



LEEDS UNITED FOOTBALL CLUB ELLAND ROAD ACCESS STATEMENT

2021/22 SEASON



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INTRODUCTION

Welcome to Leeds United's Access Statement which has been produced to help you plan your journey to Elland Road.

This guide has been designed to provide you with all of the information that you may need and includes details relating to stadium access, facilities and services available to disabled supporters visiting Leeds United Football Club.

WE LOOK FORWARD TO WELCOMING YOU TO ELLAND ROAD IN THE NEAR FUTURE



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PURCHASING TICKETS

DISABILITY DEFINED

As defined by the Equality Act 2010, a disabled person is someone with a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

To ensure that the Club treats everyone fairly and to enable us to take the particular circumstances of disabled supporters into account when allocating seats, the Club requires all applicants to provide proof of eligibility. The club accepts the following documents:

(1) Confirmation of entitlement to the care and /or mobility component of the Disability Living Allowance (DLA)

(2) Confirmation of entitlement to the daily living and / or mobility component of the Personal Independence Payment (PIP)

Please note, the copy must be in date at the time of applying for tickets. In order to be accompanied by a personal assistant at no extra cost, a disabled supporter must be in receipt of Disability Living Allowance (DLA) at the medium or higher rate or the enhanced rate of Personal Independence Payment (PIP).

A concession price is available for disabled supporters irrespective of their level of Disability Living Allowance (DLA) or Personal Independence Payment (PIP).

NB – Please note, in the case of DLA or PIP, as the allowance may be for life or a fixed period, the Club reserves the right to periodically check that an applicant remains eligible.



BUYING YOUR TICKET

HOME GAMES

Tickets for home games initially go on sale to current 'My Leeds' Members approximately three weeks before each game. Members have an exclusive period to book their tickets ahead of the general public. Please note, a membership does not guarantee a ticket; all tickets are subject to availability.

Due to high demand, each Member can only purchase one ticket; therefore we strongly recommend all supporters purchase a membership.

General sale commences upon conclusion of the Members priority period, approximately two weeks before the game (subject to availability).

All official on-sale dates for home games will be detailed in the Latest Ticket News section on our official website.

For the majority of games demand for tickets significantly exceeds supply, with most fixtures selling out to Members well in advance of the actual day of the game. To avoid disappointment, supporters are advised not to travel to a match without purchasing a ticket in advance.

How do I book home tickets?

Disabled supporters can purchase their tickets by contacting the Ticket Office on 0371 334 1992 or you can visit the West Stand Ticket Office to purchase your tickets in person.

Away Fans?

The visiting fans are located at the South End of the John Charles West Stand. Visiting supporters need to contact their own club in advance of the game to purchase tickets.

Purchasing a Season Ticket

Season tickets are subject to a waiting list, please contact the Ticket Office for more information on how to join this list.



BUYING YOUR TICKET

AWAY GAMES

The Club is given a limited number of tickets for disabled fans (wheelchair bays and ambulant supporters) for away fixtures. Away tickets are only available to purchase online to current Season Ticket Holders / Members (*strictly 1 ticket each*).

Disabled supporters can purchase these tickets under the same away ticket sales policy as non-disabled supporters, you can view our away ticket policy online

<https://www.leedsunited.com/tickets/info#/awaytickets>

Disabled fans are advised that they only need to purchase their own ticket online as the Club will automatically allocate a ticket for their personal assistant if they qualify and if a carer ticket is required.

All official on-sale dates for away games will be detailed in the Latest Ticket News <https://www.leedsunited.com/tickets/fixtures> section on our official website.

Disabled supporters can book to travel on the Club's official supporter coaches. A concession price coach ticket is available to all disabled supporters. The Club will aim to provide accessible coaches for wheelchair users subject to availability.

How do I book away tickets?

Tickets can only be purchased online at www.leedsunited.com



BUYING YOUR MEMBERSHIP

Leeds United offer an Adult and a Junior membership offering supporters a number of benefits. Please see a brief overview of our Membership packages below.

Packages:



My Leeds+ Membership £75










My Leeds Adult Membership (16+ years) £50

Teen Leeds Membership (12-15 years) £30

Junior Leeds Membership (4-11 years) £30

Little Leeds Membership (0-3 years) £30

Benefits include:

-  Priority to purchase home and away tickets
-  Access to Leeds United Ticket Exchange
-  Exclusive membership card and gift pack
-  Exclusive online early access to retail launches (My Leeds+ Members only)
-  Discounted stadium tours - Save money on an exclusive behind the scenes tour of Elland Road
-  Exclusive retail offers – You will be given access to exclusive retail offers and events throughout the season.
-  Chance to be a Mascot – All Junior Members are entered into a draw to lead the players out on a match day (5 to 15 years)
-  LUFC Official E-Christmas Card – Junior Members - Look out for this special Christmas Card from the team!
-  Invitation to the Junior Members Christmas Party – With an LUFC goodie bag and a hot buffet for each guest – this is one not to miss!

Full details of the Membership benefits along with the Terms and Conditions can be found on the Club's official website.

Payment options

We accept all major credit / debit cards with the exception of American Express.

Booking fees

Booking fees apply when purchasing tickets via credit/debit card. Disabled match tickets purchased via the Ticket Office Call Centre or online incur a booking fee of £1.00 per ticket, Memberships incur a £1.50 booking fee per membership. No booking fee is charged when purchasing tickets in person at the Ticket Office counters.

Any disabled supporters who require advice on purchasing tickets should contact the Clubs Disability Liaison Officer:

Nicola Connolly – disabledinfo@leedsunited.com or 0371 334 1992.



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TRAVELLING TO ELLAND ROAD

Getting to the Ground

Regardless of how you travel, please allow extra time for your journey from and to the stadium particularly on match day. There are a number of ways for supporters to travel to Elland Road.

On Foot

Elland Road is situated approximately 2 miles from Leeds city centre. The majority of the surrounding area around the stadium is generally flat.

By Road

Leeds United is adjacent to the intersections of the M1, M62 and M621. Alternatively enter the postcode LS11 0ES in to your Satellite Navigation.

From The North

A1, M1, A639 to Leeds. Join M621 to Junction 1. Take A6110 from Roundabout into Elland Road.

From The South

M1, M621 to Junction 1. Take A6110 from Roundabout into Elland Road.

From The East

A64, A1, then as from North or M62, M621 to Junction 1. Take A6110 from roundabout into Elland Road.

From The West

M62, M621, to Junction 1. Take A6110 from roundabout into Elland Road.



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CAR PARKING

A number of car parks are located around the stadium all of which are controlled and managed by Leeds City Council. The current charges for parking are; cars £6, mini coaches £12, coaches £20. Street parking is restricted due to resident permits. Parking charges are subject to change.

Accessible parking

Accessible car parking is available for use by Blue Badge Holders. 150 spaces are available at the rear of the North Stand and can be accessed via Bobby Collins Way. (Bobby Collins Way is located just off Elland Road, facing West Yorkshire Police station) Upon entry, supporters will be asked which stand they wish to access and they will be parked as near as possible to the closest point of entry for their ingress to the stadium. This car park is available for both home and away fans. In addition, there will be a small number of disabled parking spaces along the Elland Road side of the Fullerton car park. Access is on a first come, first served basis.

Leeds United accessibility support stewards who wear purple high visibility jackets will be on hand to assist disabled fans into the ground and then assist them back at the end of the game.

In addition, 60 accessible spaces are available in Car Parks A and B. These car parks are accessed via Elland Road. Access is available to blue badge holders and issued on a first come first served basis on match day by Leeds City Council.

Drop Off Point

Accessible drop off points are available (pre and post match) at the rear of the North Stand where blue badge holders park. The Club has also introduced a dedicated drop off point in Car Park A (next to McDonalds) for those fans being dropped off at the Stadium. This drop off point will be clearly signposted and entry to Car Park A is via Oxton Mount, the service road at the side of McDonalds.

Disabled fans using the South Stand can be dropped off and picked up from outside of the West Stand Ticket Office on Elland Road.

Road Closures

Lowfields Road and Elland Road are both closed post match, so fans wishing to leave promptly are advised to use Bobby Collins Way and turn right towards the ring road.

Match day Special Bus Service

A matchday shuttle bus service operated by First Leeds Buses, numbered R2, departs from Sovereign Street (near the Hilton Hotel), adjacent to Leeds station, to the stadium. The service departs 90 minutes before kick-off and runs at frequent intervals. At the end of the match, a frequent service will operate back to Leeds city centre. MCards, MetroCards and West Yorkshire DayRovers are NOT valid on this service.



Bus

From Leeds City Centre along Elland Road:

- Services 51, 52, from stop M7 on Vicar Lane.

- Services 54, 55, 55C from stops P3 on Park Row & S12 on Aire Street.

Please note that bus stops outside the ground are suspended one hour before and one hour after a home match.

Along Beeston Road (10 mins walk from the Co-op, at the top of Wesley Street, Beeston)

- Services 65, 75

Along Ring Road Beeston (15 mins walk from the Drysalters pub)

- Services 9, 9A

Park & Ride with Disabled Access

There are two park and ride sites. If travelling from the north, go to junction 46 of the A1M and park at Temple Green. The buses have a priority route to and away from the stadium.

The second park and ride site is located at Stourton and is ideal for those fans travelling up the M1 from the south. Again, these buses allow a quick get away after the final whistle.

Where to find Temple Green Park & Ride - TG1 Service:

Temple Green Park & Ride is situated in the Aire Valley adjacent to the A63 Pontefract Lane with access via junction 45 of the M1.

Post-code for Sat Nav: LS9 0PS

Please note, height restriction barriers are in place. Max height 2.35 metres

Where to find Stourton Park and Ride - ST1 Service:

Stourton Park and Ride is situated at Junction 7 on the M621 and can be accessed directly from the M621 Motorway, A61 Wakefield Road and A639 Leeds Road to Pontefract Road, catering for trips from the South and South/West of the city.

Stourton Park and Ride, Wakefield Road, Leeds, LS10 1FF (postcode for Sat Nav)

Please note, height restriction barriers are in place. Max height 2.35 metres.

Park and Ride tickets are priced at £10 per car and must be purchased in advance via the Leeds United Ticket Office 0371 334 1992 or online at www.leedsunited.com.

Taxi

Taxis from the City Centre to Elland Road usually cost between £8 to £12.

On home matchdays there is a taxi rank located outside of McDonalds on Elland Road.

Other private hire vehicles will be required to drop off at either Gelderd Road or in car park B (next to McDonalds restaurant on Elland Road).



Train

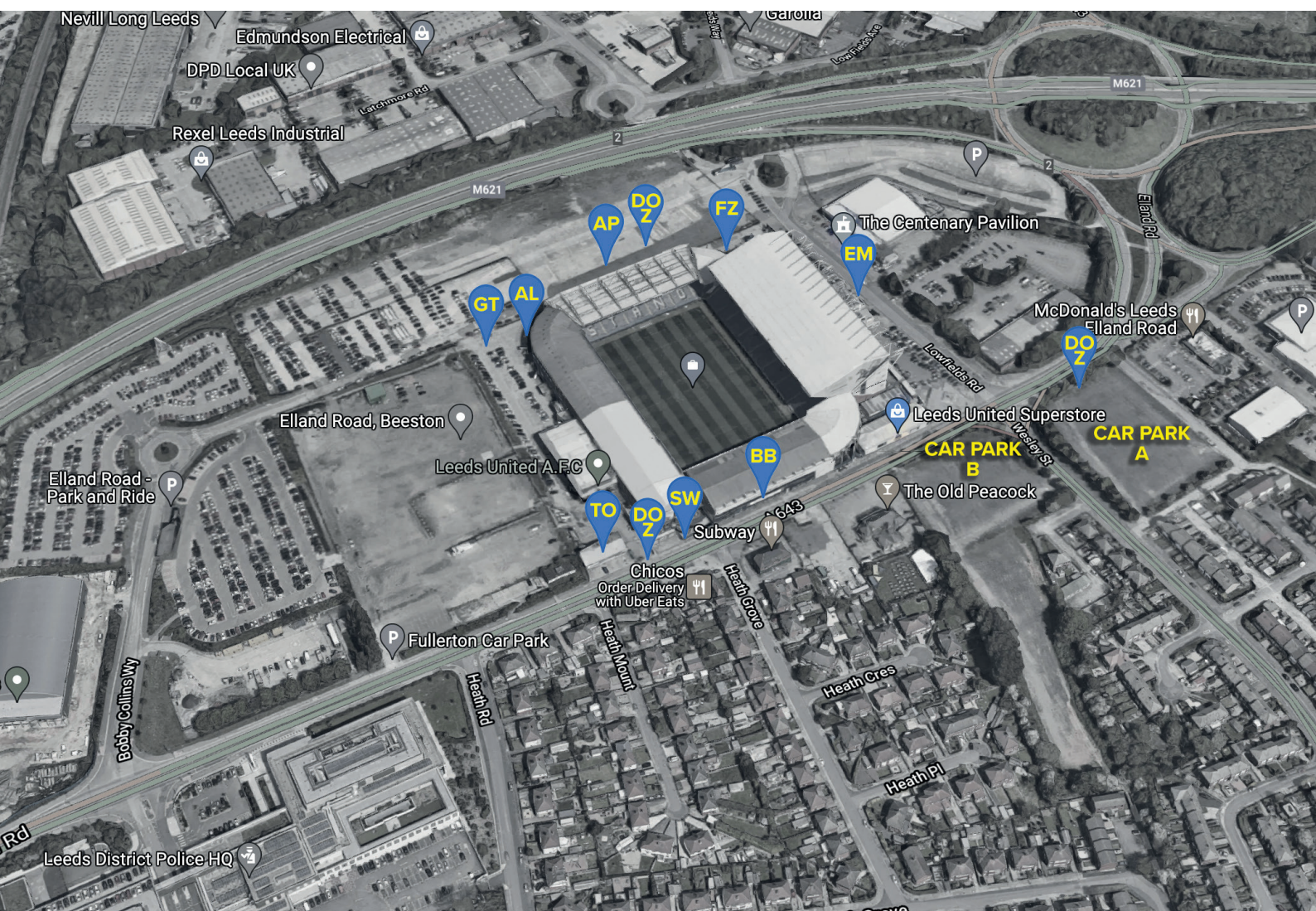
Leeds Railway Station is 2 miles away from Elland Road. London trains depart/arrive from Kings Cross. Journey time approximately 2 hours 30 minutes. Regular services available.



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Stadium Map

Please see the map of Elland Road below showing car parking, entry points and other relevant reference points.



Key

AP: Accessible Parking - **TO:** Ticket Office - **DOZ:** Drop off zone
BB: Billy's Bar - **AL:** Accessible Lounge - **FZ:** North East Corner Fosters Fanzone
GT: Ground Tunnel Accessible Entrance - **EM:** East Main Accessible Entrance
SW: South West Exit W1 Accessible Entrance

TICKET OFFICE

Home Supporters

The Ticket Office is located at the West side of the stadium and faces out onto Elland Road. It is positioned just to the left of the main West Stand entrance.

During the week, the Ticket Office is open Monday to Friday 9am-5pm and 9am-1pm on away match Saturdays. On home match days, the Ticket Office opens at 9am- kick off.



The Ticket Office Call Centre booking lines (0371 334 1992) open Monday to Friday 10.30am-5.15pm and away match Saturdays 9am-1pm. On home matchday Saturdays, the lines open at 9am until 3 hours prior to kick off.

On home match days, there are hospitality ticket collection points located at each hospitality entrance; East Stand Reception, West Stand Reception and South Stand Box Holders Entrance.

Away Supporters

On home matchdays, there is an away ticket office located adjacent to the away turnstiles (entrance 1 & 2). This is the location where away fans collect any pre paid ticket collections / duplicate tickets. This office opens 90 minutes prior to kick off. Away fans are advised to purchase their tickets in advance of match day as it is usual for fixtures at Elland Road to be 'all ticket' with no ticket sales on the day.



CLUB SUPERSTORE/MATCHDAY PROGRAMMES

Club Superstore

The Leeds United Superstore is located in a stand alone building at the South East corner of the stadium near to the Billy Bremner statue. The postcode for the stadium is LS11 0ES.

There are two other Club Stores located in Leeds City Centre (Trinity Shopping Centre & the Merrion Centre) and a further store located in the White Rose Shopping Centre (LS11 8LU). In addition, there is a Leeds United outlet located in the departure lounge at Leeds & Bradford airport. All stores are fully accessible for disabled supporters.

This access statement will focus on the Elland Road Superstore only, for information on the other four stores please visit: <https://shop.leedsunited.com/our-stores>

The Elland Road Superstore is accessible with a ramp at the store entrance. Once inside the store, it is all on one level with large spaces between displays. There is an induction loop system fitted and is available throughout the store.

During the week the Superstore opens Monday to Saturday 9am to 5.30pm and Sunday 10am to 4pm. On home match days, the Superstore opens from 9am to kick off.

Match day Programmes

On match day you can purchase a programme from the Club Superstore and from the various sellers located around the ground.

Programmes are available in alternative formats upon request. You can contact our Supporters' Liaison Officer (SLO) to arrange this for you. Please be aware that alternative formats may not be available on the day of a match but will be available as soon as possible. To contact the SLO email; sloquestions@leedsunited.com



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CATERING

Concourse Catering

Catering facilities are available and are accessible (low level counters) in the stands with disabled access. Large print menus are available upon request on the concourse kiosks. The menus are printed in black size font 16 and are presented on a yellow background.

Catering Facilities outside of the Ground

We have a number of facilities outside of the East Stand including a selection of food outlets for fans to visit including The Chicken Shop, Wagyu Burger and Pizza. In addition, we also have the following areas available:-

Billy's Bar

Billy's Sports Bar is situated on the South Stand side of the stadium, facing Elland Road, and is a popular bar pre and post match for over 18 fans only.

Billy's Sports Bar is open to fans until kick-off and after the final whistle until late. Access is strictly over 18s only. There is a lift providing wheelchair access into the bar.

North East Corner Fanzone

Our Foster's Fan Zone in the North East Corner of Elland Road is open to supporters from 12 noon for a 3pm kick off.

The exciting area for supporters includes four bars serving alcoholic, soft and hot drinks, food offerings and a stage for live music acts to perform. There is no entry fee to access the Foster's Fan Zone! Please note, that this is located outside and is not covered.

Howards Bar – Away fans only

Howards Bar is a dedicated bar for away fans. This bar is located adjacent to the away turnstiles (West Stand - entrance 1 & 2) and opens 3 hours prior to kick off. Food and drink is available.



ACCESSIBLE LOUNGE

The Nicky Chapman LUDO Lounge is an exclusive facility located in the North West Corner of the stadium (Ground Tunnel Entrance) offering a range of refreshments pre and post match.

Access to this lounge is restricted to disabled supporters and their personal assistants only due to limited capacity. Unfortunately, no additional family members can be admitted.

Accessible toilets are operated with radar keys, which are available from designated stewards if required.

Committee Members of the Leeds United Disabled Organisation (LUDO) are present in this lounge on matchdays and on hand to help disabled supporters with any enquiries relating to LUDO.

The lounge opens at the same time that the turnstiles open which is 2 hours prior to kick off.

ENTERING THE STADIUM

Please see the seating map showing entry points and other relevant reference points.

There are 3 accessible entrances into the Stadium. These are highlighted in the below seating plan.



WEST STAND: NH NORMAN HUNTER DB DIRECTORS BOX PR PRESIDENTS RE REVIE RA RADEBE
BR BREMNER PB PRESS BOX

EAST STAND: LC LEGENDS CLUB CC CENTENARY CLUB GS GARY SPEED PL PETER LORIMER
CP CENTENARY PAVILION EG EDDIE GRAY 1919 1919 SUITE LL LEEDS LOUNGE

All entrances are operated by stewards who will welcome supporters into the Stadium. All tickets either paper or season card access will need to be scanned at the turnstile to gain entry.



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Stadium Entry Information For Disabled Supporters:

Stand/Tier	Accessible Entrance	Blocks / seat details	Access
North Lower	Ground Tunnel Entrance	N1, N2, N3, N4, N5, N6 - Bays	Ground access
North Lower	Ground Tunnel Entrance	N1, N2, N3, N4, N5, N6 - Rows BB & CC	Ground access
East Family Area	East Stand Main Entrance	L28 - Bays 78 to 83 & Row WW	Lift access
East Family Area	Ground Tunnel Entrance	L28 - Bays 124 to 130 & Rows CC to EE	Ground access
East Family Area	Ground Tunnel Entrance	L29 - Bays 131 to 144 & Row CC	Ground access
East Family Area	East Stand Main Entrance	L35 - Bays 84 to 87 & Row WW	Lift access
South East Lower	Ground Tunnel Entrance	SEL - Bays 119 to 123 & Row CC	Ground access
South Stand Lower	South West Exit W1 Gate	FA6 - Bays 1 to 8, Rows O	Ground access & ramp
West Away Section	South West Exit W1 Gate	FA7 - Bays 10 to 22, Row O	Ground access & ramp
West Away Section	South West Exit W1 Gate	C15 - Bays 23 to 34, Rows NN to PP	Ground access & ramp
West Away Section	South West Exit W1 Gate	C16 - Bays 145 to 149 & Row PP	Ground access & ramp
West Stand Paddock	Ground Tunnel Entrance	C22 Rows QQ & RR C20, C21, C22 - Bays, Row BB	Ground tunnel

Accessible Viewing Areas

In total, there are 177 wheelchair spaces available at Elland Road, please see the table below.

Stand	No. of Wheelchair bays	General Admission	Hospitality	Position
North	48	48	0	Pitchside
Family Area	21	21	0	Pitchside
Family Area	10	10	0	Elevated
South East	5	5	0	Pitchside
South Stand	8	8	0	Elevated
West Stand (Away Fans)	30	30	0	Elevated
West Stand	26	26	0	Pitchside
East Stand Upper	29	0	29	Elevated
Total	177	148	29	

Pitch level positions do not provide cover and supporters are advised that they may get wet during inclement weather. The club strongly advise fans positioned pitchside to bring appropriate clothing.



Ambulant Disabled

Ambulant disabled supporters can sit anywhere in the stadium. However, the East Stand Upper Tier is extremely high and is very steep. We would discourage supporters from purchasing tickets in any of the upper stands if they would be unable to quickly exit the stand in the event of an emergency.

A dedicated seating area for ambulant disabled fans is available in the North Stand (area N1). This area provides easy access and is in close proximity to accessible toilets and the Nicky Chapman LUDO refreshment lounge.

Further ambulant seating is also available on dedicated rows in the North Stand Lower, East Stand Family Area, West Stand Paddock and the South East Lower.

Personal Assistants

Seats for personal assistants are positioned either behind or adjacent to the disabled supporter.

Match Day responsibilities of Personal Assistants:-

- A Personal Assistant will be admitted without charge in line with our club specific points system on condition that the PA provides support and assistance to the disabled supporter as required.
- The club require the disabled supporter and Personal Assistant to enter the ground at the same time, through the relevant disabled entrances.
- The complimentary ticket for a Personal Assistant is only valid when the disabled supporter is in attendance.
- We would ask that you advise the Club if you are to be accompanied by a personal assistant who is under the age of 16 at any time as this will ensure that the stewards in your area are aware should there be an emergency.
- Complimentary Tickets issued to Personal Assistants are not transferable and are only valid for the registered ticket holder.

For those disabled supporters who do not require a ticket for a personal assistant, the club have in place Disabled help stewards in the stadium on match days. In each disabled section, staff (wearing purple bibs) will be able to assist if required.

Disabled help stewards provide assistant including:

- * Help with entry into the ground and location of seat/position and exiting from the ground;
- * Safe evacuation should it be necessary

ACCESSIBLE AMENITIES

Digital Audio Commentary

Headsets for visually impaired supporters are available on a pre-booking basis by contacting our Disabled Coordinator via email to disabledinfo@leedsunited.com or by calling 0113 367 6178. To utilise a headset, a deposit of £20 is required. All headsets must be returned to the West Stand Security Office immediately after the game. The deposit will be refunded upon receipt of the headset. Any headsets not returned will be charged the full cost of replacing the headset and unit.

Assistance Dogs

Leeds United welcome supporters using an assistance dog. We do request that advance notification is given to the Club's Disability Liaison Officer so that we can ensure that we have appropriate facilities available for you and your dog on match day.

Prayer / Quiet Rooms

If you require a quiet room whilst attending a match at Elland Road, please contact our Disability Liaison Officer who will be able to advise what facilities we can arrange for you.

Accessible Toilets

There are accessible toilets within the stadium, all accessed by radar key. If you do not have an access key, please see the nearest steward who will be able to assist.

Please see the list below showing the number of accessible toilets at Elland Road.

Location/stand	No. of Accessible Toilets
West	10
West Away	2
East	8
South East	2
South Stand	4
Total	26

Accessible toilets are comply with DOC M3, BS 8300a Mandatory requirement incorporating 2010 & 2013 amendments: Equipped with mirrors, distress alarm system, support rails, coat hooks and lever taps on sinks etc...

Changing Places

Changing places facilities are currently in the construction phase and we endeavour for them to be operational during the 2022/23 Season. These will be located in the West and East Stands.



ADDITIONAL INFORMATION

Temporary Illness/Injury

Any supporter who is not necessarily disabled in the legal sense but who is suffering from temporary injuries or illnesses which could affect their ease of access whilst at Elland Road (e.g. a broken leg) should contact the Disability Liaison Officer 0371 334 1992. Each case will be assessed on an individual basis.

Training

All stewards and frontline staff are trained in equality and disability awareness.

Stadium Evacuation

Evacuation procedures will be advised by matchday Stewards in the event of an emergency.

Evac+Chairs are available strategically positioned around the East, West and South Stands and staff is trained on their use.

The East Stand has refuge areas with 2 way communications with east reception on Levels 2, 3, 4 & 5.

Wheelchair Storage

We provide storage for wheelchair and small mobility aids for those who are able to transfer to their seat and require their wheelchairs or small mobility aids to be stored whilst the game is in play.

To bring medication or medical equipment into the ground

Please email the Disability Liaison Officer at disabledinfo@leedsunited.com with details of your current medication or equipment and any support you may require for the duration of your visit with us.



CONTACT INFORMATION



Nicola Connolly
Disability Liaison Officer

Telephone: 0371 334 1992
Email: disabledinfo@leedsunited.com



Diane Ingleby
Supporter Liaison Officer

Telephone: 0371 334 1919
Email: sloquestions@leedsunited.com

LUDO (Leeds United Disabled Organisation)

The Leeds United Disabled Organisation is an independent organisation representing the interests of all Leeds United disabled supporters.

LUDO hold regular meetings and social events throughout the year. For more information about LUDO or to join them, please see their contact details below.



LUDO

Telephone: 07434 641 992
Email: ludo1992web@yahoo.co.uk
Website: www.ludo1992.co.uk



**Enjoy your visit to Elland Road the
home of Leeds United Football Club**

