

ACCESS STATEMENT

COVENTRY CITY FOOTBALL CLUB



#PUSB    

...LET'S ALL SING TOGETHER

WELCOME

WELCOME TO THE COVENTRY BUILDING SOCIETY ARENA

This access statement has been designed to help you get the most from your visit. Whether you're a Coventry City fan or a visiting supporter, we strive to provide everyone with a fantastic experience when they visit us.

The Coventry Building Society Arena is the home of Coventry City Football Club, is in the North of the city, with road and rail links from the City Centre, and major motorway links nearby.

Facilities and services for disabled supporters are outlined in this access guide, to assist in making your match day experience as pleasant as possible. This guide contains information you need to ensure you have a great day. If you have any specific enquiries, please contact us at accessibility@ccfc.com and we will do our utmost to answer your query and make your visit as enjoyable as possible.

We look forward to welcoming you and wish you a safe journey to and from the stadium.

Email: accessibility@ccfc.com

Ticket Office Telephone Line: 024 7699 1987 (Option 1)



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DISABILITY DEFINED

As defined by the Equality Act 2010, a disabled person is an individual who “has 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.” You may be asked to provide supporting documentation for your complimentary personal assistant’s ticket. Under 14s will no longer be automatically provided with a free Personal Assistant ticket, due to the requirement for all Under 14s in the Arena to be accompanied by an adult. We appreciate that not all circumstances or requirements to attend a game may be covered by the Enhanced PIP or Higher-Level DLA criteria and that Under 14s may still require a Personal Assistant due to their needs - the Ticket Office in liaison with the Club Disability Access Officer will consider all examples such as these on a case-by-case basis. Please contact ticketoffice@ccfc.co.uk

The club accepts the following documents:

1. Receipt of the higher rate care or mobility component of the Disability Living Allowance (DLA)
2. Receipt of the enhanced rate daily living or mobility component of Personal Independence Payments (PIP)
3. Receipt of either the Severe Disablement Allowance or Attendance Allowance
4. War Pensioners’ Mobility Allowance or War or Service Disablement Pension for 80% or more disability
5. Blind or partially sighted registration certificate (BD8 or CVI 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
6. Access Card denoting the +1 symbol

NB: This list is not an exhaustive list, and consideration will be given to any other appropriate and official evidence that can be provided.

BUYING YOUR TICKET

Buying home match tickets

Disabled supporters of Coventry City can purchase home match tickets by visiting the Ticket Office (Mon-Fri, 9:30am-5:30pm, plus, home matchdays) or at eticketing.co.uk/CCFC.

Directions and parking information for the Ticket Office can be seen here.

Disabled supporters can also call 02476 991 987 (Option 1) to purchase, while any queries can be directed via TicketOffice@ccfc.co.uk. Hospitality guests can email via hospitality@ccfc.co.uk

We would ask that, wherever possible, you detail the nature of your disability so that we are able to assist your purchase in an informed manner and to offer you seats most suited to your requirements (subject to availability). Seat moves can be arranged for those with temporary reduced mobility by emailing Ticketoffice@ccfc.co.uk

Buying season tickets

Disabled supporters of Coventry City can purchase Season Tickets by visiting the Ticket Office in person during regular opening hours or visiting www.eticketing.co.uk/CCFC.

Disabled supporters can also call 02476 991 987 (Option 1) to purchase, while any queries can be directed via TicketOffice@ccfc.co.uk.

Buying away match tickets

The Sky Blues are given a limited number of tickets (including seating for disabled supporters) for away fixtures. Disabled supporters can purchase tickets for away games via the Ticket Office or at www.eticketing.co.uk/CCFC.

Disabled supporters of Coventry City can purchase by visiting the Ticket Office in person or call 02476 991 987 (Option 1) to purchase, while any queries can be directed via TicketOffice@ccfc.co.uk.

Arrangements may vary from match to match depending upon who we are playing, and we would ask supporters to check details for individual away games as they are confirmed.



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GETTING HERE

Situated in the heart of the UK the Coventry Building Society Arena is within two-hour drive of 75% of the population. With three train stations within 8 miles, Birmingham International Airport only a 20-minute drive away, and London Euston 55 minutes by train. The Arena also has its own on-site railway station.

If you're travelling by car, Coventry Building Society Arena is just 800 yards from Junction 3 of the M6 and within easy distance of the M1 and M40.

By Car



If you're travelling by car to Coventry Building Society Arena, please use the following postcode: CV6 6AQ. Make sure you check [Highways England](#) when planning your route to avoid any traffic disruptions.

Car Park C is located adjacent to the A444, opposite the South Stand of the Arena. Google maps plus code CGW2+JM Coventry.

Directions from the North

Take the M1 southbound, leave the M1 at Junction 21. At the roundabout take the 3rd exit onto the M69 (signposted Coventry, Birmingham) Leave the M69 branching left (signposted Birmingham M6, Coventry North and Central A4600) Keep in the right-hand lane then continue forward (signposted Birmingham) joining the M6 at Junction 2. Leave the M6 at Junction 3, then take 2nd exit onto Jimmy Hill Way - A444 (signposted Coventry) At the next roundabout, take the 1st exit onto Rowleys Green Lane. At roundabout take 2nd exit onto Judds Lane. Arrive at Coventry Building Society Arena.



GETTING HERE

Directions from the Northwest

Take the M6 Southbound.

Leave the M6 at Junction 3 (signposted Coventry North) then at the roundabout take the 4th exit onto Jimmy Hill Way - A444 (Coventry).

At the next roundabout, take the 1st exit onto Rowleys Green Lane. At roundabout take 2nd exit onto Judds Lane.

Arrive at Coventry Building Society Arena.

Directions from the South

Take the M40 Northbound

Leave the M40 at Junction 15, then at the roundabout take the 4th exit onto Warwick Bypass - A46 (signposted Coventry).

Continue forward to join the A444, take left hand lane (signposted City Centre) onto London Road - A4114.

Continue forward on London Road - until you reach the ring road. Stay in the right-hand lane and take 2nd exit onto ring road.

Leave the ring road at Junction 3 - at the roundabout take 2nd exit onto Sky Blue Way.

Proceed forward over traffic lights. At the next roundabout, take 1st exit onto A444, signposted Nuneaton.

Continue forward on A444, straight on at roundabouts until you see the Coventry Building Society Arena.

At the last roundabout adjacent to Coventry Building Society Arena on your right-hand side, take the 3rd exit onto Rowleys Green Lane.

At roundabout take 2nd exit onto Judds Lane.

Arrive at Coventry Building Society Arena.



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GETTING HERE

By Train

Coventry Arena Train Station

Arena Park Shopping Centre
Classic Drive
Coventry
West Midlands
CV6 6AS



We recommend that you [check train times](#) before travelling.

This station is located within walking distance of Coventry Building Society Arena (approx. 5 mins)

Monday to Friday: one train per hour in either direction

Match day: one train per hour in either direction with double carriage capacity

Coventry Train Station

Station Square
Coventry
West Midlands
CV6 6AS

The railway station is in the city center and approximately six miles away. Taxis are available outside the station, and it is roughly a 10-to-15-minute journey.

Please Note – The last train leaving Coventry Railway Station to London Euston is 23:31 (Saturday is 22:48). The last train leaving Coventry Railway Station to Birmingham New Street is 01:19 (Saturday is 23:30).



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GETTING HERE

By Bus



There are a number of buses that drop off at the retail park opposite Coventry Building Society Arena (10 min walk).

Service 4 provides a link to the Retail Park from Holbrooks and Walsgrave (University Hospital) via the city centre and Stoke Hill with buses running all day, every day.

Service 5 links the retail park with Holbrooks and Coundon continuing on to Earlsdon and Torrington Avenue via the City Centre with buses running every day

Services 20, 20A and 20E all serve the retail park via Foleshill Road from the city centre with frequent buses throughout the day.

Only special tickets are valid on this service (other season tickets and passes are not valid) - buy your ticket when you board any National Express Coventry bus and use it to get to Coventry Building Society Arena and all day on any National Express Coventry service.



CAR PARKING

The parking system at the Coventry Building Society Arena is fully Automatic Number Plate Recognition (ANPR) technology to improve the journey for our visitors.

All Blue Badge Car Parking bookings can be made in advance online via the following link www.cbsarenaparking.co.uk subject to availability. Parking costs from £15.50 with coach parking for visiting supporter coaches available in Car Park B for £30.00. Visiting supporters should email the below email address and request accessible parking as close to the visitors' turnstiles as possible.

If you experience any issues booking your parking, please email cbsarena@apcoa.com and one of the team will assist you further.

Car Park Exit

A closure of the A444 Jimmy Hill Way will apply for all Coventry City home first-team fixtures.

Vehicles in Car Park C and Arena Shopping Park will not be held back if exiting onto the A444 but will only be allowed to exit Southbound towards Coventry City Centre and should then follow the diversion route put in place if heading towards the M6.

If you are parking in Arena Shopping Park, please use the service road to exit onto Longford Road as this route avoids the A444 and will be the quickest exit route. The service road is located next to Bucks at the Shopping Park.



CASHLESS STADIUM

Our Cashless Stadium

In common with many clubs across the country, Coventry City Football Club operates a cashless stadium at The CBS Arena. This will apply on match days and non-match days.

A cashless Arena will match expectations for how modern stadiums should operate, bringing the benefits of speed of service and cutting queue times in all areas of the club operations on a matchday.

We appreciate the majority of our fans are already using cards to make their purchases at The CBS Arena, so the impact of going totally cashless should not be very noticeable. You can use card, contactless card and mobile payments throughout the stadium to make purchases for refreshments, merchandise and even programmes on the day.

Cash Machines

Should you still require one, there are 4 externally located cash machines located at the Arena Shopping Park located next to the Arena itself.



STADIUM ACCESS

There are five accessible entrances into the Arena, all of which offer level access to the concourse for wheelchair users and ambulant supporters. All entrances can be used by wheelchair users and ambulant supporters alike. Access to wheelchair positions in the North, East and West stands are directly from the concourse, affording a viewing position halfway up the stand. Home supporters in the South stand enter via a double door entrance, where stewards will provide access to a lift. There are 84 home positions and 8 visitors' positions at the Arena. All home positions offer a raised viewing position, with visiting supporters located in a raised platform at the front of Block 8.

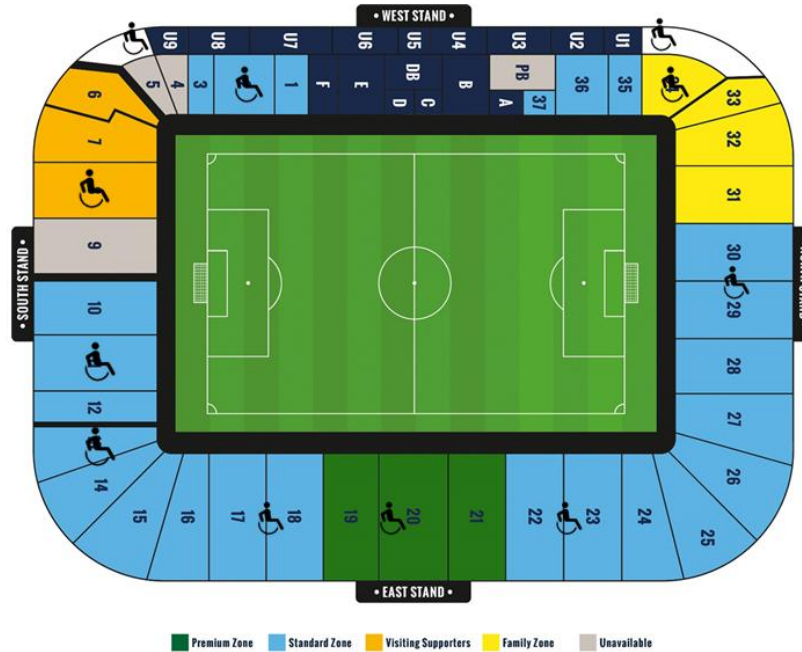
Entrances are clearly signed and open approximately 90 minutes prior to kick off. Stewards are present to help, and tickets are scanned at each entrance with handheld readers. Access gates are 6, 13, 16, 22 & 25 which are in the North, East and South sides of the Arena. Access Gate 25 is the access point for visiting supporters with accessible needs.



ACCESSIBLE TOILETS

Accessible toilets are located in all key areas within the Arena, providing facilities for home, visiting and hospitality guests alike. All are accessed via level or a slight incline and are clearly sign posted. There are 14 home accessible toilets and 2 visitors' toilets at The Arena.

Toilets have a RADAR key system for all facilities, for supporters who do not have their own RADAR key, please ask a steward for assistance.



TICKET OFFICE

CCFC Ticket Office is located at the Southeast corner of the Arena for all pre match and match day requirements.

The Ticket Office is wheelchair accessible, and all staff are courteous and approachable and are happy to see if you need any assistance.

There is a lower-level counter in place which has handheld card readers for contactless and chip and pin transactions. An Induction Loop is in operation within the Ticket Office.

Opening Hours:

Monday to Friday, 9:30am – 5:30pm

The Ticket Office is open Monday to Friday, 9:30am to 5:30pm - it is closed on non-home matchday Saturdays, and on Sundays.

On matchday Saturdays, it opens at 9:30am and is open until 1 hour after full-time - on matchdays it will remain open until half-time.

Please remember, the CCFC Ticket Office is Cashless.



CCFC SUPERSTORE

CCFC Superstore is located at the South side of the Arena and has a wide variety of merchandise suitable to every supporter.

The floor is open plan, with easy wheelchair access. Staff are courteous and approachable and are all happy to see if you need any additional assistance. There is an accessible changing room located within the Superstore.

There is a lower-level counter in place which has handheld card readers for contactless and chip and pin transactions.

Opening Hours

Monday to Saturday, 9:30am - 5.30pm

Sunday, 10:30am - 4.30pm

Please remember, the CCFC Superstore is Cashless.



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AUDIO DESCRIPTIVE COMMENTARY

This is a free to use service for blind and visually impaired supporters, is available to both Sky Blues and visiting supporters on our home matchday, and is provided by Alan March Sport Ltd.

The team of trained audio describers will keep up with play to the second, to ensure listeners know exactly where the ball is and what is happening on the pitch. This service provides a level of description and detail which is much greater than what supporters might hear on radio stations.

Supporters who wish to use the service need to contact TicketOffice@ccfc.co.uk to arrange access to the service – the deadline to contact is:

10am on the day of an evening match or Friday 3pm for any weekend fixture. ADC units are provided subject to availability.

Supporters need to be in their seat at the Arena no later than 30 mins before kick-off as a Supporter Liaison Officer will deliver the receiver to their seat.

The receiver is compatible with AUX jack for earphones. While a set of earphones can be provided if required, supporters are advised to bring their own where possible for hygiene reasons.

At the end of the game, a Supporter Liaison Officer will collect the receiver on the supporter's departure from the Arena.

The service can be listened to from anywhere in the stadium bowl.

Supporters will hear every pass, tackle, shot, save and goal as they happen, transforming the matchday experience for blind and visually impaired supporters.



INDUCTION LOOPS

An Induction loop is in place in the Ticket Office and can be made available on request in Hospitality areas so visitors can experience all that a match day has to offer in full. On matchdays, information will be carried on the electronic scoreboard.

For Induction Loop enquiries, please email accessibility@ccfc.co.uk



ASSISTANCE ANIMALS

Assistance animals for home and visiting supporters are permitted entry at The CBS Arena to assist you with your match day needs. Where possible, we request that supporters wishing to attend the stadium with an assistance dog please contact us in advance of the match, to ensure that we provide you with the most appropriate match tickets and so that adequate arrangements can be made. Please email accessibility@ccfc.co.uk

SENSORY ROOM

The Sensory Room is on the second floor of the West stand. There are seats located outside the room in a quieter area of the Arena where supporters can sit and watch the action. If feeling overwhelmed, the inside space provides calming sensory equipment including fiber optic lights, sensory toys, CCFC cushions and mini footballs too.

The room has been made available especially for families of people with disabilities and those with sensory needs who would otherwise not be able to attend games - these supporters will be given priority to attend games using the Sensory Room.

The room is supervised by Sky Blues in the Community members of staff, who will make sure these supporters are looked after during their time with us.

Users of the Sensory Room must have a valid matchday ticket for each person in their party (whether it be season ticket or a match ticket).

For Sensory Room enquiries please email: accessibility@ccfc.co.uk

FOOD & DRINK

Accessible kiosks with low level counters are fitted in the majority of food and drink concessions across The Arena for home and visiting supporters alike.



DISABLED SUPPORTERS ASSOCIATION

The Disabled Supporters Association work in partnership with the Club and Level Playing Field to work towards improving the matchday experience for all disabled fans.

Since its inception in 2023, the DSA has gone from strength to strength, increasing their membership numbers and forming a committee, to collectively work towards representing Sky Blues Disabled Supporters.

To follow the group on X (formerly known as Twitter) search for [@SkyBluesDSA](#)

If you wish to contact them directly, you can do so via email at: skybluesdsa@gmail.com



CONTACTS

Ticket Office:

Please e-mail TicketOffice@ccfc.co.uk or call **024 7699 1987 (Option 1)** - alternatively, please visit the Ticket Office at the Coventry Building Society Arena.

General Accessibility Enquiries:

For general questions or enquiries on this Access Statement or for all general Accessibility enquiries, please email: accessibility@ccfc.co.uk

Disability Access Officer:

Our Disability Access Officer is Eamon Collins - to contact Eamon, please email: accessibility@ccfc.co.uk

Accessible Car Parking:

If you are a blue badge holder, please e-mail cbsarena@apcoa.com

