



VITALITY STADIUM ACCESS STATEMENT

AFC BOURNEMOUTH

WELCOME

We look forward to welcoming you to Vitality Stadium.

To make your visit as enjoyable as possible, we have put together this Access Statement with information on the accessibility of our stadium and matchday experience.

If you have any queries, please do not hesitate to contact us.

Hannah Powis

Disability Access Officer

John Jennings

Senior Ticketing Assistant

Telephone: **01202 726300**

Email: **disability@afcb.co.uk**



Photo: Raised Viewing Platform

CONTENTS

- 3** Vitality Stadium
- 4** Purchasing Tickets
- 5** Travelling to Vitality Stadium
- 10** Stadium Plan
- 11** Arriving at the Stadium
- 14** Stadium Access
- 19** Accessible Toilets
- 23** Concourses
- 24** Matchday Hospitality
- 25** Conferencing and Events
- 26** Additional Matchday Information
- 27** Contact Information



VITALITY STADIUM

STADIUM ADDRESS

AFC Bournemouth
Vitality Stadium
Dean Court
Kings Park
BH7 7AF

Telephone: **01202 726300**
Email: **enquiries@afcb.co.uk**

Vitality Stadium is situated within the heart of Kings Park. Park land surrounds both the south and main stand, with the east and north stands backing onto residential areas.

Vitality Stadium is approximately 3.2 miles from Bournemouth Town Centre, and 7.8 miles from Poole. AFC Bournemouth takes much pride in welcoming visitors to our stadium and providing an enjoyable matchday experience.



PURCHASING TICKETS

To purchase tickets, home supporters must be registered with the ticket office and have the qualifying number of Cherries Points required for that match. Details of the points required, and the on-sale details can be found by online at: <https://www.afcb.co.uk/tickets/onsale-dates>.

If the ticketing account has the required number of Cherries Points, a supporter can purchase tickets by calling the ticket office on 01202 726300, in person at the ticket office at Vitality Stadium, or online at: <https://tickets.afcb.co.uk/Online/>.

You may be asked to provide proof of eligibility for a concessionary price type or complimentary personal assistant's ticket. The club accepts the following documents:

- Receipt of the higher or middle rate of Disability Living Allowance (mobility and/or care component)
- Receipt of standard or enhanced rate of Personal Independence Payment (PIP) for mobility, and/or care

- Receipt of either Severe Disablement Allowance or Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement pension for 80% or more disability
- Blind or partially sighted registration certificate (BD8 or CV1 certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind people (RNIB) website.

The ticket office is located in the Superstore at the ground on non-matchdays.

Opening times are:

Monday – Friday: **9am – 5pm**

Non-matchday Saturday: **9.30am – 4pm**

Sunday: **10am – 3pm**

Saturday matchday: **9am - kick-off (open 15 minutes after match)**

Midweek matchdays: **9am - kick-off (open 15 minutes after match)**

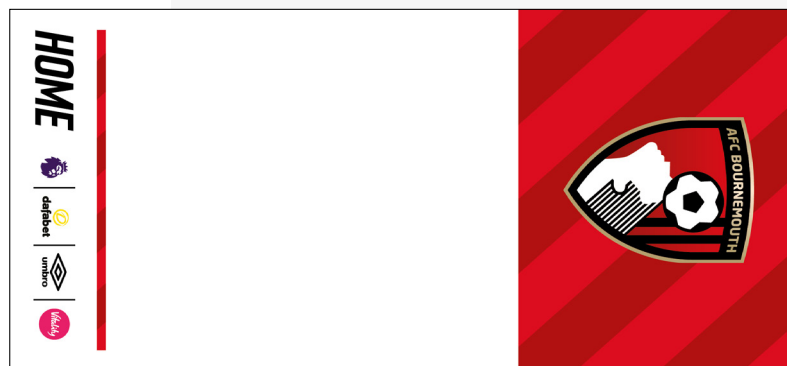


Photo: Sample AFC Bournemouth Home Ticket

PERSONAL ASSISTANTS

Supporters with any of the above will be entitled to a free match ticket for their personal assistant (PA) to accompany them. The PA should be capable of supporting the disabled person's needs in the event of an emergency. Please note, the club reserves the right to request evidence to support this where necessary and requires the disabled supporter and their PA to enter the ground together and sit together. Seats for personal assistants are located next to the disabled supporter's seat. The club's health and safety policy requires that disabled supporters who attend in a wheelchair to remain in their wheelchair during the game.

TRAVELLING TO VITALITY STADIUM

BY CAR

The postcode for Vitality Stadium is BH7 7AF. Following a satellite navigation (satnav) will lead you to the stadium.

When driving to the stadium, follow the brown road signs with a football icon on. Please note, some of these signs may refer to the stadium as Dean Court. All supporters are advised to travel in plenty of time for the match.

Directions from the North: Follow the M6, exiting onto the M42 towards London, Warwick and Solihull, exiting at junction 3a onto the M40. Leave the M40 at junction 9, taking the A31 / A34 exit. At the Wendlebury Interchange, take the 3rd exit onto the A34 towards Oxford / Newbury. At the roundabout, take the third exit onto the M3. Follow the M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout, into Kings Park Drive. The stadium is on the left.

Directions from the South East: Follow the A27, M27 and A31, exiting onto the A338 towards Bournemouth. Take the exit towards Boscombe, taking the second exit at the roundabout into Kings Park Drive. The stadium is on the left.

Directions from the South West: Follow the A35 to the A338. On the A338 take the slip road to the Springbourne Roundabout signposted Kings Park. Take the third exit off the roundabout and at the fire station stay in the left-hand lane and turn left onto Holdenhurst Road. Stay to the left and go straight through at the traffic lights (the Queens Park Pub should be on your right). Take the third exit at the small roundabout and into Kings Park itself.

ACCESSIBLE PARKING

The club offers 41 accessible parking spaces on site at Vitality Stadium.

Parking is available in both main stand and south stand car parks and there is no charge for blue badge holders - evidence will be required. On arrival at the Vitality Stadium (via Kings Park Drive) you will be greeted by stewards who will enquire as to your requirement with regard to a wider space, if available, and direct you accordingly. The club's policy is to reserve spaces for the use of disabled supporters for as long as possible but it is important to note that there is no guarantee of matchday parking on the basis of being a Blue Badge holder. All supporters attending matches at Vitality Stadium and wishing to park in this car park are advised to arrive early as the car park usually reaches capacity around 75 minutes before kick-off. Supporters may experience delays in leaving the car park after the final whistle. Access from this car park to the stadium is step-free.

TRAVELLING TO VITALITY STADIUM

ACCESSIBLE PARKING (cont)

Free matchday parking is available at Avonbourne Academy, which is a 10-minute walk across the park to Vitality Stadium - highlighted on Map A. This parking facility has the advantage of being away from the congestion around Kings Park, and will be staffed by a steward until kick-off. The postcode for Avonbourne Academy is BH7 6NY.

Alternatively, the Sovereign Shopping Centre on Christchurch Road, which is approximately a 15-minute walk from the stadium - highlighted on Map B, offers low-cost easy parking (£2 for 4 hours), with over 600 spaces. This parking facility has the advantage of being away from the congestion and is located near cafés for food and snacks.

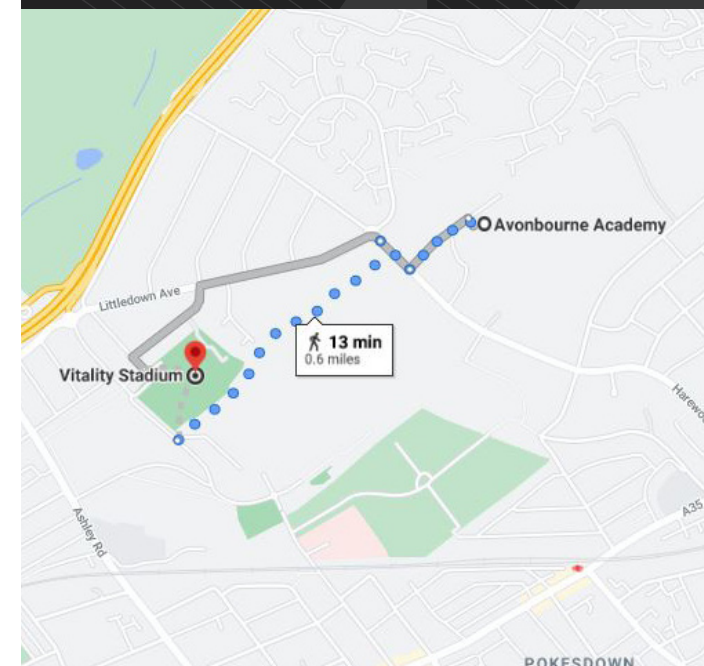
Several residential roads adjacent to the ground have parking restrictions, which the

club asks supporters to adhere to. Please be mindful of existing drive entrances and avoid parking illegally as this can cause problems for residents and is a safety hazard. Parking enforcement officers and police will respond to residents' complaints.

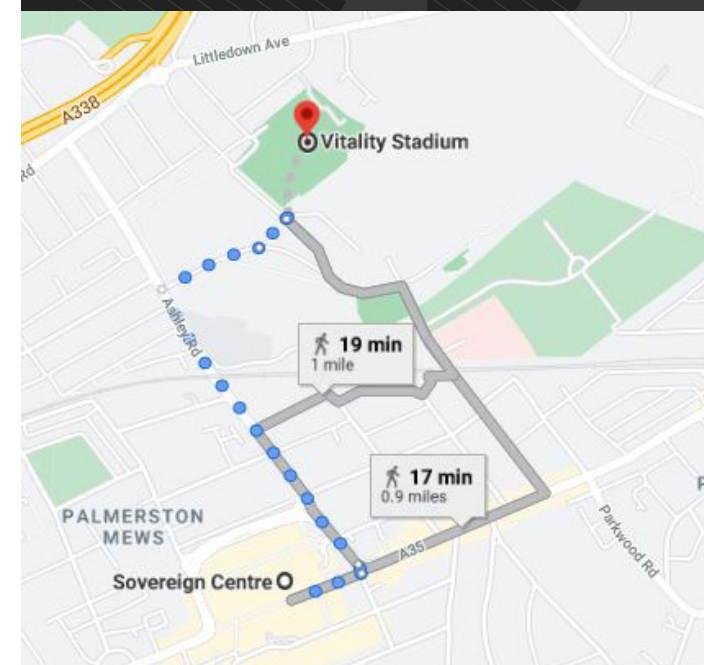
Car parking is also available to visiting disabled supporters upon request. Visiting supporters will need to contact the Disability Access Officer in advance of the matchday should they wish to book a car parking space, by emailing disability@afcb.co.uk.

The matchday parking attendants do allow for disabled supporters without parking to be dropped off in the main car park. Thistlebarrow Road is also recognised as a main pick-up point, providing it is not within the coned areas.

MAP A



MAP B



TRAVELLING TO VITALITY STADIUM



Photo: Bournemouth Station

BY TRAIN

Pokesdown Station: The nearest train station to the stadium is Pokesdown, which is roughly a mile from the ground and around a 15-minute walk away. This station is not currently accessible for wheelchair users. There is no step-free access or staff assistance currently at Pokesdown Station. Exit the station and turn right down the main Christchurch Road (A35) for 400m and turn right into Gloucester Road. Follow signs for Kings Park to arrive at Vitality Stadium.

Address: Christchurch Road, Pokesdown, BH7 6DL

- Helpline contact - 0800 52 82 100
- Staff help available - No
- Ramp for train access - No
- Step-free access - No
- Wheelchairs available - No

For more information visit: <https://www.nationalrail.co.uk/stations/POK/details.html>

Bournemouth Station: A large majority of trains arrive at Bournemouth Station, which is 1.3 miles from the stadium and a 30-minute walk. Bournemouth Station is accessible and offers step-free access and ramp access onto trains. Wheelchairs are available and the station is staffed 24 hours a day, they also have a fitted induction loop. To get to the stadium, leave the station by the south exit, (facing Asda) and turn left to head towards the main road. Turn left again and walk straight up Holdenhurst Road for around 25 minutes, until you reach a roundabout at which you turn right into Kings Park Drive. The stadium is on the left.

Address: Holdenhurst Road, Bournemouth, BH8 8HX

- Helpline contact - 0800 52 82 100
- Staff help available - Yes Monday - Sunday, 24 hours a day
- Ramp for train access - Yes
- Step-free access - Yes, there is step-free access from both station entrances to both platforms. Interchange is via either a stepped footbridge or a ramped underpass. A buggy is available for passenger use on request.
- Wheelchairs available - Yes

For more information visit: https://www.nationalrail.co.uk/stations_destinations/BMH.aspx

TRAVELLING TO VITALITY STADIUM

BY BUS

Yellow Buses: The route 2 Yellow Buses service is accessible from Pokesdown train station and Bournemouth train station and runs up to every 15 minutes. Alight at Ashley Road to get within 5 minutes of the stadium. A step free access route is available through Kings Park from Ashley Road to the stadium and Yellow Buses offer low floor buses with enough room for one wheelchair. If you want to make a day out of your trip, then this bus also serves Bournemouth town centre where you can find plenty of shops and places to eat and drink before heading to the stadium. You can purchase tickets, plan your journeys in advance and view live bus departures using the 'YB Move' app available on iOS and Android smartphones, or by visiting: <https://www.yellowbuses.co.uk/plan-a-journey>



Photo: Yellow Bus

More Buses: The M1/M2 More Bus service runs from Pokesdown Station and brings supporters closer to the stadium via Boscombe. Day tickets can be purchased for unlimited travel between Bournemouth and Boscombe. To plan your journey or for more information go to: <https://www.morebus.co.uk/plan-your-journey>



Photo: More Bus

BY TAXI

United Taxis are adapted so that they're easily accessible. Their taxis include:

- Fold out ramps with extension
- Four-point wheelchair restraint belt with over centre clamp
- Intermediate non-slip steps
- Easy release and lit exterior door handles

All supporters are eligible for a set fare. United Taxis take bookings 24 hours day, 365 days a year so call 01202 556677 to take advantage of this offer. Please note fares with multiple drops may vary on traffic going to and leaving the stadium. For more information, please visit: <https://556677.com>

TRAVELLING TO VITALITY STADIUM

BY AIR

Bournemouth Airport is 4.5 miles from the stadium. There is a taxi rank located outside of Bournemouth Airport and it takes 10 minutes by car but you may wish to add an additional 15–20 minutes to account for matchday traffic. For more information on Bournemouth Airport's access, please visit: <https://www.bournemouthairport.com/special-assistance/> or for more information on getting to/from the airport, please visit: <https://www.bournemouthairport.com/to-and-from-the-airport/>

DISABLED VISITING SUPPORTERS ARRIVING BY COACH

Generally, visiting coaches are instructed to park at the designated area within the car park behind the south stand. Access from this car park to the visiting supporters accessible entrance is step-free.



STADIUM PLAN

AVONBOURNE ACADEMY
(FREE SUPPORTER PARKING)



POWELL AVENUE

THISTLEBARROW ROAD

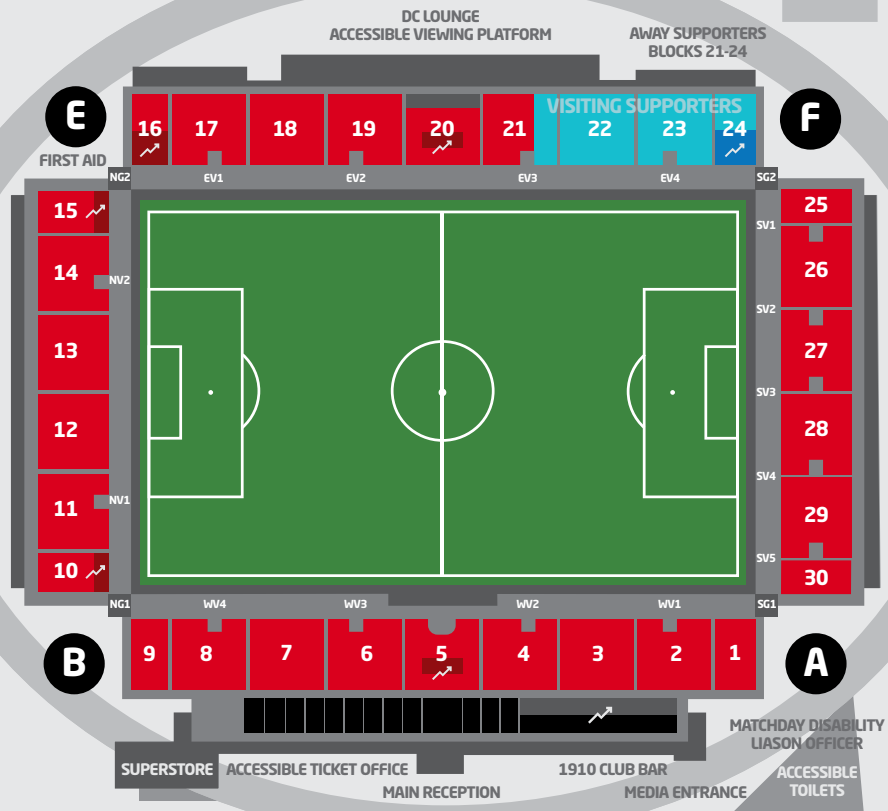
VITALITY STEVE FLETCHER STAND

TED MCDUGALL STAND

VITALITY EAST STAND

VITALITY MAIN STAND

THE GREAT ESCAPE



CYCLES

ALLOCATED AWAY DISABLED PARKING

OB COMPOUND
VISITING COACHES
MEDIA PARKING

SOUTH CAR PARK

ACCESSIBLE PARKING

THISTLEBARROW ROAD

CYCLES

BOURNEMOUTH TOWN CENTRE
BOURNEMOUTH TRAIN STATION



KINGS PARK DRIVE

VIP CAR PARK
ACCESSIBLE PARKING

KINGS PARK DRIVE

BOSCOMBE TOWN CENTRE
BOSCOMBE BUS STATION
POKESDOWN TRAIN STATION



ARRIVING AT THE STADIUM

MATCHDAY TICKET OFFICE

The matchday ticket office is located within the main stand. The ticket office is situated to the left of main reception as you approach the stadium.

- There are six service points, two of which are lowered (closest to main reception)
- The rest of the four counters are 103cm (3ft 5in) high
- The route is accessible, and step-free
- There is a portable hearing loop available at the lowered counters

MATCHDAY OPENING TIMES

- Saturday matchday: **9am - kick-off (open 15 minutes after match)**
- Midweek matchdays: **9am - kick-off (open 15 minutes after match)**



Photo: Ticket Office Matchday Counters

ARRIVING AT THE STADIUM

SUPERSTORE

The superstore is located at the north-west corner of the stadium, and can be accessed via wide manual double doors, or through the single door with an accessible touch pad entry system.

Inside it is spacious, and level. The superstore can get extremely busy on a matchday. It will be quieter at least 2 hours before kick-off and 20 minutes after the match, with non-matchdays considerably quieter.

On the first Tuesday of every month from 4pm the superstore hosts a sensory hour which offers a calmer in-store experience.

Store staff are available on the shop floor and are happy to assist supporters and visitors.

- The doors are single width and the opening is 85cm (2ft 9in) wide
- The access is not level into the superstore – there is a permanent moderate slope
- The counter is 4m (4yd 1ft) from the entrance
- There is level access to the counter from the entrance

Photo:
A supporter
walking
beside
Vitality
Stadium



- The height of the counter is 90cm (2ft 11in) and there is also a lowered counter
- There is a portable hearing loop available at the main counter
- A managed queuing system is used on matchday

Opening times are:

- Monday – Friday: **9am – 5pm**
- Non-matchday Saturday: **9.30am – 4pm**
- Sunday: **10am – 3pm**
- Saturday matchday: **9am – kick-off (open 20 minutes after match)**
- Midweek matchdays: **9am – kick-off (open 20 minutes after match)**

ARRIVING AT THE STADIUM

1910 CLUB BAR

Home supporters are welcome to use the 1910 Club Bar, upon production of a valid match ticket, and the bar is accessible and located on the first floor with lift access via the main reception entrance. The bar is free entry and opens three hours before kick-off on matchday. Hot food, and drinks are available, and there is a bistro area with tables and chairs in the corner area of the bar. The majority of televised fixtures on a home matchday will be shown on a big screen, and various smaller TVs around the room. There is an accessible toilet located within the 1910 Club Bar. The bar reopens after the match for an hour and a half. Disabled supporters can enter 1910 club bar through the lift in main reception.

THE GREAT ESCAPE BAR

Home disabled supporters are welcome to use the Great Escape Bar, which is situated outside the north-west corner of the stadium. A valid match ticket will be required to gain entry, and the bar serves an outdoor, open fan area with level access.

DC LOUNGE

The DC Lounge is open pre-match to both home and visiting disabled supporters, free of charge. The DC Lounge is based on the ground floor and first floor in the east stand for the use of disabled supporters and their PAs. The lounge offers screens showing live televised matches, a refreshment service of complimentary hot drinks and a matchday quiz to test your footballing knowledge. There are two accessible toilets, located on the first floor and a lift service is available. There is level access into the entrance, and the main door(s) open towards you (pull), with staff available to assist. The doors are double width, and the opening is 160cm (5ft 3in) wide. The DC Lounge has proved a popular place for disabled supporters to meet and socialise.



STADIUM ACCESS

ACCESSIBLE ENTRANCES

There are four accessible entrances into the stadium, all of which offer level access to front row wheelchair accessible seating. The entrances are located at each of the four corners of the stadium and are clearly signed. Entrances open approximately an hour and a half before kick-off. Stewards are present at each of the accessible entrances to offer assistance. Tickets are checked and scanned at each entrance with handheld scanners.

Entrance 1: South-west corner of the stadium, for blocks; 1, 2, 3, 4, 28, 29, 30 (Home supporters)

Entrance 2: South-east corner of the stadium for blocks; 25, 26, 27, 21, 22, 23, 24 (Visiting supporters)

Entrance 3: North-east corner of the stadium for blocks; 16, 17, 18, 19, 20, 21, 13, 14, 15, (Home supporters)

Entrance 4: North-west corner of the stadium for blocks; 10, 11, 12, 6, 7, 8, 9 (Home supporters)



Photo: Vitality Stadium Wayfinding



Photo: Accessible Entrance Sign (in tactile & braille format)

STADIUM ACCESS

ACCESSIBLE VIEWING AREAS

The club provides a number of dedicated viewing areas for disabled supporters, situated in all four stands. The stadium has 287 home wheelchair viewing positions and 11 visiting wheelchair positions. Of which, 31 home positions are on elevated viewing platforms, and eight visiting positions are on elevated viewing platforms. With the majority of positions located pitchside, ponchos and blankets (subject to availability) are available during inclement weather. All elevated viewing platforms are fully undercover. All personal assistants sit adjacent to wheelchair users.

Service to seat is available to all the elevated viewing platforms. Food and drink orders will be taken by concourse staff during the first half and delivered to your seat at half-time.

Elevated viewing positions in the east stand block 16 and visiting block 24 can be accessed via platform lifts within the stands. These platforms have a weight restriction and are therefore only suitable for manual wheelchair.



Photo: Main Stand Raised Viewing Platform

Elevated positions in the centre of the east stand are accessed via a lift from the DC Lounge. Elevated positions in the main stand are accessed via a lift in main reception.

Supporters should contact the Disability Access Officer (disability@afcb.co.uk) to book a place on the elevated viewing platforms. Bookings should be submitted where possible bookings should be submitted two weeks advance of the match and places will be allocated and confirmed a minimum of a week prior to the match to ensure use of the platform is fairly distributed across the season.

Some wheelchair storage is available for all supporters. To book supporters are required to contact the Disability Access Officer (disability@afcb.co.uk).



Photo: East Stand Elevated Viewing Platform

STADIUM ACCESS

AMBULANT DISABLED SUPPORTERS

All ambulant disabled supporters are able to enjoy the game with their personal assistants, from seats of their choice. Dedicated Accessible seating is located within the Ted MacDougall South stand. Supporters should contact the Disability Access Officer (disability@afc.co.uk) to book a place. If you require easy access seats or have any specific seating requirements, please contact the club's Disability Access Officer (disability@afc.co.uk) or ticket office to discuss. Every effort will be made to accommodate such requests, subject to availability.

SUPPORTERS WITH VISUAL IMPAIRMENTS

In-stadium commentary for visually impaired supporters is available for all areas of the stadium. Complimentary headsets can be ordered in advance through the club's Disability Access Officer (disability@afc.co.uk). The club encourages supporters to bring their own earphones/headphones but can also supply if required. Matchday programmes are available in alternative formats on request via the Club's Disability

Liaison Officer (disability@afc.co.uk). Accessible toilet, lift and accessible entrance signage is all in tactile and braille formats.

SUPPORTERS WITH HEARING IMPAIRMENTS

The club have portable hearing loops in several customer contact points. They are located at the matchday ticket office, superstore, main reception, 1910 club bar and each of the lowered concourse counters. On matchdays, information including team line ups, substitutions and goal scorers will be shown on the electronic scoreboards as well as the public address system.

ASSISTANCE DOGS

The club does allow supporters to bring assistance dogs into the stadium, but asks that the supporter contacts the club's Disability Access Officer (disability@afc.co.uk) in advance to make the appropriate arrangements.



Photo: Superstore Hearing Loop



Photo: Ticket Office Hearing Loop

STADIUM ACCESS

SUPPORTERS WITH AUTISM AND SENSORY PROCESSING DISORDERS

The club operates a 100% searching policy on matchday, if supporters attending have any concerns in respect of the searching procedure and entering the stadium, they should contact the Disability Access Officer (disability@afc.co.uk) ahead of the match so that alternative arrangements can be made.

The club and Community Sports Trust are delighted to be able to offer sensory packs for supporters. The packs have been designed for supporters, particularly those with autism and sensory processing disorders who attend matches to make the matchday experience more accessible, comfortable and enjoyable. The sensory pack comes in an AFC Bournemouth draw string bag and includes:

- Club branded mini soft football
- An accessibility card, which can be shown to matchday staff and stewards on matchdays to ask for assistance, including a map of the stadium
- Club-branded noise-cancelling headphones
- Menu for concourse food which can be shown at the concourse to order

To apply for a sensory pack for an away game please contact disability access officer disability@afc.co.uk: <https://forms.office.com/r/GpJK4rvGGi>

Once ordered supporters will receive a confirmation email, with the pack available for collection two hours prior to kick-off from the DC Lounge at Vitality Stadium.

Sensory seating is available on the Vitality stadiums East stand elevated platform. This seating provides a quieter and calmer match day environment with an easy access to the DC Lounge away from the noise of the stadium and clear exit route from the stadium. Supporters should contact disability access officer (disability@afc.co.uk) to book sensory seating.



STADIUM ACCESS

ACCESSIBILITY CARD

The club provide accessibility cards to supporters that may have a disability, medical condition, or an access requirement. The card enables supporters to easily identify themselves to staff should they require assistance or access to the stadium's accessible facilities without further explanation. These cards are optional and staff will still be happy to assist supporters without one. To request a card, please contact the club's Disability Access Officer (disability@afcb.co.uk).

MATCHDAY ACCESSIBILITY LIAISON TEAM

Should you have any questions or require any additional help on matchday, our matchday disability liaison team are available around the ground. If required, they will also be able to contact the disability access officer for you.

Our matchday accessibility liaison team can be identified by pink high visibility bibs with "Accessibility Liaison Team" on the back.



Photo: Accessibility liaison team bib

ACCESSIBILITY CARD



This card confirms that I may require use of the accessible facilities at Vitality Stadium

THIS MEANS I MAY REQUIRE ACCESS TO

- > One of the accessible entrances around the stadium
- > Accessible toilets
- > The changing places facility
- > Accessible concourse counter

MY NAME IS

WITH MY CONSENT OR IN AN EMERGENCY PLEASE CONTACT

Photo: Front of Accessibility Card

ACCESSIBLE TOILETS

There are 15 accessible toilets at the Vitality Stadium. There is one situated close to each of the areas provided for our disabled supporters. All have level access and are clearly signed with tactile and braille signage. Accessible toilets have additional signage, mirrors, coat hooks and colour contrast. All accessible toilets are fitted with an alarm.

CHANGING PLACES FACILITY

A Changing Places facility is located on the outside of the stadium in the south-west corner, adjacent to the accessible entrance. This facility is available to all supporters pre/post-match and to supporters in the south stand during the match.

EAST STAND - VISITING SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the east stand away supporters' entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails



Photo: Changing Places Unit Exterior



Photo: Changing Places Unit Interior

ACCESSIBLE TOILETS

East Stand - Home Supporters (x2 accessible toilets)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the East Stand away supporter's entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails



ACCESSIBLE TOILETS

EAST STAND ELEVATED VIEWING PLATFORM - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door.
- The accessible toilet is 13m (14yd 8in) from the lift.
- Door opens outwards.
- Door is locked by a twist lock.
- Width of the door is 86cm (2ft 10in).
- Dimensions of the accessible toilet are 140cm x 186cm (4ft 7in x 6ft 1in).
- Floor manoeuvring space is not clear.
- Lateral transfer space is 65cm (2ft 2in).
- WC height is 52cm (1ft 8in).
- Non-slip flooring.
- Support rails

NORTH STAND - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the north stand entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

MAIN STAND - HOME SUPPORTERS (X2 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 20m (21yd 2ft) from the main stand entrance
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 87cm (2ft 10in)
- Dimensions of the accessible toilet are 172cm x 220cm (5ft 8in x 7ft 3in)
- Floor manoeuvring space is clear
- Lateral transfer space on the right of 102cm (3ft 4in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

ACCESSIBLE TOILETS

MAIN STAND ELEVATED VIEWING PLATFORMS - HOME SUPPORTERS (X3 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 7m (7yd 1ft) from the Main lift
- Level access
- Door opens inwards
- Door is locked by a twist lock
- Width of the door is 84cm (2ft 9in)
- Dimensions of the accessible toilet are 149cm x 215cm (4ft 11in x 7ft 1in)
- Floor manoeuvring space is not clear
- Lateral transfer space is 80cm (2ft 7in)
- WC height is 47cm (1ft 7in)
- Non-slip flooring
- Support rails

MAIN STAND - HOME SUPPORTERS AND PRESS (X1 ACCESSIBLE TOILETS)

- There is pictorial signage on or near the toilet door
- The accessible toilet is 8m (8yd 2ft) from the north stand entrance
- Level access
- Door opens outwards
- Door is locked by a twist lock
- Width of the door is 86cm (2ft 10in)
- Dimensions of the accessible toilet are 158cm x 187cm (5ft 2in x 6ft 2in)
- Floor manoeuvring space is clear
- Lateral transfer space to the left is 65cm (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

SOUTH STAND - HOME SUPPORTERS

- Disabled supporters in the south stand can access the accessible toilet in the main stand and the Changing Places facility. Should you require any assistance, please speak to a steward or the disability liaison team

IN ALL STANDS

- One cubicle in each toilet block comprises of a grab rail

MAIN STAND - 1910 BAR - HOME SUPPORTERS (X1 ACCESSIBLE TOILET)

- There is pictorial signage on or near the toilet
- Level access
- Door opens outwards
- Door is locked by a no touch keypad
- Width of the door is 86cm (2ft 10in)
- Floor manoeuvring space is clear
- Lateral transfer space is (2ft 2in)
- WC height is 48cm (1ft 7in)
- Non-slip flooring
- Support rails

CONCOURSES

Catering is available in all concourse areas based around the ground, offering a variety of refreshments, including vegetarian and vegan options. Each concourse counter has a low-level service counter. Handheld menus are also available within all concourses areas, and these can be found at the low-level service counters. Stewards are located in the concourse before, during and after the game so if you need any assistance at all, they will be more than happy to help.

Supporters in the south stand have the same food options via the burger vans. These do not currently have low-level service counters but staff are available to assist. No alcohol is served in these areas.

Paper straws are available upon request.

Allergen information is on display, if you have any specific dietary requirements, please ask one of the servers or contact disability@afc.co.uk ahead of your visit.



Photo: Main Stand concourse

MATCHDAY HOSPITALITY

Matchday hospitality is accessible with lift access via main reception, with accessible toilets are located on each floor. A portable hearing loop is in Champions Top Floor restaurant.

Matchday hospitality is available as a 3-course meal in Champions Top Floor Restaurant or a buffet option in a private hospitality box. Specialist ergonomically designed cutlery is available on request to assist with gripping difficulties or a limited wrist range of motion.

AFC Bournemouth's hospitality and events team can ensure the appropriate provisions are made to room set ups to allow enough space between tables for wheelchair access or ensure table plans are arranged to allow the best access to the table in the room.

Champions Top Floor Restaurant has direct access to the main stand raised viewing platform.

Fire exits are sign posted across the building with different routes for the quickest exit from the suite, with evac chairs and refuge points in position for wheelchair users and those unable to use stairs. Please contact the hospitality and events team (hospitality@afcb.co.uk or **01202 726395**) if you have any access requirements and they will create a Personal Emergency Evacuation Plan (PEEP) for you in the event of an emergency.

If you have any other queries about matchday hospitality access or dietary requirements, please contact the hospitality and events team or the disability access officer (disability@afcb.co.uk).



Photo: Matchday hospitality staff serving lunch

CONFERRING AND EVENTS

Vitality Stadium is a versatile, unique, and well-equipped venue that offers a range of conference suites away from matchdays, suitable for hosting small meetings to large dinners, conferences, and private parties.

All rooms are accessible and can be accessed via a lift in main reception, and there are accessible toilets on each floor.

Clients are asked to detail any access and dietary requirements when booking and AFC Bournemouth's hospitality and events team will ensure the appropriate provisions and measures are made. This could include accessible table plans and buffet stations, setting up a hearing loop, or providing the specialist ergonomically designed cutlery that is available to assist with gripping difficulties or limited wrist range of motion.

Fire exits are sign posted across the building with different routes for the quickest exit from the suite, with evac chairs and refuge points in position for wheelchair users and those unable to use stairs. Please contact the hospitality and events team (events@afcb.co.uk or **01202 726300 Option 3**) if you have any access requirements and they will create a Personal Emergency Evacuation Plan (PEEP) for you in the event of an emergency.

If you have any other queries about conferencing and events access or dietary requirements, please contact the hospitality and events team or the disability access officer (disability@afcb.co.uk).



Photo: Guest speaker giving a talk

ADDITIONAL MATCHDAY INFORMATION

All stewards and frontline staff receive equality, diversity and inclusion training.

To bring medication into the stadium, please contact our Disability Access Officer (disability@afcb.co.uk) with details of your current medication and any support you may require during your visit.

If you have any questions or queries on a matchday, please speak to a steward or our accessibility liaison team, or contact our safety team by calling or texting **07968 980580**.

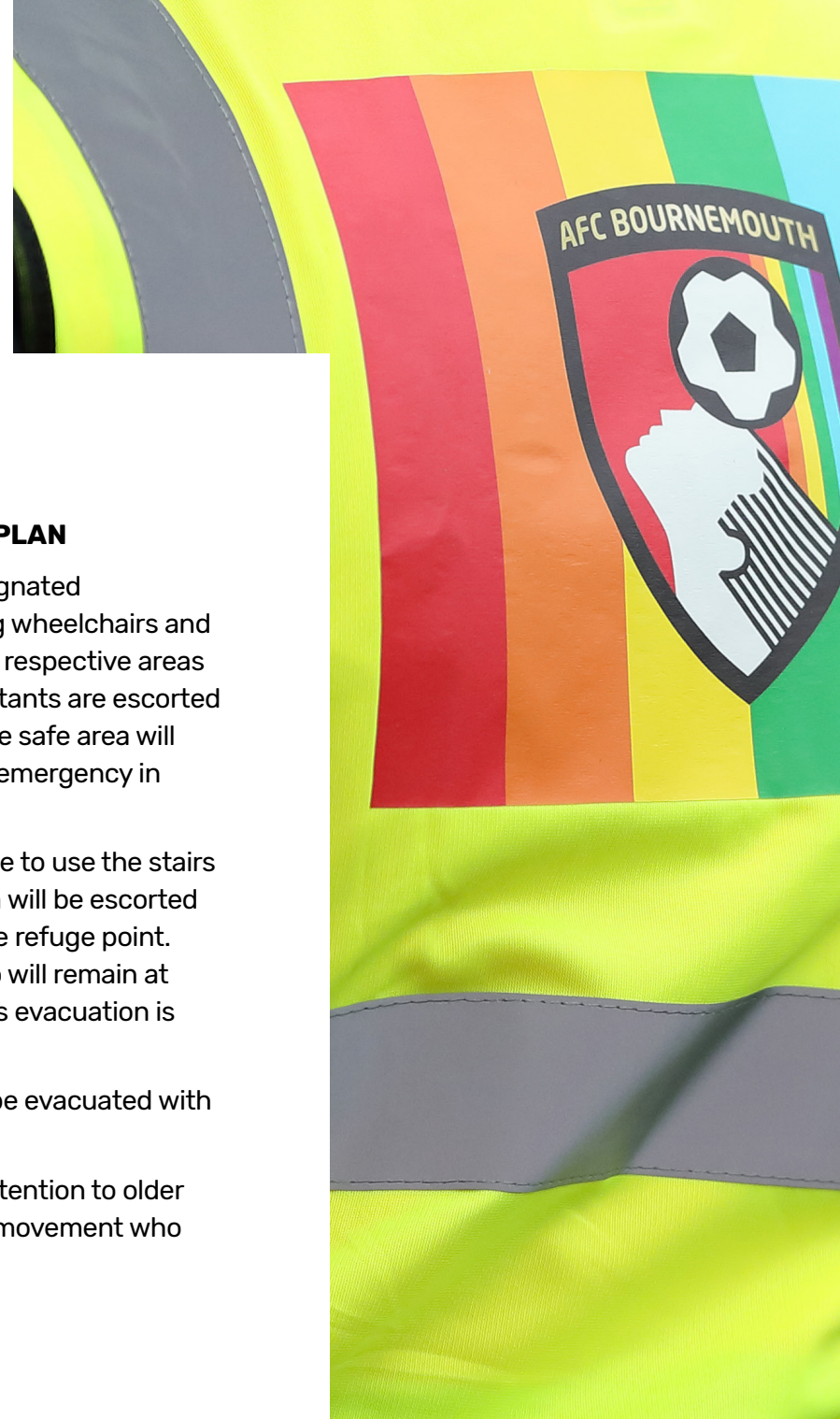
EMERGENCY CONTINGUENCY PLAN

Stewards in all stands will be designated responsibility for supporters using wheelchairs and will advise them to remain in their respective areas until they and their personal assistants are escorted to a safe area by the stewards. The safe area will remain flexible depending on the emergency in hand.

Wheelchair users and those unable to use the stairs in hospitality areas of the stadium will be escorted by stewards to the nearest escape refuge point. A steward in possession of a radio will remain at the refuge point until such time as evacuation is completed.

Visually impaired supporters will be evacuated with the assistance of stewards.

Stewards should pay particular attention to older people and people with impaired movement who may require assistance.



CONTACT INFORMATION

If you cannot find the information you need or if you have any suggestions about how this might be improved, let us know as we'd love to hear from you.

Email: disability@afcb.co.uk



Photo: Vitality Stadium