baby and Parent Room facility situated in the Boleyn Bar which is available to any of our Club London guests. Simply ask a member of staff for access and they will be happy to assist.

## CLUB LONDON CATERING

- Low-level counters are available in all lounges besides the Academy lounge
- Level access to all catering outlets

## CLUB LONDON ACCESSIBILITY POLICIES

Please click [here](#)



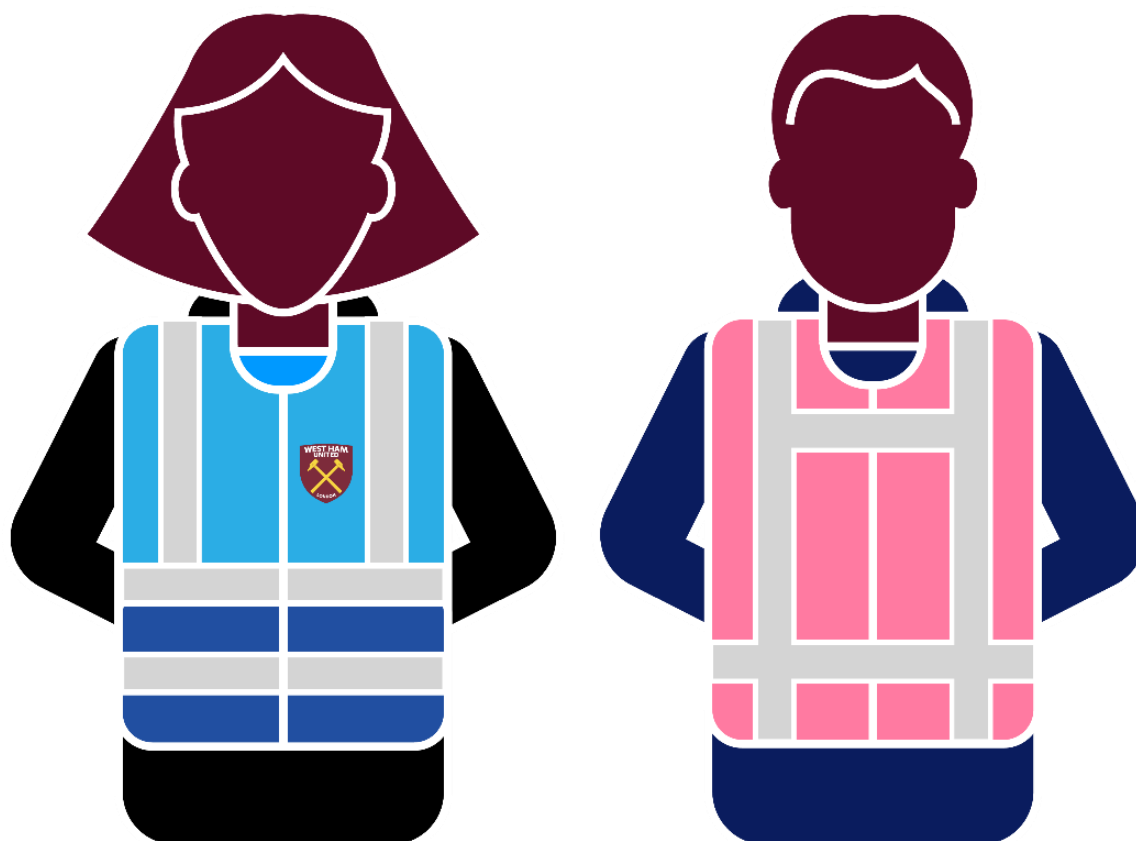
## DISABLED SUPPORTER ASSISTANTS (DSAS)

The Club now has 20 Disabled Supporter Assistants and 50 Supporter Liaison Officers on a matchday who will be delighted to assist you, wherever they can.

DSAs and SLO Area Managers are all skilled in up-to-date disability awareness training. The team will be happy to:

- Provide support and directional assistance wherever required
- Listen to and discuss any feedback and concerns
- Note suggestions around service and facilities to report back to the Board
- Request a manager should the situation require

We want to provide the best service and experience possible for all supporters at London Stadium, so please do talk to us! All feedback to the Club is gratefully received.



## SUPPORTERS WITH TEMPORARY ACCESSIBLE REQUIREMENTS

Supporters who are planning on coming to a match and have a temporary accessible requirement should contact our Accessibility team at [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) or call on **0333 030 0174**. Our team will be happy to offer guidance and advice on how to make the experience as comfortable as possible however, please note that all tickets are subject to availability and we are unable to guarantee a relocation of seats.

## SUPPORTERS WITH HEALTH CONDITIONS

We will always look to provide suitable seating and location for any supporter who has a health condition. Our Accessibility team will happily discuss their requirements with them in order to ensure their experience is as comfortable and enjoyable as possible. Supporters are advised to contact our Accessibility team at [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) or call on **0333 030 0174**.

## PERSONAL ASSISTANTS

Accessibility supporters have the opportunity to either purchase a Season Ticket, Claret membership or match ticket, subject to availability.

Ticket and membership pricing are set by the Club for accessibility supporters, and we are happy to provide a complimentary personal assistant (PA) ticket if required. A PA is responsible for the supporter's care and assistance while at London Stadium. Should the accessibility supporter no longer be able to attend the match, the accompanying complimentary personal assistant ticket will become void. Personal assistants can enquire about upgrading or purchasing a ticket for the game, subject to availability.

West Ham United Football Club will always take great care to understand and cater for each supporter's requirements, offering our assistance and a dedicated, personable, and friendly service.

## ASSISTANCE DOGS

Hygiene facilities are available to assistance dogs on Bridge 4, opposite turnstile D and down the staircase ahead (lift access available). Space for assistance dogs is available in the accessible viewing areas, to the side of the disabled supporter.

## AUDIO COMMENTARY SERVICE

- Audio commentary is available to all partially-sighted and blind supporters sitting in the North, East, South and West Stands.
- All audio units have a volume control function to adjust to the supporter's comfort. Supporters will need to email [accessibility@westhamunited.co.uk](mailto:accessibility@westhamunited.co.uk) or call on **0333 030 0174**, in advance of matchday to request this service.

## ACCESSIBILITY PASS

Following feedback from our Disabled Supporters' Board, the Club launched an accessibility pass, particularly for supporters with hidden or non-visible disabilities. The Club are hopeful the pass will make your matchday experience easier, without having to face any personal or intrusive questions when using our services.

This is a non-mandatory card scheme, which will allow all supporters with a hidden disability to show their pass to any member of staff to enable them to access all of the disabled facilities, including the accessible search lanes, turnstiles or toilets. If you are interested in using the accessibility pass, please contact Supporter Services on [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk).

## COMPLAINTS PROCEDURE

Formal complaints can be registered with the Club through either of the following ways:

- Email: [supporterservices@westhamunited.co.uk](mailto:supporterservices@westhamunited.co.uk)
- Letter: **Supporter Services, West Ham United Football Club, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST**

The Supporter Services team aims to acknowledge all enquiries within one working day and to provide a resolution to any complaint within a maximum of 14 days. Please note that response time may be extended during busy periods however, all enquiries are important to us and we are grateful for the feedback received from our supporters.

## DISABLED SUPPORTERS' BOARD

The Disabled Supporters' Board (DSB) is the key conduit between our disabled supporters and the West Ham United Board.

Three meetings are held per season to enable our disabled fanbase to raise and discuss the key issues that matter most with the Vice-Chairman, Board members and senior club officials. Action points are established on the night and minutes published on [whufc.com](http://whufc.com).

**Our mission is; to work together to achieve the best services, facilities, and experience for our disabled supporters.**

You can contact Joint-Chairs, Cathy Bayford and Trevor Bright, on [dsb@westhamunited.co.uk](mailto:dsb@westhamunited.co.uk). Alternatively, click [here](#) for more information.

