



LONDON STADIUM ACCESS STATEMENT 2025/26



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INTRODUCTION



At West Ham United Football Club, we are unequivocally committed to providing a fully inclusive and equal experience for all supporters to London Stadium. We have therefore created a range of facilities and services for supporters with disabilities or accessible requirements and visitors to London Stadium on matchday.

London Stadium is a fully accessible venue, with lifts and all public areas designed specifically to accommodate the needs of supporters with accessible requirements.

Our Access Statement will provide you with all the information you need in relation to 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**.

Disabled Supporters' Association

The West Ham United Disabled Supporters' Association (WHUDSA) is the key conduit between our accessibility supporters and the West Ham United Board and senior management. The group meets with the Club regularly and has a representative on the Fan Advisory Board.

You can contact Joint-Chairs Cathy Bayford and Trevor Bright via email at **info@whudsa.com** or visit **<https://www.whudsa.com/>** for more information.



SECTION I: HOW TO GET TO LONDON STADIUM



There are many ways to reach London Stadium on matchday. 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 posted on our channels in the days leading up to the game and on matchday, so please keep in touch with us at [whufc.com](https://www.whufc.com), follow us on X [@WestHamHelp](https://twitter.com/WestHamHelp) or subscribe to our matchday [Fan Information channel](#) on WhatsApp.

Supporters can also visit our Matchday Guide for further information.

Section 1.1: 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. It is approximately half a mile walk from the Westfield exit of Stratford Station to the closest side of London Stadium, which is Bridge 1 (the side by turnstiles G, H and J). Station 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 from first to last train
- Accessible toilets
- Accessible taxis available outside entrances/exits
- Assistance dogs welcome

However, please note:

- No wheelchairs available

Stratford Station helpline: [0343 222 1234](tel:03432221234)

Stratford Station website: <https://www.nationalrail.co.uk/stations/stratford-london/>

Opening hours: Monday – Friday, 8:30 – 16:00

Stratford International Station

- Served by Docklands Light Railway and Southeastern services. It is approximately half a mile walk from the Westfield exit of Stratford International Station to the closest side of London Stadium, which is Bridge 1 (the side by turnstiles G, H and J). 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 from first to last train
- Accessible toilets
- Accessible taxis available at station entrance/exit (International Way Bus Depot)
- Assistance dogs welcome
- Wheelchairs are available

Stratford International Station Customer Service number: **0345 322 7021**

Stratford International Station website: <https://www.nationalrail.co.uk/stations/stratford-international/>

Stratford High Street Station

Served by Dockland Light Railway. It is approximately 0.7 miles walk from Stratford High Street Station to the closest side of London Stadium, which is Bridge 5 (the side by turnstiles E, F and G and the stadium store). 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

Pudding Mill Lane Station

Served by Docklands Light Railway, Pudding Mill Lane station is located to the south of London Stadium and is just one stop away from Stratford Station. Pudding Mill Lane station is approximately 0.3 miles walk from the closest side of London Stadium, which is Bridge 4 (the side by the London Marathon Community Athletics Track and turnstile D). 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. It is approximately 0.6 miles walk from Hackney Wick Station to the closest side of London Stadium, which is Bridge 3 (the side by turnstiles A, B and C).

Facilities and services:

- Low-level ticket machines
- Accessibility gate lines
- Low-level counter at Ticket Office
- An induction loop
- Step-free access to all platforms via lifts
- 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

Section 1.2: Shuttle Bus

West Ham United shuttle bus service

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

11 buses operate continuously from both Platform 13 at Stratford Station and Stratford International Station, two 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.

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 on the lower-level concourse. This car park can be accessed via Platform 13 on the far right of the Jubilee Line platforms, or **through the station entrance** next to the Pret just outside Platform 13. Look for West Ham United staff who will be able to direct you. The what3words reference for this location is cups.reply.free.

Stratford International Station

Shuttle Buses can be collected from International Way **next to the entrance to the station**. The what3words reference for this location is ants.palace.happen.

Stadium store café

The West Ham stadium café is located **in the downstairs of the stadium store**. The what3words reference for this location is keys.issues.bonds.



Requesting a permit

Take a look at our full Shuttle Bus policy at Appendix 1 to find out how to request a permit.

Section 1.3: Car parking

Our dedicated accessible car park (Gold Top Car Park) is 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 are 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 for further information.

You can view our full policy for the accessible parking spaces at Appendix 2.

Visiting supporters

Visiting supporters wishing to book accessible parking on matchday, please contact your own Club for further advice. All 6 visiting supporters' spaces are subject to availability.

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.

Section 1.4: 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.



Section 1.5: Pedestrian Access

London Stadium is fully accessible from all directions with level access across all five bridges to the 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 Olympic Park at 50m intervals, including on the bridges to the 'stadium island' (immediate area outside of the stadium turnstiles). Many of the rest areas are modified to include arm-rests to provide support to accessibility supporters. Please note that once you come over the bridges and through the search tents into the stadium there are no seating areas outside the stadium or in the concourses, other than in the stadium seats themselves.



SECTION 2: SIGNAGE



The stadium is signposted from Stratford and Stratford International Stations, Westfield Stratford City and across the Queen Elizabeth Olympic Park. Stewards and West Ham United Supporter Liaison Officers are also at hand to assist supporters to find their way around.

In addition, there is a team of dedicated Disabled Supporter Assistants who are positioned strategically on the podium and at accessible entrances to provide assistance. Please note that Disabled Supporter Assistants are there to help with questions and give advice but can't act as a personal assistant for any supporters. 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.



SECTION 3: 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 accessible 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 operated by 2 Disabled Supporter Assistants who can assist with scanning the supporter's stadium access cards or tickets to assist with entry if required.

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 to avoid this time.

Section 3.1 Bag Policy

London Stadium currently operates a 100% searching policy meaning all supporters and their belongings will be searched 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.

The London Stadium policy is that bags need to be no larger than A4, but if you need to bring a larger bag, please advise our Accessibility team on accessibility@westhamunited.co.uk or call 0333 030 0174.

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, please contact our Accessibility team.

Section 3.2 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. Should you require access to a lift from podium level to an upper tier, please contact accessibility@westhamunited.co.uk to enquire about obtaining your lift permit.

Section 3.3 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 the accessible car park should use Bridge 3 as the quickest means of access.

Lift access is also available between the ground level and the stadium level from the Accessible Shuttle Bus Service drop-off and pick-up point at the Stadium Café.

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.

Section 3.4 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

SECTION 4: TICKETING



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

Ticketing Policy

Every individual experiences their 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. The Club also provides complimentary Personal Assistant (PA) tickets where these are required. You can view our full PA policy at Appendix 3.

Concessionary pricing is available for supporters with disabilities for Season Tickets and match-by-match tickets, subject to availability.

All home match tickets are sent digitally via your email address. 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

Supporting documentation

In order to receive accessible concessionary pricing or to help us support you in the best way possible, we will need to receive a copy of your Disability Living Allowance notice confirming that you are in receipt of the higher rate for either the mobility or care component. Alternatively, if you are 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.

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, 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 let us know as soon as possible if your circumstances change so that we can support you as best as possible.

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 to apply, quoting their client reference number(s) and the number of tickets they wish to purchase. Claret 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.



SECTION 5:

ACCESSIBLE VIEWING AREAS



- Accessible viewing areas are located in the North, East, South and West Stands
- We have 261 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 19 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 19 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 and 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 and 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
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SECTION 6:

ACCESSIBLE TOILETS & CHANGING PLACE



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 facilities

- 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

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- 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 three Baby and Parent Room facilities:

- Block 152
- 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.



SECTION 7: 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.

You can view our Sensory Room policy at Appendix 4.

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



SECTION 8: 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

Please 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.



SECTION 9: VISITING SUPPORTERS



For any accessibility supporters making their way back to the away coaches after the match, the Shuttle Service will be available upon request 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. Please be aware that the shuttle bus service will only be in operation if requested via the visiting club ahead of the match.

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](#) in the lead up to the match.



SECTION 10:

WEST HAM UNITED STORES



West Ham United have four 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, Eastgate Shopping Centre in Basildon 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
- 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.

Basildon Store

Unit 45 Eastgate Shopping Centre, Basildon SS14 1EB Tel: 02368 527191

Accessible information:

The Basildon 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.



SECTION II: 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](#).

SECTION 12:

ACCESSIBLE SERVICES



Disabled Supporter Assistants (DSAs)

The Club now has 45 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 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.

BSL Provisions

We are delighted to now have BSL interpretation as part of our matchday show before kick-off and at half time.

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 or call on **0333 030 0174**.

Personal assistants

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. You can view our PA policy at Appendix 3 to this document.

Assistance dogs

We welcome any supporters using an assistance dog, although we do ask for advanced notification so that we can allocate an appropriate space and ensure that we have facilities or support available for you and your dog.



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 supporter.

To ensure the safety and comfort of all supporters, we ask that assistance dogs:

- Are fully trained and able to remain calm and focused in busy, high-stimulus environments (including large crowds, PA announcements, and cheering)
- Remain clearly identifiable as assistance dogs at all times, either via a harness, jacket, or lead
- Are kept on a lead or in harness and under control at all times while in the stadium or on club premises
- Are accustomed to being around large groups of people, with no history of aggression or distress in noisy or unpredictable environments

If you're unsure whether a football stadium is a suitable environment for your assistance dog, we encourage you to contact our Accessibility Team for guidance in advance of your visit.

Programme

West Ham United have launched an [online sales portal](#) for the Club's 116-page Official Programme. West Ham Programmes is your one-stop shop for the 2024/25 Official Programme, which features news, views, exclusive photography and more.

Audio commentary service

- Audio commentary is available to all partially-sighted and blind supporters sitting in the North, East, South and West Stands
- The service is free to use
- All audio units have a volume control function to adjust to the supporter's comfort
- Please note that headphones are not provided due to hygiene concerns and we recommend all supporters bring their own headphones for comfort. These should be wired with the standard 3.5mm jack


Supporters will need to email 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 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 accessible facilities, including the accessible search lanes, turnstiles or toilets. If you are interested in using the accessibility pass, please contact Accessibility at accessibility@westhamunited.co.uk

West Ham United also proudly supports the hidden disabilities Sunflower Scheme. Not every disability is visible, the Hidden Disabilities Sunflower will let us know that you may need some additional support when attending on a matchday. Supporters wearing a sunflower lanyard can access all accessible facilities at London Stadium.



SECTION 13: COMPLAINTS PROCEDURE



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

- Email: 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.



SECTION I4: CONTACT US



We want to ensure your experience is as comfortable and enjoyable as possible, so if you have any enquiries relating to accessibility please contact Julie Pidgeon in our Accessibility team on **0333 030 0174** or email accessibility@westhamunited.co.uk



APPENDIX



Appendix 1

Shuttle Bus Policy

Season 2025/26

Background

1. The Club provides a total of 18 complimentary shuttle buses on every home matchday at the London Stadium to assist supporters with disabilities or other accessibility requirements in travelling to and from Stratford and Stratford International stations.

Matchday operating times

2. Buses are in operation continuously from two hours prior to kick-off and for up to 90 minutes after the full-time whistle.
3. Buses will not depart from the stadium until road closures have re-opened, which is normally around 30 minutes after the final whistle. Supporters are invited to wait in the stadium café for buses to begin operation.

Locations

4. Shuttle buses depart from the following locations:
- a. Stratford Station: **exit by Platform 13** (Jubilee Line). what3words reference cups.reply.free.
 - b. Stratford International Station: **next to the entrance on International Way**, by the lifts to platform 1 and 2. what3words reference: ants.palace.happen
 - c. West Ham stadium café: located in the **downstairs of the stadium store**. what3words reference: keys.issues.bonds
5. Buses will only stop at the designated final stop. The driver will not be able to allow passengers to disembark ahead of this time.

Provision of permits

6. Accessible supporters can request a permit by emailing accessibility@westhamunited.co.uk or calling 0333 030 0174 Monday to Friday between 9am and 5pm.
7. All permits are issued subject to availability and at the sole discretion of the Club.

APPENDIX



8. Permits will be given out on the following basis:

- a. Registered accessible season ticket holders, members or single match ticket purchasers are eligible for one permit, with one additional permit for a personal assistant (PA) as required.
- b. Season ticket holders, members or single match ticket purchasers who are on an over-66 concession and have mobility issues are eligible for one permit.
- c. Season ticket holders, members or single match ticket purchasers who are pregnant are eligible for one permit.
- d. Season ticket holders, members or single match ticket purchasers with a short-term accessible requirement are eligible for one permit for an agreed length of time.

9. Due to the limited capacity of the service, no other friends or family (other than those acting in an official PA capacity) will be able to board the bus and we respectfully ask that they make their way to the stadium on foot.

10. Please ensure you have your permit ready to show to staff on departure.

11. To ensure the service runs safely and smoothly for all passengers, we ask supporters using a wheelchair or mobility aid to note the following:

- a. Only wheelchairs or mobility aids that meet standard size and safety specifications can be accommodated on the shuttle bus. Wheelchairs must be stable, in good working order, and capable of being safely secured during transit
- b. If your wheelchair cannot be safely secured on board, you may be asked to transfer to a fixed seat for the duration of the journey, and your wheelchair may need to be folded and stowed
- c. While every effort is made to assist supporters safely, the club and shuttle operator cannot accept liability for damage to mobility aids resulting from misuse, failure to follow guidance, or equipment that is not suitable for transport
- d. Please note that club staff and shuttle operators are not trained or permitted to provide physical assistance (such as lifting, carrying or personal care). Supporters who require this level of assistance should attend with a personal assistant or carer who can support their individual needs throughout the journey and matchday
- e. Trained stewards will be on hand to support boarding and disembarkation, but supporters should ensure they are confident using the shuttle independently or accompanied by a personal assistant if required

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12. We strongly recommend contacting the Accessibility Team ahead of matchday if you have any concerns about your mobility aid or would like to confirm suitability.

Use of the service

Any abuse of the service or staff will result in your permit being rescinded.

Reviewed 12.08.25

Appendix 2

Gold Top Blue Badge Parking Policy

Season 2025/26

Access to Gold Top parking

1. Blue badge parking in the Gold Top car park is allocated on a seasonal basis for season ticket holders.
2. The Club operates an extensive waiting list to give access to these spaces. To register for the waiting list please email accessibility@westhamunited.co.uk.

Use of your Gold Top pass

3. Gold Top holders are required to use their allocated hangar at all times and display their Blue Badge on their dashboard.
4. To ensure that all spaces are being utilised properly, the Club asks that supporters notify the Accessibility team as soon as possible if they cannot attend a game or will not be utilising their space.
5. The Club operates a three-strike system for supporters who fail to notify the Club that they are not attending a match. If a supporter fails to notify the Club that they are not attending a match three times in a row, this may result in their parking access being revoked and passed to another supporter on the waiting list.
6. The Club acknowledges that there may be exceptional circumstances but will ask to see evidence of this before considering reinstating their space.

Management of the Gold Top Blue Badge parking

7. The car park is managed by West Ham United staff on a matchday, who will confirm when roads have reopened, and it is safe for fans to depart.

Reviewed 12.08.25

APPENDIX



Appendix 3

Personal Assistant Policy

Season 2025/26

About the PA role

At West Ham United, we are committed to making football an inclusive experience for all. A Personal Assistant (PA) provides dedicated support to an individual with accessible needs to ensure they can attend and enjoy fixtures safely, comfortably and with dignity.

While the Club's Disabled Supporter Assistants can provide logistical and limited practical support at the London Stadium, it is the responsibility of the PA to deliver any personal care, medical support, or one-to-one assistance required by the supporter throughout their visit. The Disabled Supporter Assistants cannot act in a PA role for any supporters.

A PA may be expected to support the accessible supporter with:

- Travel to and from the stadium and navigating entrances, queues and transport links;
- Personal assistance such as help with retail purchases, eating, drinking, toileting, changing facilities or mobility aids;
- Comfort and wellbeing throughout the match experience;
- Support with emergency evacuations or incidents, and communicating with stadium staff where required;
- Medication management or other non-emergency health needs;
- Dog assistance support (if applicable);
- Travelling with the supporter on Club-provided shuttle buses or coaches, if required.

The PA is not expected to engage in stewarding or crowd control, nor are they a substitute for Club medical or security staff.

All PAs are expected to:

- Be aged 16 or over and capable of responding in an emergency;
- Act in the best interest of the supporter at all times;
- Refrain from any behaviour that is abusive, disruptive, or breaches Club Ground Regulations;
- Be fit to perform their duties, including not being under the influence of drugs or alcohol.

APPENDIX



West Ham United reserves the right to review and, where appropriate, withdraw the provision of Personal Assistant (PA) tickets if there is evidence of misuse, breach of Ground Regulations, or failure to meet the responsibilities outlined in this policy. This includes but is not limited to: a PA attending without the supporter, inappropriate conduct while in the stadium, or repeated incidents that compromise the safety, comfort or enjoyment of others. All cases will be reviewed individually, and the Club will act in line with its Supporter Conduct Charter.

Ticket Provision and Usage

Where a PA is required to enable a disabled supporter to attend a match, the Club will provide a complimentary PA ticket. This is issued under the following conditions:

- The PA must be attending solely to assist the disabled supporter;
- If the supporter is unable to attend, the PA ticket is automatically void and may not be used independently;
- PA tickets are non-transferable and may only be used in conjunction with the valid match ticket of the disabled supporter;
- The PA must occupy the designated seat issued by the Club;
- Misuse of PA tickets may result in withdrawal of the benefit and/or further action under Club ticketing policy.

Reviewed 12.08.25