



# DISABLED SUPPORTERS GUIDE 2024/25

# WELCOME!

We warmly welcome all disabled supporters to The Kassam Stadium. Oxford United Football Club is committed to promoting equal opportunities and firmly opposes any form of unlawful or unfair discrimination based on disability.

Our goal is to ensure that the match day experience is enjoyable and inclusive for all supporters.

We understand that the match day experience is vital for everyone and recognise that disabilities can vary widely, with many not being immediately visible.





# KEY CONTACTS

## DISABILITY LIAISON OFFICER:

Andy Taylor: [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk)

## TICKET OFFICE:

 Call: 01865 337533

 Email: [ticketoffice@oufc.co.uk](mailto:ticketoffice@oufc.co.uk)



# WHERE TO SIT

## SUPPORTERS' TIP

The best pitch-level seats are probably those in blocks 2 and 7 of the South Stand.

## WHEELCHAIR USERS

We have several wheelchair spaces at the Kassam Stadium.

There are two raised platforms in the North Stand, one in the Home end and one in the Away end.

There are several pitch-level wheelchair spaces in the East and South stands for home supporters only. These are at the front of blocks 16, 17, 20 and 21 (East Stand) and blocks 1-3, 6-8 (South Stand).

## AMBULANT DISABLED

Ambulant disabled supporters can sit in any of the stands. If you need level access, more legroom or any other reasonable adjustment, please contact the Ticket Office and they will be able to advise you on the most appropriate seat.

## HEARING IMPAIRED

The new state-of-the-art screen is visible from all areas of the ground, however is least visible from South Stand block 1. We do not currently offer audio description.



# PERSONAL ASSISTANTS

Supporters who require a Personal Assistant (PA) to attend the match will pay their age-related price for the stand and receive a PA ticket at no additional charge, providing the PA sits with the disabled supporter to assist them.

Evidence of entitlement to a PA will be required by the Club. Acceptable evidence includes:

- Personal Independence Payment (PIP) - care or mobility element
- Disability Living Allowance (DLA) - mid-rate care or high-rate mobility component
- Blind or partially sighted registration certificate (BD8 or CVI Certificate)

Misuse of the PA system will result in the season/matchday ticket of both the disabled person and their personal assistant being deactivated for the season/match.



# PARKING/DROP OFF

There are several parking bays close to the stadium and in the car parks. See the map below.

Occasionally some blue badge spaces need to be allocated to operational resources, in which case replacement spaces are set aside for blue badge holders. Parking stewards will advise you on arrival where to go.

These are available on a first-come, first served basis and cannot be booked in advance of the matchday.

The most convenient Blue Badge parking for Away Supporters is in the North-West corner, accessed through car park B1, shown on the map below.

For most matches, a gate is in place behind the North Stand which prevents movement between the West and East sides of the ground. Information on whether the gate will be in use is available in the match preview before each game.

Parking stewards will direct you and may ask to see your blue badge. Once you have parked, your blue badge must be displayed at all times.

Cars parked behind the north stand or in the East car park (Y1, Y2) may be held back for up to 20 minutes after the match has ended to allow safe pedestrian exit. Please follow steward instructions.



## SUPPORTERS' TIP

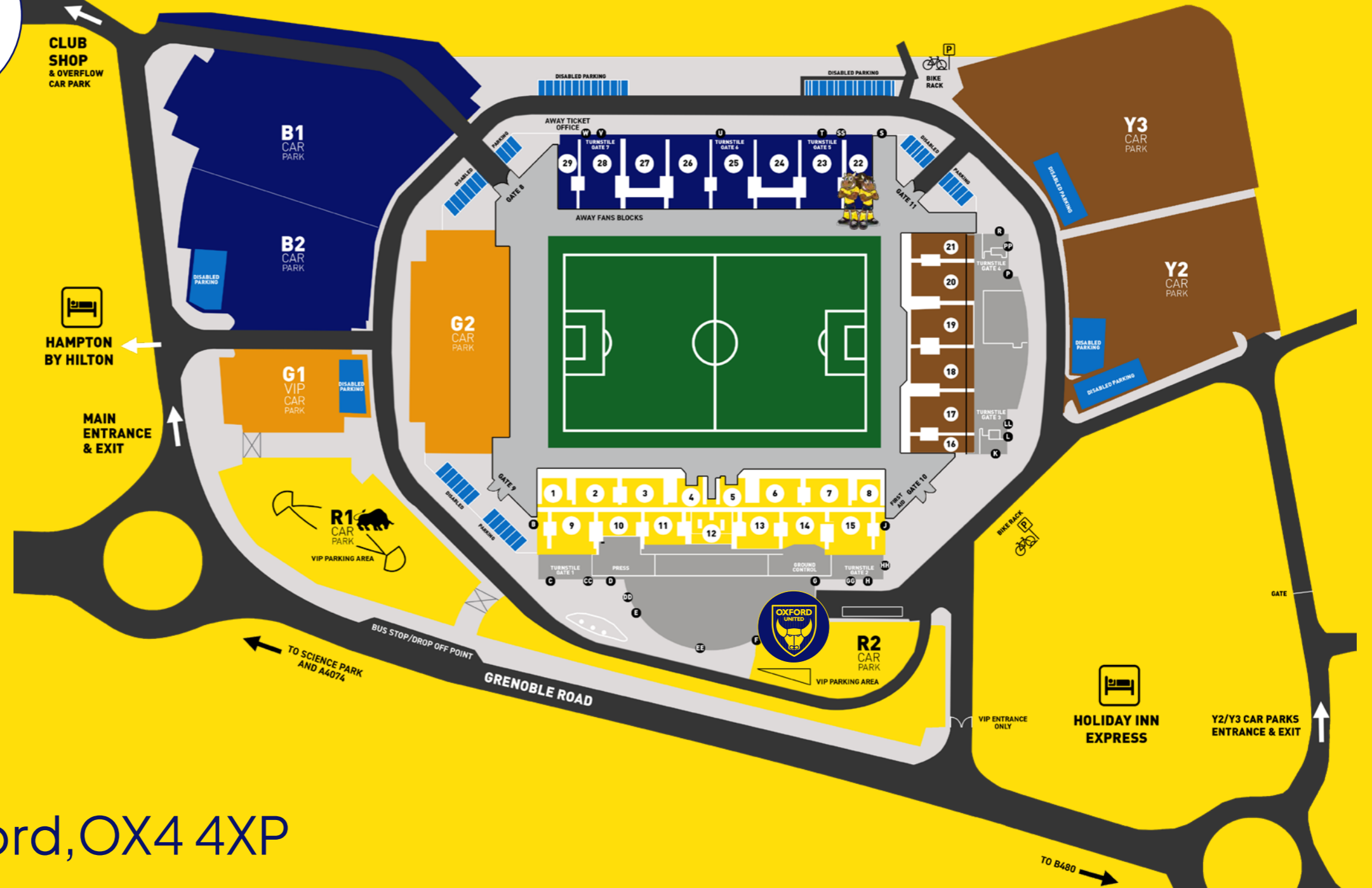
The blue badge spaces can fill up quickly so do get to the stadium as early as possible and allow plenty of time to park. The queues into the car parks can be lengthy as kick-off approaches.

The Bus Stop on Grenoble Road can be used as a drop-off point. Note that several buses arrive around half an hour before kick-off and wait at the stop and immediately after the match, therefore please avoid the bus stop at these times.



# KEY

- Planet IT North Stand
- East Stand
- South Stand
- Stadium Exits
- Family Stand/ Sensory Room
- Club Shop
- Ticket Office



**Kassam Stadium,**  
Grenoble Road, Oxford, OX4 4XP

# CONCOURSES

All the stands at the Kassam Stadium have accessible toilets. Stewards carry RADAR keys for entry, so please speak to them in your respective stand to use the facilities.

## REFRESHMENTS

All concourses inside the stadium have accessible, low-level counters serving hot and cold food and drinks. Please note that these operate cashless payment only.

## NEED ASSISTANCE?

Speak to one of the stewards in your stand or concourse if you need any help during the matchday, and they'll be happy to support you.





# SENSORY CONCERNS

Football matches are noisy affairs and we recognise that this can be difficult for some supporters.

For children with sensory needs, sensory packs which include ear defenders and sensory toys are available at the stadium during the 2024/25 Sky Bet Championship campaign. Please speak to a steward who will arrange this for you.

The sensory packs are designed to improve the match day experience and are part of the Club's commitment to be more autism friendly.

For young people under 23 who need to take some time out, we have a specially equipped sensory area in the North Stand. This facility is available regardless of which part of the stadium you are in. Speak to a steward in your area of the stadium if you need to use this facility, or to find out more, contact our Disability Liaison Officer, Andy Taylor at [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk)



# ASSISTANCE ANIMALS

Assistance Dogs are permitted into the stadium by pre-arrangement. Supporters with assistance dogs should contact our Disability Liaison Officer Andy Taylor at [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk) at least seven days before the match.

This will ensure that the Club and the supporter can discuss access to the ground, facilities inside the welfare of the dog before, during, and after the match.



# FEEDBACK

Should you have any questions or feedback relating to your experiences at games, please contact the Disability Liaison Officer Andy Taylor at [ataylor@oufc.co.uk](mailto:ataylor@oufc.co.uk)





**WE HOPE  
YOU ENJOY  
THE GAME!**

