



ACCESSIBILITY GUIDE

Manchester United Football Club

SEASON 25/26

CONTENTS

Introduction	3
Getting to Old Trafford	4
Stadium entry	7
NFC Tickets	10
At the stadium	11
Safety & security	12
Contact us	14



INTRODUCTION

At Manchester United, we are committed to ensuring all supporters feel safe and welcome at Old Trafford.

We recognise that our disabled supporters and those with access requirements may need additional assistance to fully enjoy their experience both on matchday and non-matchday.

Within this guide, you can find more information around the facilities available to you and how we can support you during your time at the stadium.

For further information on facilities at Old Trafford, please visit: www.manutd.com/accessibility

KEY CONTACTS

Supporter Liaison Officer: slo@manutd.co.uk

Accessibility enquiries: accessibility@manutd.co.uk //

+44 161 868 8001

General enquiries: enquiries@manutd.co.uk //

+44 161 676 7770



GETTING TO OLD TRAFFORD

The Theatre of Dreams is situated just over two miles out of Manchester city centre in the borough of Trafford.

- Address: Manchester United, Sir Matt Busby Way, Old Trafford Manchester M16 0RA
- what3words: ///clots.wide.clock

BY TRAM (METROLINK)

The Metrolink is operated by Bee Network (powered by TfGM) and offers a frequent service to/from the city centre and Greater Manchester.

Old Trafford is serviced by several tram stops situated within a 10–15-minute walk of the stadium.

All Metrolink trams and tram stops are accessible for wheelchair users. If using a mobility scooter, please ensure you have a mobility scooter permit to take your scooter on a tram service.

Every tram stop has

- a ramp, lift, or escalator
- step-free access for wheelchair users and people with pushchairs
- CCTV and emergency call-points
- platforms with tactile edges for visually impaired passengers

Every tram has

- an area for people who use wheelchairs
- space for pushchairs
- seats marked for people who have trouble standing
- emergency call points

Nearest tram stops to Old Trafford

- Old Trafford (Bury - Altrincham line)

- Trafford Bar (Rochdale/Shaw and Crompton, East Didsbury and Manchester Airport lines)
- Wharfside (Trafford Park line)
- Exchange Quay (Eccles/Ashton lines)

Metrolink enquiries: [+44 161 205 2000](tel:+441612052000) or customerservices@metrolink.co.uk

BY TRAIN

Manchester city centre is a major transport hub in the north-west, with four main train stations:

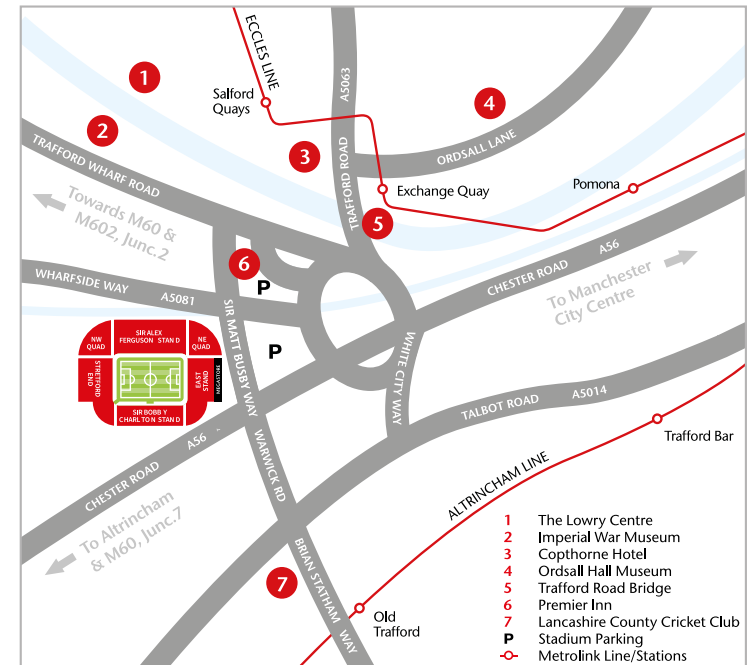
- Manchester Piccadilly
- Victoria
- Oxford Road
- Manchester Airport

There isn't a train station at Old Trafford; however, the Manchester tram network services the trainlines and provides links to all corners of Greater Manchester.

National Rail enquiries: [+44 345 748 4950](tel:+443457484950) or www.nationalrail.co.uk

For information on accessible transport in Manchester, please visit:

www.tfgm.com/accessible_transport



GETTING TO OLD TRAFFORD

BY CAR

On matchday, please enter the post code M16 0RA into your sat nav or GPS. Please note, Sir Matt Busby Way is a 'no through road' and there is no access from Chester Road on a matchday.

If travelling by car, please plan ahead and arrive early to the stadium.

Road congestion starts to build during the hours leading up to kick-off as fans make their way to the ground and stadium turnstiles open.

Please allow for additional time to your journey; we have added suggested approximate timeframes below, dependent on which direction you are approaching the ground from:

- If you are travelling from the **west side of Manchester**, plan for an additional 20 minutes into any journey by road.
- If you are travelling from the **east side of Manchester**, along the Mancunian Way, expect an additional 15 minutes to your journey.
- If you are travelling from the **south of Manchester** via junction 7 on the M60, expect an additional 30 minutes added to your journey along the A56 Chester Road. The quickest route to the official car parks is via Parkway and Wharfside Way (junction 9 on the M60).

At the end of a game, road closures will be in place for supporter safety. Please allow for delays of up to 50 minutes if travelling in and around Old Trafford.

BY BUS

If travelling to or from Old Trafford by bus, the following Bee Network bus services will bring you closest to the ground – [250](#), [255](#), [256](#), [263](#) and [X50](#). Please note, matchday traffic may cause travel delays.

For journey information and timetables, search your bus service and select your stop on the [TfGM website](#).

Many buses have ramps and can accommodate wheelchairs. Some newer buses also have display screens, route numbers, destination displays and audio-visual 'next stop' announcements.

Most bus operators have low floor buses to make it easier for people who use wheelchairs, mobility scooters, and those with small children and pushchairs.

Zero-emission electric Bee Network buses provide enhanced accessibility features, including two wheelchair spaces, audio visual announcements and a hearing induction loop.

TfGM enquiries: [+44 871 200 2233](tel:+448712002233) www.tfgm.com/buses



GETTING TO OLD TRAFFORD

CAR PARKING

Across the stadium footprint, we have numerous car parks, coach bays and accessible parking bays available for disabled supporters.

On matchdays, car parks are open four hours before kick-off until two hours after the final whistle.

Seasonal accessible parking spaces can be booked [online](#) by supporters who we already have registered as requiring accessible parking, or by calling 0161 868 8001 where an advisor can also update your account to enable online booking in the future.

If you have booked accessible blue badge parking, your blue badge must be displayed on arrival and in your windscreen.

On a non-matchday, parking is available free-of-charge in E2 or N2 car parks. Supporters with a blue badge can park in E2 or W2 car parks.

Please make sure to contact us ahead of your visit and to have your blue badge clearly on display.

E1 and E2 car parks are approximately 200 metres from AE1 and AE2 entrances in the East Stand. Both car parks can only be accessed via Chester Road and Wharfside Way respectively.

Stadium car parks have a tarmac surface and are fully lit, with the exception of N4 and E3 which have a gravel finish and are unlit.

MOBILITY BUGGY

A mobility buggy is available for use from the outer car park N3 to the stadium entrance just behind the Stretford End (West Stand).

The mobility buggy runs three times before a match and once after a match and is available to any supporters who have mobility issues or difficulty walking longer distances but are not blue badge holders or require the use of one of the disabled parking bays.

There are dedicated stops around the car parks and the buggy is operated on a first come, first served basis.



STADIUM ENTRY

General admission turnstiles open 2 hours before kick-off and are 460mm (18") wide.

We have a team of stewards to assist supporters with additional requirements. Our access stewards are located at all areas around the stadium and can be identified by purple tabards. If required at any time on a matchday, please ask for your nearest steward for assistance contacting a member of the team.

Old Trafford has a range of seating options for disabled supporters, in the following areas:

- South-East and South-West Quadrants, Tier 1 (including the visiting supporters' section)
- East Stand, Tier 1 Lower
- Sir Bobby Charlton Stand
- North-East and North-West Quadrants, Tier 2
- Stretford End, Tier 2

Whilst all seating within the stadium affords some cover from the overhead roofing, the club also provides waterproof capes during poor weather for disabled supporters.

All accessible entrances are staffed by matchday stewards:

- South-East Corner (AE1)
- East Stand Tunnel (AE2)
- North-East Quadrants
- West Tier 2
- North-West Quadrants.



STADIUM ENTRY

ABILITY SUITE (AE1 ENTRANCE)

Located in the South-East Quadrant, behind the accessible viewing platform, there is a dedicated kiosk and matchday lounge and accessible to supporters with tickets in relevant areas.

The Ability Suite has two entrances both measuring 900mm (35.5”) and is open to supporters before, during and after the game. The lounge has lowered kiosk facilities (suitable for those using a wheelchair), accessible toilets, television screens.

Supporters are also able to use the Ability Suite to recharge their powered wheelchairs/scooters or portable ventilators.

ACCESSIBLE AREAS

There are alternative accessible catering options around the stadium, in any areas where accessible tickets are sold, meaning you can always enjoy a drink or bite to eat whilst visiting.

Disabled supporters using the AE2 Entrance in the East Stand Tunnel, have an accessible kiosk available to them (850mm in height) and accessible toilet provisions within the area.

Accessible toilets require a RADAR key which can be accessed by matchday stewards who will be on-hand to assist supporters.

Measurements for the toilets are 2210mm x 1655mm (1010mm door width).

There are alternative accessible catering options around the stadium, in any areas where accessible tickets are sold, meaning you can always enjoy a drink or bite to eat whilst visiting.

Braille menus are available in kiosk areas around the stadium, and staff are happy to assist any supporters. All kiosks now include an EPOS (electronic point of sale) system, meaning that card payments can be taken for any purchases.



For disabled supporters seated within the North-East and North-West Level 7 viewing platforms, there is an ‘at seat’ catering service provided.

There are also suitable accessible toilet provisions within this area, finished with non-slip laminate flooring, and taps are lever operated.

Measurements for the toilets are 1180mm or 46.5” (850mm or 33.5” door width).

Friends and family seating is also available in the North-East and North-West Quadrants and all Executive Club hospitality suites within the stadium

are wheelchair accessible.

Manchester United welcomes supporters who have an assistance dog (in line with GDBA guidelines). Please email accessibility@manutd.co.uk at least 24 hours prior to kick-off and where possible, we ask owners to ensure that their assistance dog is made familiar with the surrounding area of the stadium prior to the matchday.

STADIUM ENTRY

LIFTS

Lifts are available in all areas of the stadium, for both supporters sitting in accessible and general admission areas.

If you are seated in the Sir Alex Ferguson Stand and require lift access, we ask that you contact us on accessibility@manutd.co.uk at least 24 hours ahead of kick-off, so we can issue you with a lift pass.

Lift passes are only needed for seats situated in the Sir Alex Ferguson Stand, if your seats are not located in this area, you will not need a lift pass. You can speak to a steward who will be happy to show you to the nearest lift.

AUDIO COMMENTARY

Supporters who are blind/partially sighted can use our audio commentary headsets at every home game.

Supporters that wish to request a commentary headset, should send their Supporter ID and seat details to accessibility@manutd.co.uk at least 24 hours prior to kick-off.

All pre-ordered headsets will be available for collection and return from entrance AE1 on matchdays. This entrance is located in the South- East quadrant and is fully staffed with matchday stewards who will provide assistance.

Audio commentary is provided by MUTV and starts at kick-off.

CHANGING PLACES FACILITY

There are two Changing Places facilities at Old Trafford. One is located behind the East Stand Wheelchair Platform in the concourse, adjacent to the South-East Quadrant, and the second is located by the Stretford End Tier 2 Wheelchair Platform.

The Changing Places facility has more space than standard accessible toilets, and additional equipment, including a height adjustable changing bench and a hoist. The space is suitable for both adults and children.

Please note, most accessible and Changing Places toilets at Old Trafford require a RADAR key for entry. If you need assistance with this on a matchday, please speak to a member of the stewarding team.

NFC TICKETS

MATCH TICKETS

Old Trafford match tickets are digital and issued in the [Manchester United app](#).

Tickets use Near Field Communication technology, often referred to as NFC, which means they are more secure.

NFC is widely used for contactless payments, just as you would pay for something with your phone in a shop.

For more information on digital tickets, please refer to our dedicated ticket help centre with [how-to videos](#) and [frequently asked questions](#).

MU APP

It's really easy to download the Manchester United app from your smartphone or tablet device. If you're using an iPhone, iPad or Apple device just head to the [App Store](#). If you're on an Android device, go to the [Play Store](#).

Make sure to log in to the Manchester United app with the same log in details you use to access the ticketing website.

PERSONAL ASSISTANTS

To access tickets for yourself and your personal assistant, you will need to set up an App Ticketing relationship type with your carer via the [ticketing website](#). Once in place, your carer's tickets will automatically appear on your device too.

1. Log in to our website at tickets.manutd.com
2. Select your name in the top right and click 'General Info'
3. Under 'Linked Accounts' please click on 'Manage Linked Accounts' and create an App Ticketing Relationship

FIND YOUR TICKETS

1. Go into the MU app and tap the "My United" icon (located in the bottom right corner of your device).
2. Scroll down and you will see a button with a photo of Bruno

Fernandes on a grey background labelled "My Tickets". Tap the button to view your upcoming tickets.

4. Open into each ticket (and any other tickets you manage) and select "Add to Wallet"
5. Add any car parking passes to your mobile wallet (if applicable).

If you are an iPhone user you can now add your tickets to your **Apple** wallet.

If you are an Android user, add your tickets to **Google** wallet **only**.

On matchday, open your tickets in your Apple or Google wallet and tap the **BACK** of your phone to the scanner.

CHECK YOUR TICKET

✓ Open your ticket in your Apple or Google wallet. If you see a contactless NFC icon, your tickets are ready to be scanned on matchday.

✗ If you see a message on your ticket which says "This is an NFC ticket" or "Turn on NFC" this means your NFC settings are NOT switched on.

If you want to test your ticket or how to scan your phone before attending a fixture, you can use our handheld scanner. This is available on non-matchdays at Supporter Services (located in W2 car park).

ADDITIONAL NOTES FOR ANDROID USERS

Make sure your NFC settings are switched **ON** in your phone **Settings**. If you need help on how to do this, [watch our video tutorial here](#).

Add your tickets to your **Google** wallet.

If you are a Samsung user, make sure that your Google wallet is set as your default wallet in Settings > Apps > Default Apps > Tap & Pay. If you experience any difficulties, please see our [video guides](#).

AT THE STADIUM

SUPPORTER SERVICES

The Supporter Services building is situated in W2 car park and is accessed on a match day via Wharfside Way.

The building has level access for wheelchair users and two double automatic doors each measuring 1520mm (60”).

There is adequate space for queueing, a low-level counter, hearing loop system and staff on hand to assist.

Lighting is a mixture of fluorescent and spot lighting.

- Monday - Friday: 08:00 to 16:00
- Opens 5 hours before kick-off on match days (from 9am on mid-week games)
- accessibility@manutd.co.uk

MANCHESTER UNITED MEGASTORE

The Manchester United Megastore is situated in the East Stand and can easily be accessed from E2 car park. Personal shoppers are available at the Megastore for supporters who require assistance.

The Megastore is fully accessible by wheelchair with a ramp at the entrance and exit and an accessible toilet is available in store. Removable handheld payment machines are available at the Customer Services desk (at the back of the store) for supporters who may find it difficult making payment at the tills.

The shop has an accessible changing room suitable for wheelchair users. Please note, due to high footfall, changing rooms are closed on match days.

- Monday – Friday: 10:00 to 17:30
- Saturday: 10:00 to 18:00
- Sunday: 11:00 to 17:00
- Megastore opening times may vary on match days.
- megastore@manutd.co.uk



MUSEUM & STADIUM TOUR

The club recognises the importance of inclusivity and has implemented various measures to support accessibility within Old Trafford Tour & Museum.

From autism-friendly sensory tours, to personalised private tour experiences, we have an option to suit all supporters visiting Old Trafford.

We ask that visitors let us know at the point of booking if they require a more accessible route so that provisions can be put in place to ensure they can enjoy the best tour experience.

The Museum is wheelchair accessible, and supporters who use a wheelchair can also enjoy the tour of the stadium. Supporters who do not always require the use of a wheelchair can request to borrow one if requested in advance and this can be used for the Stadium Tour & Museum experience where needed.

There is lift access to all floors and accessible toilets are located on the second and third floors. Tours can be booked by ringing +44 161 676 7770.

Scripted and BSL tours can be requested for those who are deaf or hard of hearing in addition to sensory tours where noise and lights around the stadium will be kept to a minimum where possible.

Assistance dogs are welcome in the museum and on the stadium tour.

The Red Café is accessible except for the absence of wheelchair access to the window seating. Manchester United Tour & Museum:

- Sunday – Thursday: 09:30 to 16:00
- Friday – Saturday: 09:30 to 17:00
- Closed on home match days
- museum.enquiries@manutd.co.uk

SAFETY & SECURITY

BAG POLICY

We have a stadium-wide bag policy in place at Old Trafford; all bags will be physically and/or visually searched at the stadium entrance. Any bags larger than 20cm x 15cm x 5cm (8" x 6" x 2") will not be allowed onto the stadium footprint and must be deposited at a designated bag drop facility for collection post-fixture.

This policy does not apply to essential medical equipment or baby equipment.

If you have a health condition that requires you to bring equipment with you into the stadium then you are allowed to do so.

For small items like medication, inhalers, epi-pens and blood sugar testing kits please bring these in as small a bag as possible so it is quick and easy to search at the turnstile.

For any larger items like crutches, please email details to accessibility@manutd.co.uk with details of the items and your entrance number so that we can ensure that security are aware in advance of the need to bring the items in. All items will be searched on entry to the stadium.

As long as you require the food and / or drink with you for medical reasons, it will be allowed into the stadium. Please bring it in as small a bag as possible so that it is quick and easy to search at the turnstile.

BAG DROP

Bag drop facilities are located in E2 car park (location for away supporters), N2 car park, W2 Cosgrove car park, and the Manchester United Foundation car park accessed off Railway Road. There is a £5 charge to leave an item at a 'Bag Drop'.

What can I bring into the stadium?

- Mobile phones (must be able to fit in a pocket)
- Small fold up umbrellas
- Small bottles of hand gel
- Small bags with dimensions or: 8 x 6 x 2 inches, or A5 or smaller
- Non offensive flags or banners 2m x 1m or less. They must not include sticks or poles and must meet fire regulations. See below for further details of the flags you cannot bring into the stadium
- Clear plastic bottles of water 500ml or less, with the top removed
- Megastore purchases in Megastore carrier bags
- Crutches and walking aids (in order for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email accessibility@manutd.co.uk prior to attending the game)

What can't I bring into the stadium?

- Smoke or gas canisters
- Water in excess of 500ml
- Dark plastic bottles and/or dark liquid
- Baby buggies or prams
- Air horns
- Solid containers or flasks
- Poles or sticks
- Fireworks, flares or pyrotechnics
- Large bags or suitcases
- Umbrellas (except small fold-up umbrellas)
- All national flags - with the exception of flags representing national teams who are playing at the stadium during international fixtures
- Flags or banners larger than 2m x 1m or of an offensive nature
- Knives or weapons
- Drinking glasses
- Drink cartons
- Alcohol
- Glass bottles
- Canned drinks
- Laptops or tablets
- Large bodied cameras
- Tools
- Image or sound recording devices

SAFETY & SECURITY

Following guidance from the Premier League, it has been determined that Israeli and Palestinian flags should not be permitted to be displayed at football matches for the foreseeable future and the same approach can be applied to other displays, banners, clothing or scarves identified as pro-Israeli or pro-Palestinian or related to the current crisis should not be displayed

Please note: Old Trafford is a no smoking stadium, this includes the use of electronic cigarettes.

Entry to the stadium will be refused with any other articles deemed dangerous, hazardous or that compromise public health and safety.

EVACUATION PROCEDURE

Evacuation from the stadium on a match day is managed by the Head of Stadium Safety and Security, in line with the Safety Manual with every scenario dynamically covered.

A bespoke evacuation procedure has been created for non-match day incidents with a team of managers assigned to oversee the full or partial evacuation from the stadium. (Safety manuals are available for inspection if required).

What **CAN** I bring into the Stadium?

- Small compact cameras
(must be able to fit in a pocket)
- Small fold up Umbrellas
- Small Clutch Bags
(Dimensions: 8 x 6 x 2 inches, or A5)
- BANNER**
- Non offensive flags or banners 2m x 1m or less
(No sticks or poles and must meet fire regulations)
- Clear plastic bottles of water 500ml or less – top removed
- Megastore purchases in Megastore carrier bags
- Crutches / Walking Aids
(In order for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email accessibility@manutd.co.uk prior to attending the game)

What **CAN'T** I bring into the Stadium?

- Alcohol
- Canned Drinks
- Laptops
- Computer Tablets
- Drink Cartons
- Drinking Glasses
- Glass Bottles
- Solid Containers / Flasks
- Dark plastic bottles and/or dark liquid
- Water in excess of 500ml
- Air Horns
- Baby Buggies / Prams
- Video recording equipment
- Smoke / Gas Canisters
- BANNER**
- Knives / Weapons
- Large Bags or Suitcases
- Umbrellas
(except small fold up Umbrellas)
- Fireworks / Flares
- Poles or Sticks
- Large bodied cameras
- Tools
- Old Trafford is a no smoking stadium, this includes the use of electronic cigarettes

CONTACT INFORMATION

ADDRESS

Manchester United, Sir Matt Busby Way,
Old Trafford Manchester M16 0RA

TELEPHONE

+44 161 676 7770

EMAIL

enquiries@manutd.co.uk

WEBSITE

www.manutd.com

HOURS OF OPERATION:

TICKETING & MEMBERSHIP SERVICES

Monday - Friday: 08:00 to 18:00

Saturday: 09:00 to 17:00

Sundays, public bank holidays: **Closed** (phone lines open)

MATCHDAY:

09:00 until half time.

accessibility@manutd.co.uk

MANCHESTER UNITED MEGASTORE:

Monday - Saturday: 09:30 to 18:00

Sunday: 11:00 to 17:00

(Open for browsing from 10:30)

The Megastore opening times vary on match days. The store closes during the game and then opens again for 1 hour after the final whistle.

megastore@manutd.co.uk

MANCHESTER UNITED MUSEUM:

The Museum is open 7 days a week from

09:30 - 16:00 Sunday to Wednesday

09:30 - 17:00 Thursday to Saturday,

Home match days - **closed**

museum.enquiries@manutd.co.uk



MANCHESTER UNITED WOMEN'S TEAM GAMES AT LEIGH SPORTS VILLAGE

Click [here](#) for information on reasonable adjustments and stadium facilities at Leigh Sports Village

LSVaccessibility@wigan.gov.uk

+44 1942 487 830

MANCHESTER UNITED DISABLED SUPPORTERS' ASSOCIATION (MUDSA)



MUDSA



<https://mudsa.org.uk/join/>