



WELCOME TO CRAVEN COTTAGE



FULHAM FOOTBALL CLUB ACCESS STATEMENT

Introduction

We are excited to welcome you to Craven Cottage. Before your first visit, we have attached some helpful information to make your experience as easy as possible.



Ticketing

A 50% disabled concession ticket is available for eligible supporters. If a disabled supporter requires extra help on a matchday then a complimentary ticket can be obtained for a Personal Assistant.

The Club currently requires eligible supporters to hold a DLA, PIP or Attendance Allowance to qualify for the disabled pricing, and a mid to high-rate mobility care component for a complimentary personal assistant space. This is not an exhaustive list, however, and the Club will consider any proof of eligibility when required.

Fans will be asked to provide via email a copy of any supporting documentation before purchasing.

Tickets for disabled fans (including those for wheelchair accessible areas) can be purchased by contacting the Club's Supporter Relations department on **0343 208 1222**, or via the Ticket Office on **020 3871 0810** or in person. Local rates apply to both numbers.

For more information regarding accessible ticketing, please contact the Supporter Relations team at enquiries@fulhamfc.com.



Away Ticketing

When playing away, the opposition club will provide details of wheelchair and accessible seating to our Ticket Office and Supporter Relations department. These will also be shared on our Club website.

We advise all ambulant disabled or wheelchair-using fans to contact the Supporter Relations department in advance of purchasing their away tickets.

Hospitality areas

We are delighted to share that with the full opening of the new Riverside Stand, we now offer accessible hospitality options for disabled fans. These new facilities have been to ensure a comfortable and enjoyable matchday experience for all supporters. We are committed to making Craven Cottage a welcoming environment for everyone.

However, our off-site Fulham Palace hospitality offering is wheelchair accessible, with the personal assistant policy the same as stated above.

Disabled fans interested in Hospitality should contact sales@fulhamfc.com.



Stadium facilities

ENTRANCES

Wheelchair entrances are at Gate 1, The Cottage Gate, Gate 50, or the Riverside Stand turnstiles as indicated on the Stadium Map.

WHEELCHAIR BAYS

There are 95 wheelchair spaces at Craven Cottage, including 17 for away fans. These can be booked by contacting our Supporter Relations team.

Home wheelchair spaces are provided in all four stands. Riverside, Hammersmith and Johnny Haynes stand spaces are at a lower level, Putney at a mid-level, however they are all accessible via ramps.

Away end spaces are at a lower and mid-level, accessible via ramps or lifts and all spaces have an accompanying personal assistant seat.

You can check the view from wheelchair spaces using this link; <https://3ddigitalvenue.com/3dmap/clients/fulhamfc/index.html?type=e>.

AMBULANT SEATING AREAS

Craven Cottage has 159 home and 10 away seats designated as easy access seating for ambulant disabled fans with access requirements, with provisions such as extra legroom or minimal steps to access.

Should these be sold out, we will work with fans as best we can to accommodate their access requirements.

Please contact our Supporter Relations team for further information.

ASSISTANCE DOGS

Assistance dogs are permitted inside the stadium; however, we request that you contact our Supporter Relations team before attending.

ACCESSIBLE TOILETS

There are accessible toilets in each stand of the ground, as indicated on the map below.

All toilets require Radar Key access and include grab rails by the toilet and sink, a vanity curtain and an emergency assistance alarm at floor level.




Stewards positioned near accessible toilets will also be provided with a Radar Key, should fans not have their own.

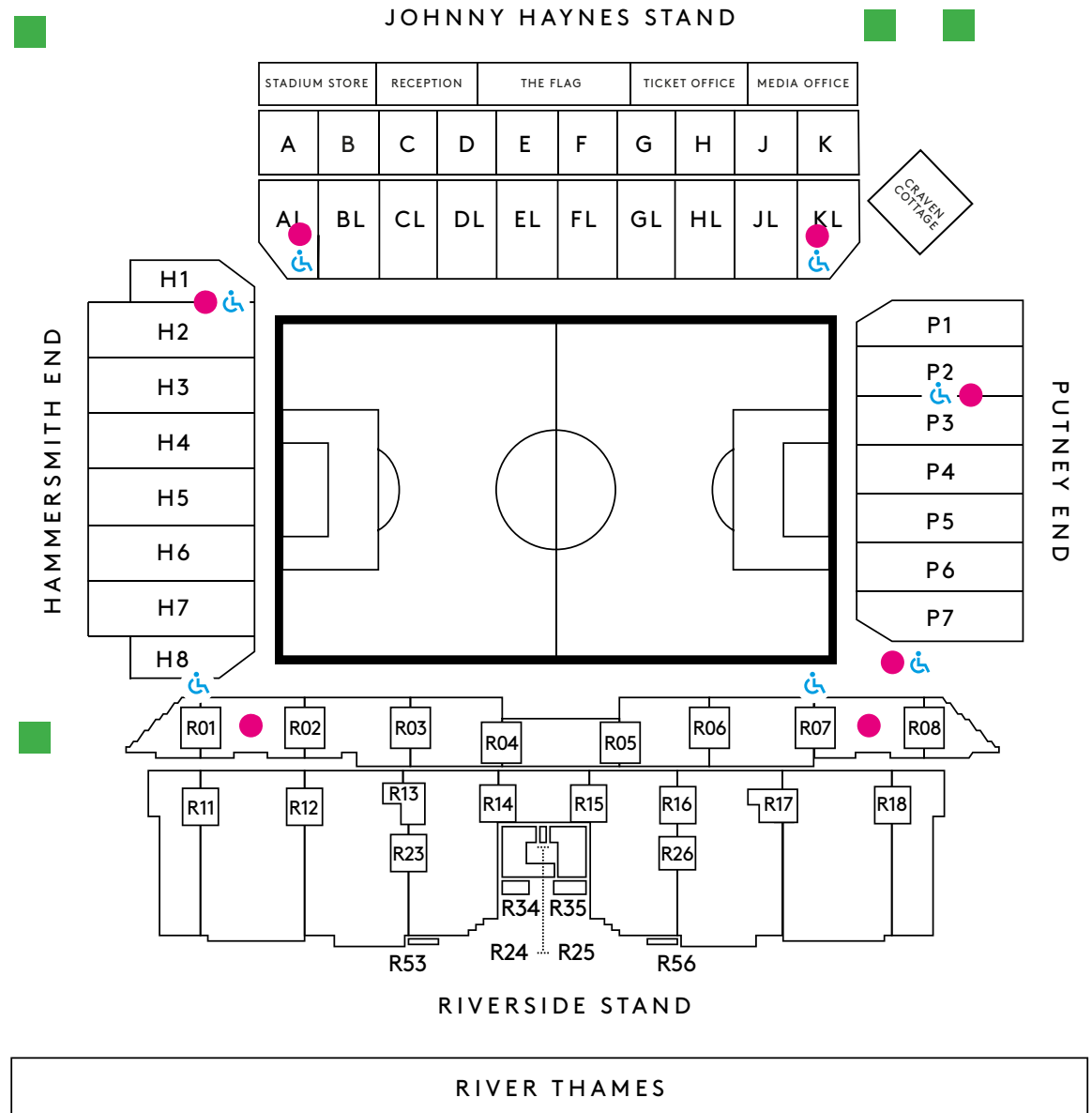
Craven Cottage does not currently have a full changing place.



Craven Cottage Map

KEY

-  WHEELCHAIR BAYS
-  ACCESSIBLE TOILETS
-  WHEEL CHAIR ENTRANCES



Stadium facilities

AUDIO DESCRIPTIVE COMMENTARY

Fulham FC is proud to provide Audio Descriptive Commentary for all matches for blind or partially sighted fans. Receivers can be pre-booked by contacting the Supporter Relations team and can be collected from the Ticket Collections Booth on Stevenage Road.

Fans are asked to bring their own headphones, with the standard 3.5mm audio jack.

FACILITIES FOR HARD OF HEARING SPECTATORS

Craven Cottage has hearing loops available in the Ticket Office, Club Shop and Main Reception.

BAG POLICY

All ticket holders to Craven Cottage must adhere to a bag policy. Bags must be no larger than an A4 piece of paper, measuring 297mm high x 210mm wide x 210mm deep.

If, for any reason, your bag does not adhere to this policy please contact the Supporter Relations department prior to match day to apply for a medical or childcare exemption. Exemption certificates will be emailed to the applicant, and are season-long.

We encourage fans attending with bags to make use of the left luggage facility, detailed later in the guide.

Further information on the policy and a list of exemptions can be found here; <https://www.fulhamfc.com/more/policies/bags-policy/>

FOOD CONCESSION STANDS

Some concession stands are lowered or have a designated wheelchair serving point. These can be found at H1, food concessions behind the Hammersmith Stand and along the concourse of the Putney Stand.

All wheelchair decks also have an order-to-seat facility.

LEFT LUGGAGE FACILITY

There is a free Left Luggage facility located at Bridge Academy on Greswell Street. This is designed to allow supporters to leave items that cannot be taken into the ground with them.

The facility is staffed at all times, but supporters do leave items at their own risk.

Stadium facilities

RESTRICTED VIEW SEATS

Any seat at Craven Cottage where the view of either goalmouth is obscured by a permanent fixture or fitting is officially classified as having a 'Restricted View'.

Owing to the age of the stadium, there are a number of seats around the stadium that qualify as having a restricted view of either the Hammersmith or Putney End goalmouth. These tickets are priced accordingly (either on Season Tickets or individual match tickets) with a discount on the advertised face value for that area.

There are other seats in the stadium where a view of a portion of the pitch is partially obscured by a roof supporting pole or railing. Although no discount applies, the overall view from the vast majority of these seats is very good.

Ahead of booking, please contact the Supporter Relations Department or the Ticket Office directly if you would like information on discounted tickets, or the view from a specific seat or area of the stadium.



Stadium facilities

SENSORY PACKS

The Club has a limited number of sensory packs available on match days. Please contact the Supporter Relations department prior to your visit for further information and to book.

The packs include ear defenders, fidget toys, flashcards and a sunflower lanyard. Ear defenders can also be booked individually.

SENSORY ROOM

A dedicated Sensory Room is available for use on match days, located in the Johnny Haynes Stand by Block KL. The space includes soft and sensory toys, adjustable lighting and a TV screen to follow the match.

If you would like to book the room, please contact the Supporter Relations team. The room can also be used on an ad-hoc basis on match days. Please head to your nearest steward should you or someone you are attending with requires access to it.

Please note that the room does not provide a direct view of the pitch. The Sensory Room is available to both Home and Away Fans.

SUNFLOWER LANYARDS

The Club is proud to promote the use of Sunflower lanyards to indicate invisible disabilities.

Fulham FC branded lanyards are available for collection from the Ticket Office.

This service is available for any disabled fans who wish to use the scheme; however, it is entirely optional. Those who choose not to wear a lanyard can still access any disability services or provisions, and their level of support from Fulham staff will not be impacted.

STADIUM STORE

The Stadium Store is located on Stevenage Road, at the Hammersmith End of the ground and is open seven days a week, including match days.

The entrance to the store is at street-level, however, the back half is accessible via stairs only. There is also a hearing loop available for fans to use. We also have accessible pop-up retail stores in The Riverside.

Please note that like all of Craven Cottage, the store is cashless.

Parking and transport

LOCATION

The Club provides a limited number of accessible car parking spaces for blue badge holders at a local School on Matchdays. There are two entrances to the parking location which you will be allocated upon contacting the Supporter Relations team.

HOW TO BOOK

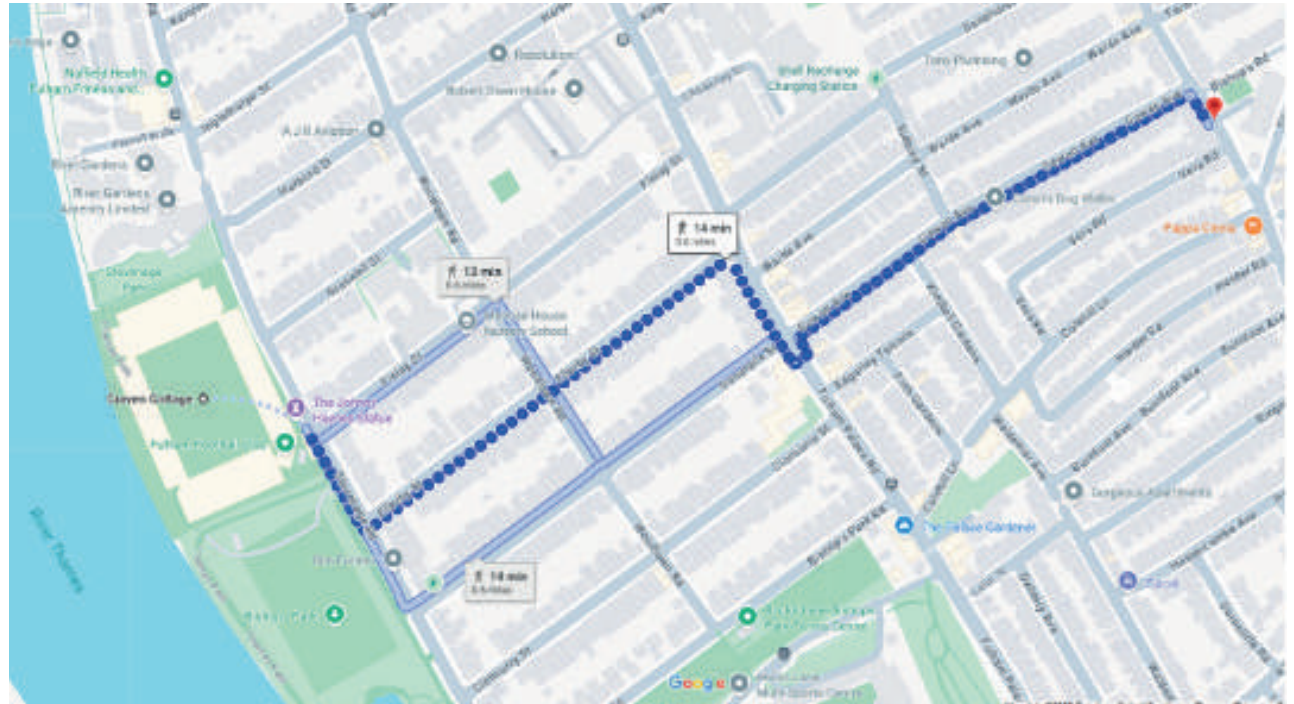
Spaces can be booked by contacting the Supporter Relations department, from eight days before the relevant match day. Please note these are allocated on a first-come, first-served basis and are limited in availability.

SHUTTLE SERVICE

Due to the proximity of the car park to the stadium, a fully accessible shuttle bus is in operation both pre and post-match. Drop off and collection points and timings may vary depending on Traffic Management Order restrictions.

AWAY COACH PARKING

Away coaches park on Fulham Palace Road, approximately a 5-minute or 0.2 mile walk from the away entrance. The walk is serviced by footpaths



Parking and transport

PUBLIC AND ALTERNATIVE TRANSPORT INFORMATION

We strongly encourage fans to make use of local public transport services due to the residential footprint of our ground, and to plan their journeys in advance.

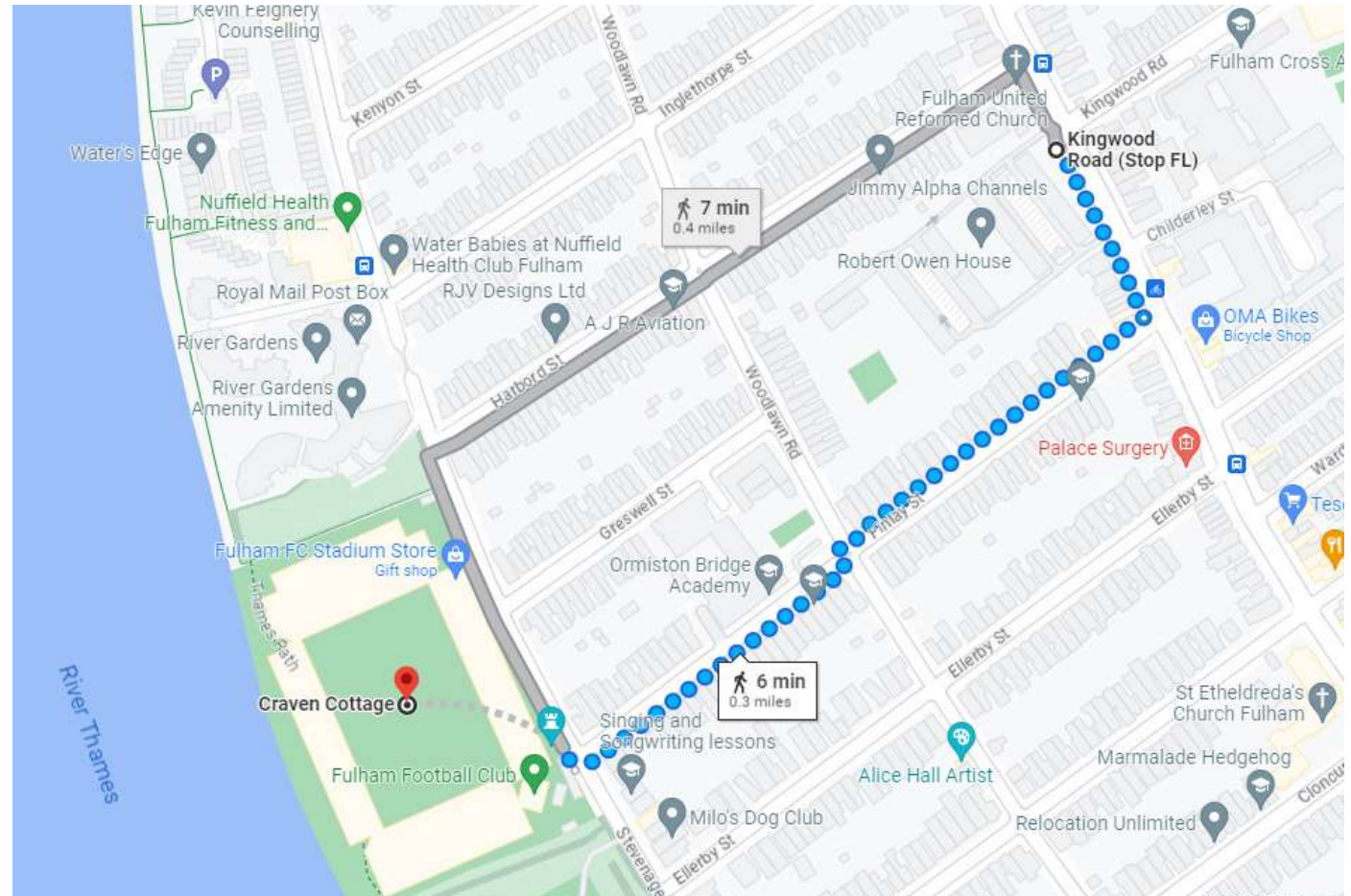
The nearest Tube station to Craven Cottage is Putney Bridge (0.8 miles); whilst the nearest with step-free access are Hammersmith or Fulham Broadway (both 1.5 miles).

The nearest bus stop is Kingwood Road Stops FL or FM (0.3 miles), serviced by bus routes 74, 220 and 430.

Please refer to :

www.fulhamfc.com/visit/travelling-to-craven-cottage
for more detailed information regarding travelling to Craven Cottage on match days, and the TfL accessibility site;
tfl.gov.uk/transport-accessibility/.

From Kingwood Road Stop FL/FM:

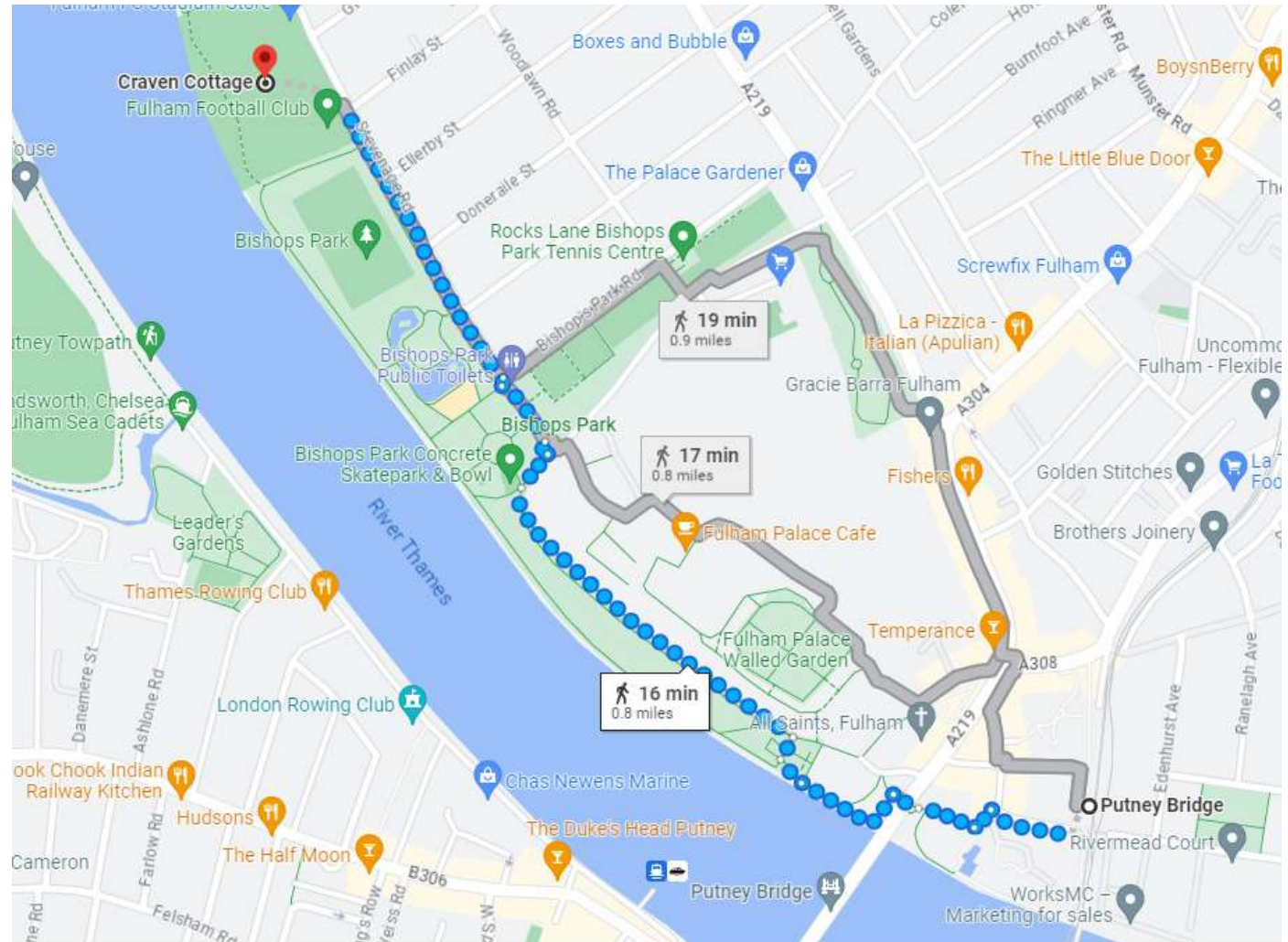


Parking and transport

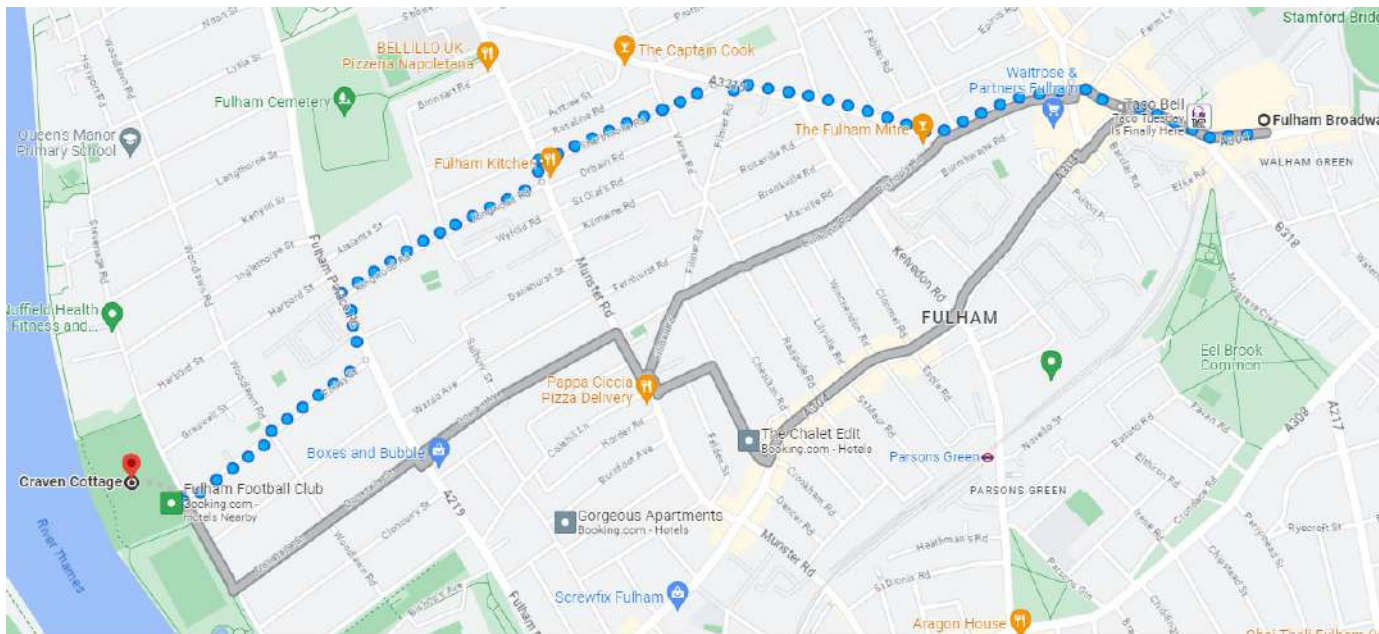
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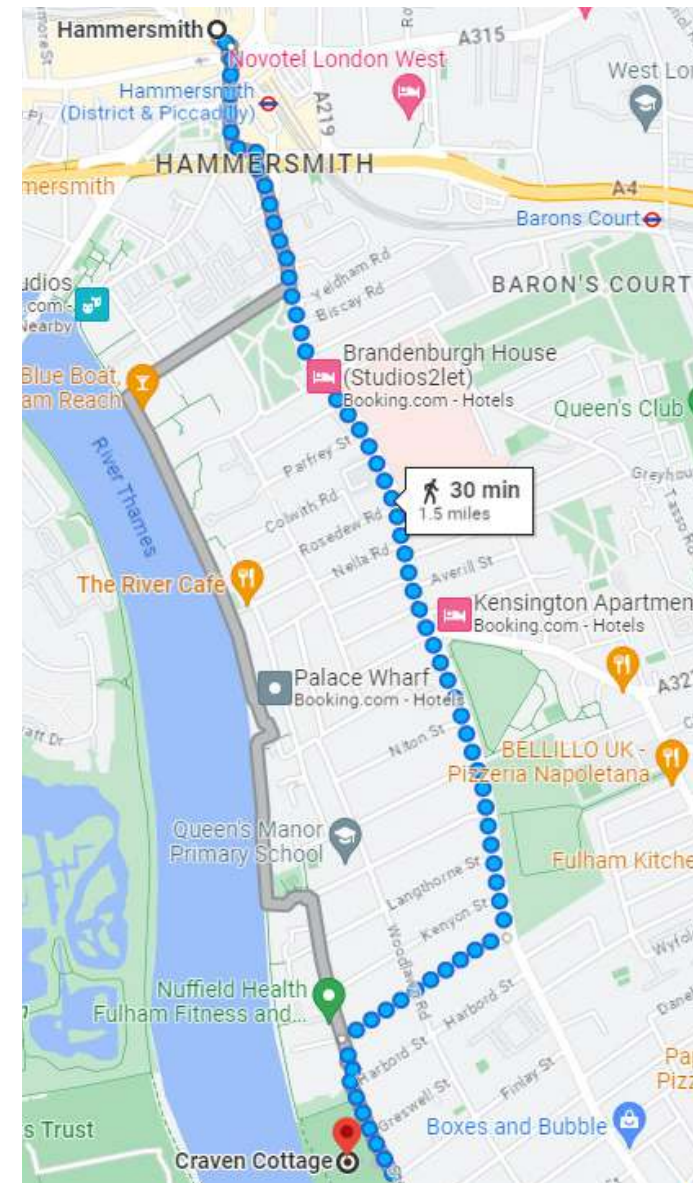
From Putney Bridge tube station:



From Fulham Broadway tube station (step-free):



From Hammersmith tube station (step-free):



Parking and transport

Please refer to :

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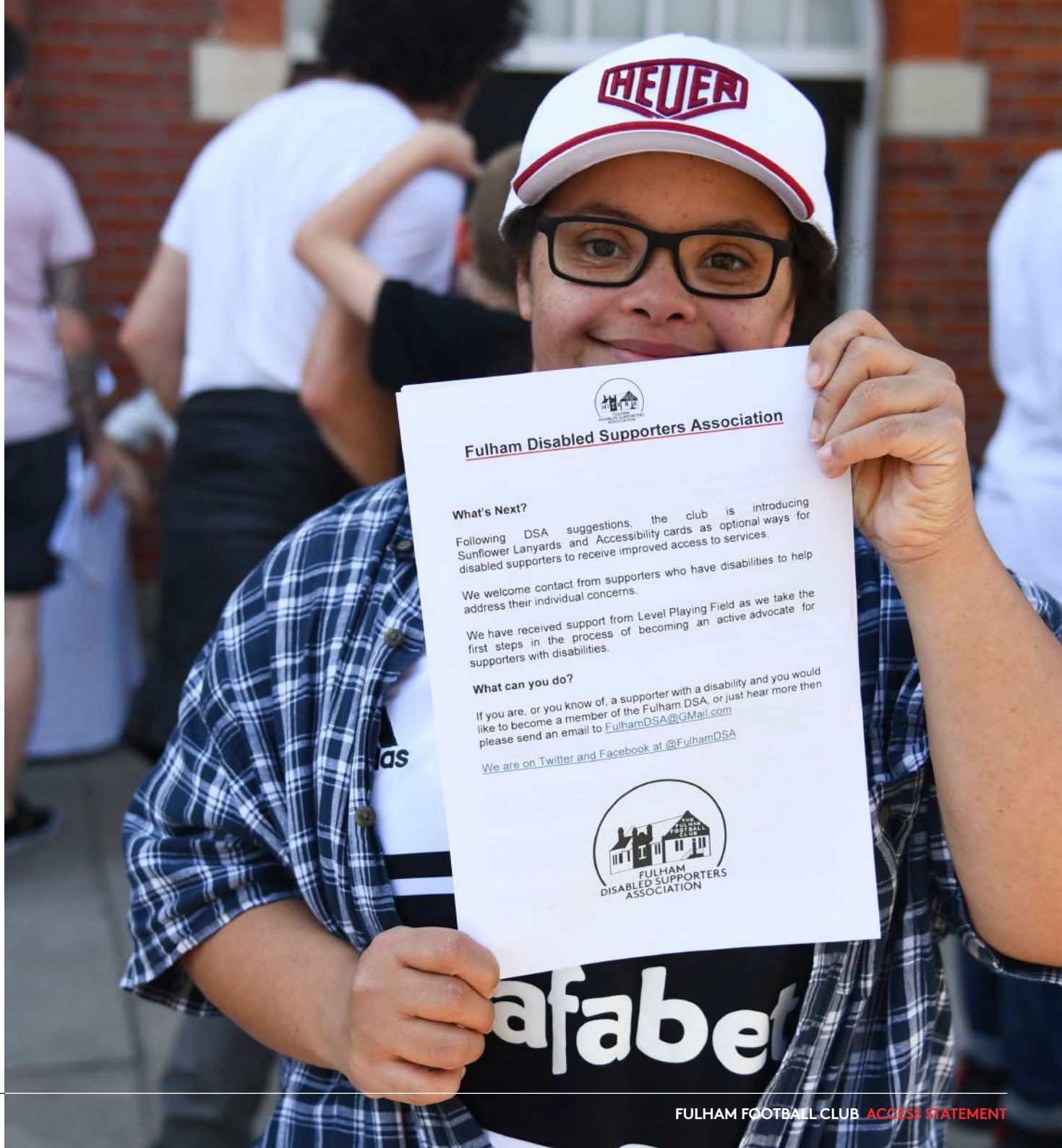
tfl.gov.uk/transport-accessibility/.



Fulham Disabled Supporters' Association

The Fulham Disabled Supporters' Association (DSA) was set-up for the beginning of the 2019-20 season to help communicate the views and opinions of disabled Fulham fans to improve the match day experience of fans with access needs.

The Club meets with the DSA on a monthly basis.
Email – FulhamDSA@gmail.com



Fulham Disabled Supporters Association

What's Next?

Following DSA suggestions, the club is introducing Sunflower Lanyards and Accessibility cards as optional ways for disabled supporters to receive improved access to services.

We welcome contact from supporters who have disabilities to help address their individual concerns.

We have received support from Level Playing Field as we take the first steps in the process of becoming an active advocate for supporters with disabilities.

What can you do?

If you are, or you know of, a supporter with a disability and you would like to become a member of the Fulham DSA, or just hear more then please send an email to FulhamDSA@GMail.com

We are on Twitter and Facebook at [@FulhamDSA](https://www.facebook.com/FulhamDSA)



Contact details

Disability Access Officer

Nathan Blair

The Supporter Relations team can be contacted by the following:

Phone: **0343 208 1222** Email: enquiries@fulhamfc.com

Website:

www.fulhamfc.com/more/contact-us/enquiries-form/

Other contact details can be found here;

www.fulhamfc.com/more/contact-us

TICKET OFFICE

Phone: **020 3871 0810**

Email: tickets@fulhamfc.com

Website: fulhamfc.com/tickets





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