

LEEDS UNITED FOOTBALL CLUB ELLAND ROAD ACCESS STATEMENT

FULL VERSION UPDATED JANUARY 2023



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INTRODUCTION

Leeds United are committed to providing our services and facilities for our supporters with disabilities and additional needs.

We have designed this guide to make your visit to Elland Road as safe, enjoyable and accessible as possible for all.

**Angus Kinnear,
Leeds United Chief Executive**

MOT



Nicola Connolly
Disability Liaison Officer

Telephone: 0333 130 0505
Email: disabledinfo@leedsunited.com

Office hours: Wednesday - Friday 10am - 3pm / Matchdays 3 hours before kick off.



Diane Ingleby
Supporter Liaison Officer

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LEEDS UNITED
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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 go on sale to My Leeds Members approximately three weeks before each game. To purchase a ticket, all supporters need to be a current My Leeds Member and can apply to purchase one ticket each, per game.

Tickets for home games are available to purchase online, via the accessible ticket line 0330 130 0505, or at the West Stand Ticket Office.

All tickets are subject to booking fees.

HOME GAME ONSALE INFORMATION

We strongly advise members to purchase their tickets online to avoid disappointment. Please note, when applying online, you will only have access to purchase tickets for the game if you have the correct level of membership.

PHASE 1

MY LEEDS PRIORITY MEMBERS

RESERVED ALLOCATION
(SOLD ON A FIRST COME FIRST SERVED BASIS)

PHASE 2

ALL MY LEEDS MEMBERS

RESERVED ALLOCATION
(SOLD ON A FIRST COME FIRST SERVED BASIS)

PHASE 3

TICKET EXCHANGE OPENS

General admission Season Ticket Holders who are unable to attend this fixture can return their seat via their online account.

PHASE 4

ONLINE BALLOT

RESERVED ALLOCATION
REGISTRATION PERIOD

Successful applicants notified
after registrations close

PHASE 5

TICKET EXCHANGE SALES

ANY SEATS RETURNED FROM SEASON TICKET
HOLDERS BECOME AVAILABLE TO MEMBERS
VIA THE TICKET EXCHANGE

FIRSTLY TO MY LEEDS PRIORITY AND MY LEEDS+
THEN TO ALL MY LEEDS MEMBERS

PHASE 6

TICKET FORWARDING

Our new Ticket Forwarding facility will
be available online to General Admission
Season Ticket Holders to forward their seat
to a My Leeds Member

Mobile Tickets - NEW!

All fans will receive mobile tickets on their smartphone for the 2022/23 season.

A mobile ticket is the safest, most convenient and flexible way to receive your match ticket whilst increasing security and protection against fraud, and is part of the club's long-term sustainability plan to reduce paper and plastic use at the stadium.

Fans will now receive their match tickets via email from the club. Within the confirmation email there will be a link to download your match tickets directly to your smartphone.



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BUYING YOUR TICKET

Online Ballot - NEW!

All 2022/23 Members who are unsuccessful in purchasing a ticket in Phase 1 or 2 can apply for the online ballot.

If you wish to be balloted / seated with your friends or family members, then you must register all in one application. Each member can only register once for the ballot. The maximum number of members within a ballot application is ten. To apply for friends and family, they must be linked to your account via the 'My Friends & Family' option within your online ticketing account.

It is imperative that you select the correct age band for each ballot applicant.

The lead applicant will need to enter credit/debit card details when submitting a ballot application. No payment will be processed at the point of registering for the ballot.

Please note, when you register for the ballot, you will be able to specify 'Disabled Seating'.

If you are successful, the balloting system will allocate you a seat which could be in any of our access seating areas. To apply for the Disabled / Access ballot, you must meet our criteria.

Once the deadline has passed for ballot registrations, the ballot will be randomly drawn. The supporters who are successful in the ballot will have their credit/debit card payments charged for the total ticket cost (including booking fees) and the lead applicant will receive a confirmation email containing their mobile tickets.

If you do not receive an email, then you have not been successful. Supporters can check if they are successful in the ballot via the 'My Account' option within their online ticketing account.

Ballots are run a game-by-game basis.

For further information, please contact disabled.info@leedsunited.com.



BUYING YOUR TICKET

AWAY FIXTURES

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 one ticket each).

Disabled supporters can purchase tickets under the same conditions as non-disabled supporters (priority given to Season Ticket Holders and those who qualify by the away tracker). Details of ticket priority windows are published for each home and away game respectively.

Disabled supporters who would like tickets to Leeds United away fixtures or who would like more information on the Club's away ticket allocation should contact Nicola Connolly or the ticket office.

Please ensure you have purchased a ticket before deciding to travel.

Disabled supporters can travel to away games on the Club's official supporters coaches - the DSA adapted coaches or the general supporter's coaches - should they wish to do so subject to the availability.



MEMBERSHIPS

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

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 Digital Membership Pass 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.

Please note, membership does not guarantee a ticket; all tickets are subject to availability.

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.

The stadium is adjacent to the intersections of the M1, M62 and M621. Please use the postcode **LS11 0ES** if using SAT NAV.

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.

PUBLIC TRANSPORT SERVICES

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.

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

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

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.



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.

Park and Ride tickets are priced at £10 per car and must be purchased in advance via the Leeds United Ticket Office 0333 130 0505 or online at <https://tickets.leedsunited.com/en-gb/categories/park-and-ride>.

Where to find Temple Green Park & Ride - TG1 Service (LS9 0PS)

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

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

Where to find Stourton Park and Ride - ST1 Service (LS10 1FF)

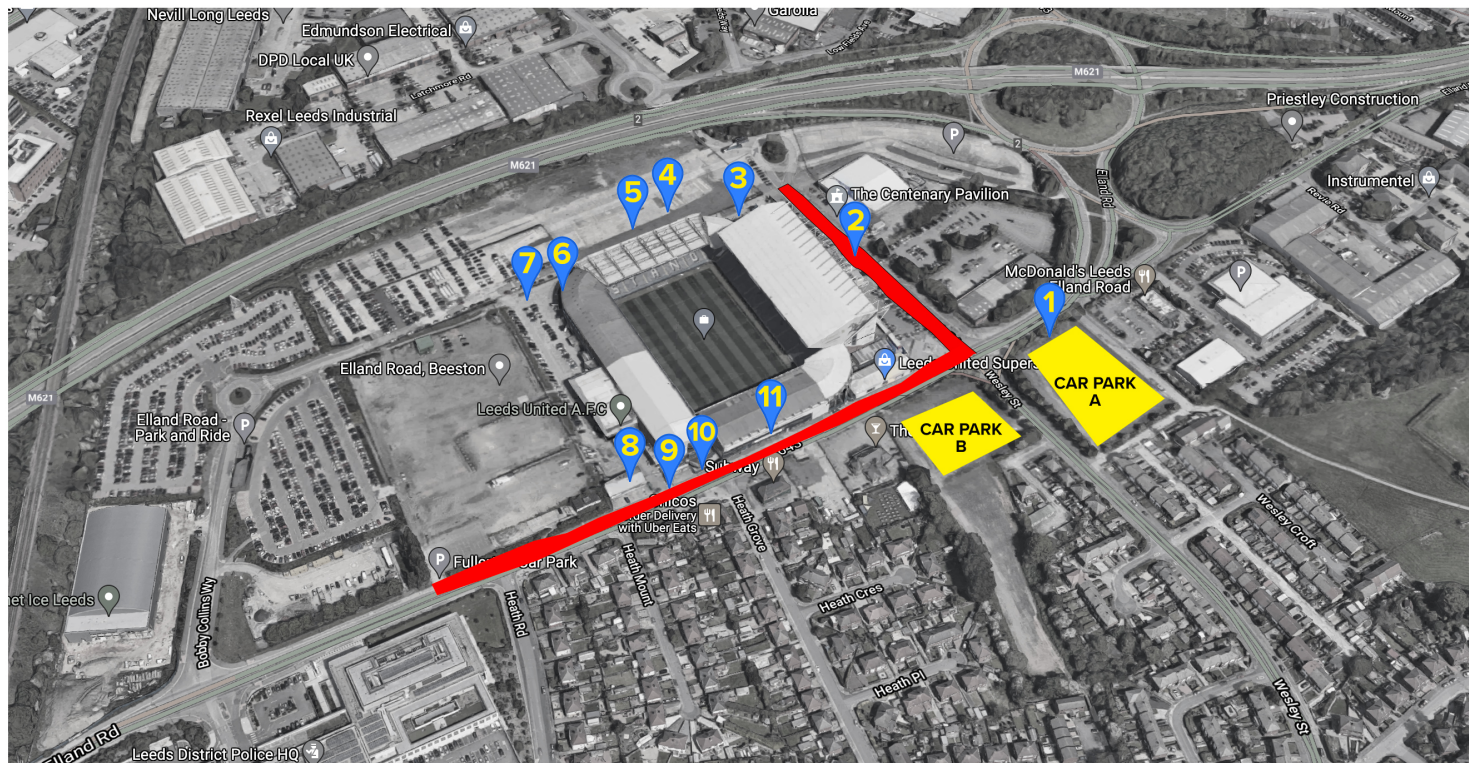
Stourton Park and Ride is situated at Junction 7 on the M621 and can be accessed directly from the M621 Motorway, A61 Wakefield Road and A639 Leeds Road to Pontefract Road, catering for trips from the South and South/West of the city.

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.

Stadium Map

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



Key

- 1) Drop off Zone
- 2) East Stand Main Accessible Entrance
- 3) North East Corner Fosters Fanzone
- 4) Drop off Zone
- 5) Accessible Parking
- 6) Accessible Lounge
- 7) Ground Tunnel Accessible Entrance
- 8) Ticket Office
- 9) Drop off Zone
- 10) South West Exit W1 Accessible Entrance
- 11) Billy's Bar

Road Closures

Closed on full-time whistle for up to 90 minutes.

Car Parks

Open from approximately four hours ahead of kick-off.



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FOOTBALL CLUB

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



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 2 hours prior to kick off. Food and drink is available.



ACCESSIBLE LOUNGE

The Nicky Chapman 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.

Due to limited capacity, access to this lounge is restricted to disabled supporters and their personal assistants who access their seats via the Ground Tunnel entrance only. Unfortunately, no additional family members or disabled supporters from other entrances can be admitted.

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

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 digital tickets will need to be scanned at the turnstile to gain entry.



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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 and CC	Ground access
East Family Area	East Stand Main Entrance	L28 – Bays 78 – 83 and Row WW	Lift access
East Family Area	Ground Tunnel Entrance	L28 – Bays 124 to 130 and Rows CC to EE	Ground access
East Family Area	Ground Tunnel Entrance	L29 – Bays 131 to 144 and Row CC	Ground access
East Family Area	East Stand Main Entrance	L35 – Bays 84 to 87 and Row WW	Lift access
South Stand Lower	South West Exit W1 Gate	FA6 – Bays 1 to 8, Row 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 and Row PP	Ground access & ramp
West Stand Paddock	Ground Tunnel Entrance	C22 Rows QQ to RR C20, C21, C22 – Bays, Row BB	Ground tunnel

Accessible Viewing Areas

In total, there are 172 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 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	172	143	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 pitch side 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 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 0333 130 0505. 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 Lower	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 South West Corner.

Sensory Rooms

The brand new sensory room is situated within one of our South Stand boxes, and the space has been specially designed for any young children or adults with sensory processing issues. This facility offers a full unrestricted view of the pitch, creating a safe and controlled environment for supporters to watch the game, and also offers a safe option for anyone who may experience issues during a match in offering a quiet space within the grounds of the stadium.

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 0333 130 0505. 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: 0333 130 0505
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**

