



Hull City Football Club

Access Statement

Last updated: March 2026

ONE FAMILY. ONE DREAM.

Welcome to Hull City.

Hull City football club welcome supporters to the MKM stadium.

We are committed to providing an inclusive matchday for all supporters. Inside this guide you will find everything you need to know to enhance your matchday experience with us.

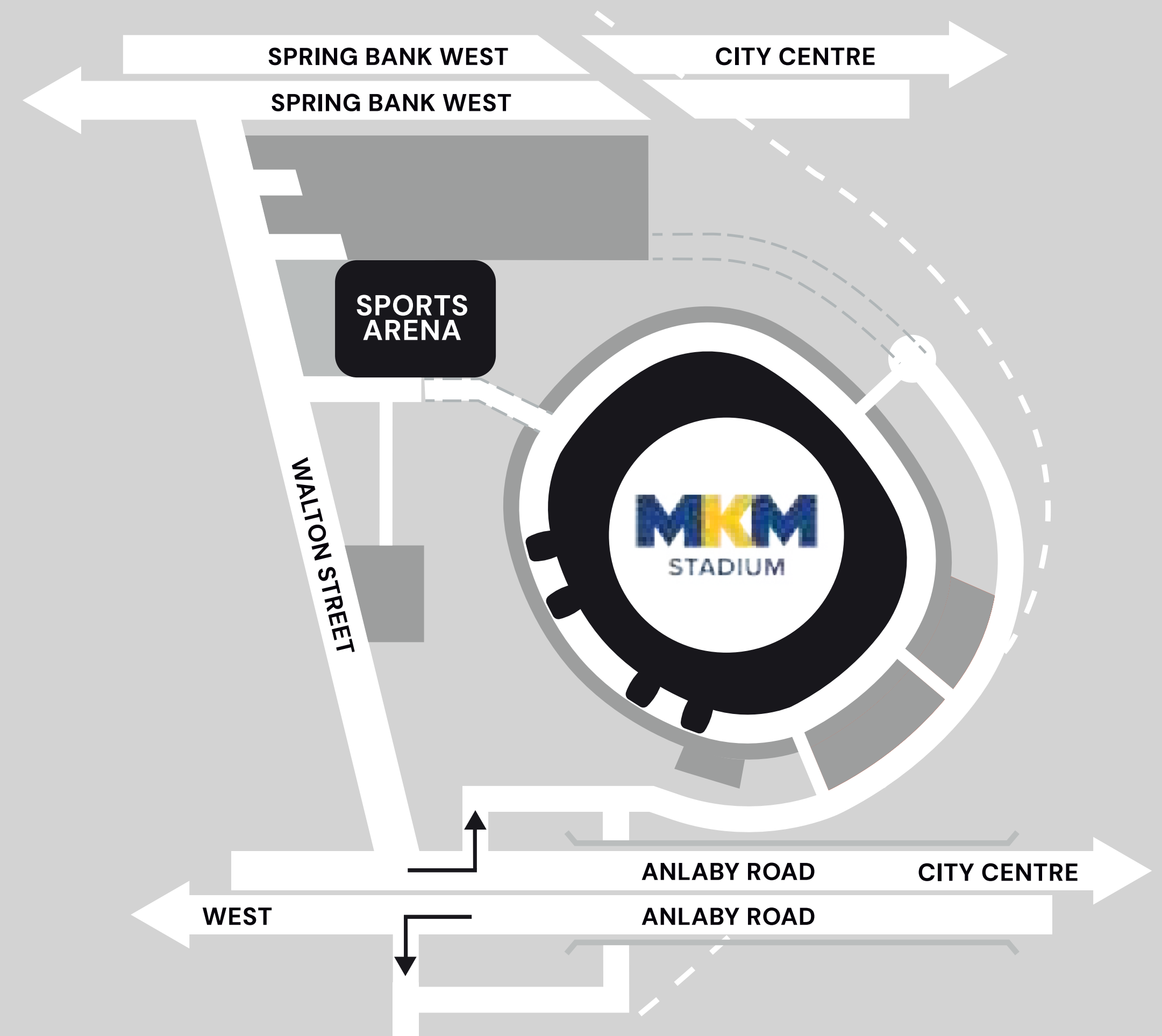
Contents

Welcome to Hull City	1
Directions	2
Public Transport	6
Parking	8
Ticketing	9
Stadium Access / Facilities	11
Food & Drink	17
Hospitality	18
Retail	19
Matchday Experience	20
Visiting Supporters	22
Contact Us	23

Directons

From the West

- Approach Hull from the M62, which leads straight onto the A63.
- Continue on the A63 under the Humber Bridge. The road continues into the A63 Clive Sullivan Way.
- Continue along Clive Sullivan Way. Turn off onto the slip road just before the flyover, signposted 'Local Traffic/Infirmary'. At the roundabout, take the second exit for Rawling Way.
- At the next main set of traffic lights (and with the hospital in front of you), take a left turn onto A1105 Anlaby Road. Continue over the flyover. At the foot of the flyover, take a right turn into Walton Street.
- The Walton Street car park is just over halfway down this street after the Tigers Trust Arena.

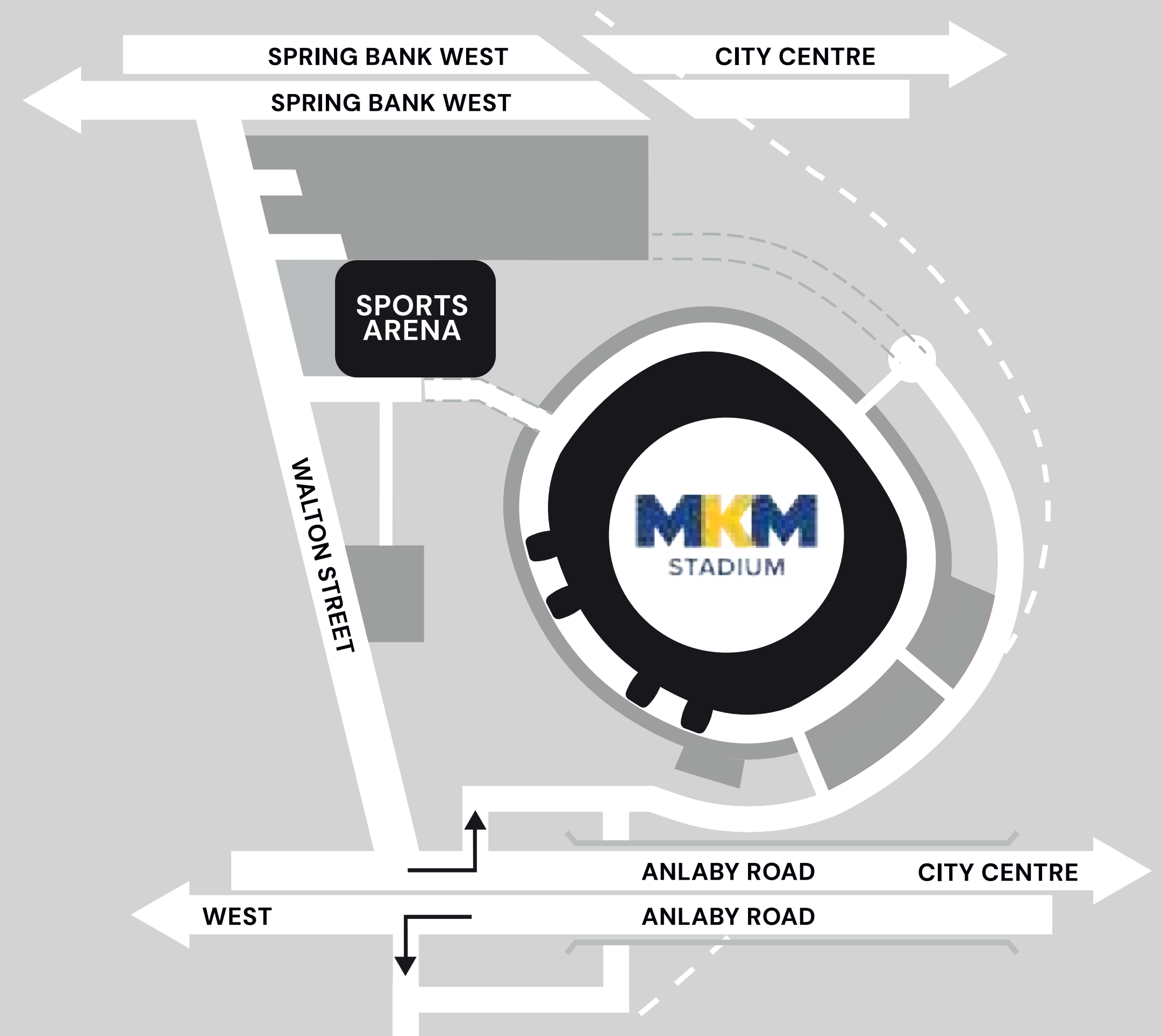


Directons

From the Humber Bridge

The Humber Bridge toll is currently £2 (£1.50 with an account) for a standard car. Motorcycles and approved concessions go free. Payment can be made through the official website, app or at a any PayPoint location. Full details can be found [here](#).

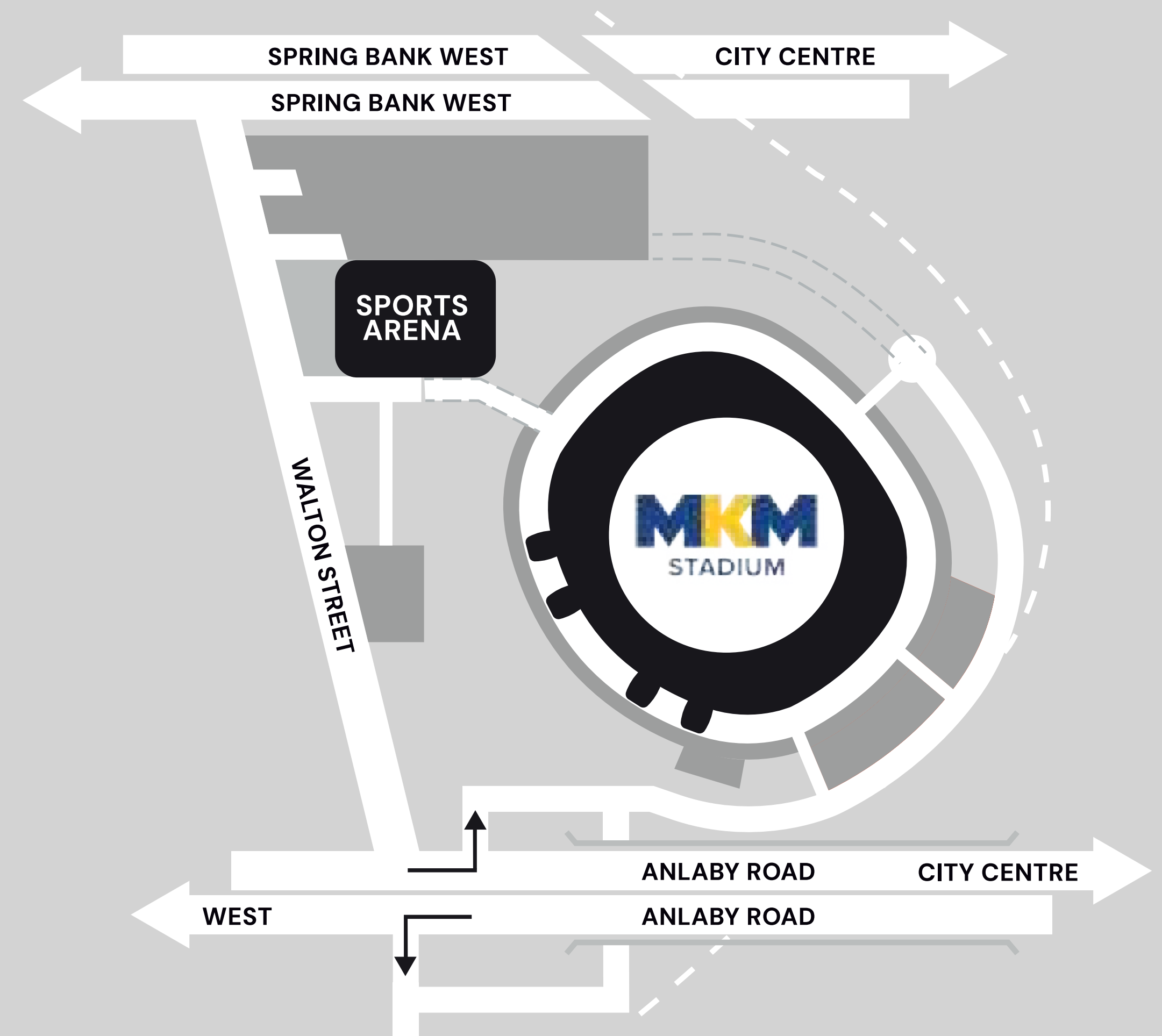
- Once over the Humber Bridge, follow signs for Hull City Centre. The road follows round to the left to join the A63 Clive Sullivan Way and will take you under the Humber Bridge.
- Continue along Clive Sullivan Way. Turn off onto the slip road just before the flyover, signposted 'Local Traffic/Infirmary'. At the roundabout, take the second exit for Rawling Way.
- At the next main set of traffic lights (and with the hospital in front of you), take a left turn onto A1105 Anlaby Road. Continue over the flyover. At the foot of the flyover, take a right turn into Walton Street.
- The Walton Street car park is just over halfway down this street after the Tigers Trust Arena.



Directons

From the North

- Take the A1079 towards Beverley and follow signs for the Humber Bridge and the A164. Take the A63, signposted Hull City Centre.
- Continue on the A63 under the Humber Bridge. The road continues into the A63 Clive Sullivan Way.
- Continue along Clive Sullivan Way. Turn off onto the slip road just before the flyover, signposted 'Local Traffic/Infirmary'. At the roundabout, take the second exit for Rawling Way.
- At the next main set of traffic lights (and with the hospital in front of you), take a left turn onto A1105 Anlaby Road. Continue over the flyover. At the foot of the flyover, take a right turn into Walton Street.
- The Walton Street car park is just over halfway down this street after the Tigers Trust Arena.

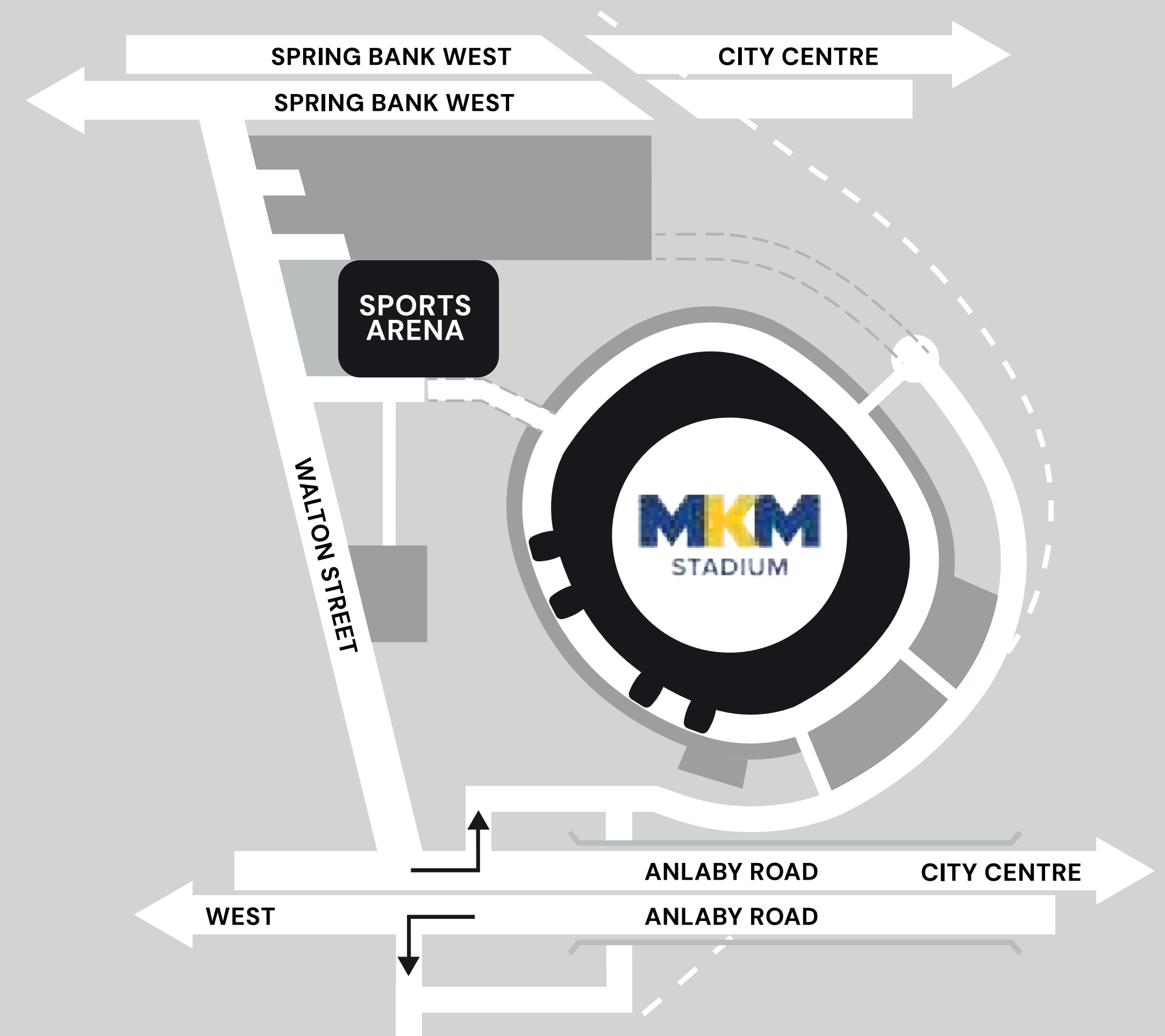


Directons

From the East

Please note that there are currently roadworks along the A63 passing the City Centre which may slightly delay your journey.

- The A165 approaches Hull from the east coast and onto Holderness Road. Follow signs for A63/M62 Leeds.
- At the second large roundabout on the A63 Garrison Road, continue over Myton Bridge straight onto A63 Castle Street. Continue along the A63. Just before the flyover, take the slip road signposted 'Infirmary/Anlaby A1105'. At the roundabout, take the third exit onto Rawling Way.
- At the next main set of traffic lights (and with the hospital in front of you), take a left turn onto A1105 Anlaby Road. Continue over the flyover. At the foot of the flyover, take a right turn into Walton Street.
- The Walton Street car park is just over halfway down this street after the Tigers Trust Arena.



Public Transport

Buses

There are many options for public transport to the City Centre with services passing through Anlaby Road directly from the Interchange. Services are run by both Stagecoach and East Yorkshire buses.

Both services provide low floor and step free buses for easy access as well as ramps for wheelchair use. Priority seating is also available for ambulant supporters.

Park & Ride

Signposted from the A63 Clive Sullivan Way, Priory Park & Ride provides 650 parking spaces with a frequent bus service dropping off and picking up spectators outside the stadium on Anlaby Road.

For more information, please visit the Park and Ride website [here](#).



Stagecoach do permit the use of mobility scooters on their buses.

Journey assistance cards can be applied for to help identify service users who may require additional assistance. These can be found [here](#).

Stagecoach provide the technology on their buses for audio visual information.



East Yorkshire Buses do not allow mobility scooters

Helping hands cards can be applied for to identify service users who may require additional assistance. These can be found [here](#).

Full details of updated pricing, offers and journey planners can be found on the Bus providers websites at these links: [Stagecoach](#) | [East Yorkshire Buses](#)

Public Transport

Trains

Hull Paragon is the nearest train station, approximately a 20-minute walk from the MKM Stadium.

Walking Directions:

- Leave Hull Paragon through the main exit and turn right towards the traffic lights at the junction of Anlaby Road and Ferensway.
- At the lights, turn right onto Anlaby Road and follow the signposts to the stadium, passing Hull Royal Infirmary on your right.
- On matchdays only, turn right after the hospital onto Argyle Street.
- The footbridge is on the left and takes you all the way to the MKM Stadium. The footbridge is step free with a ramp down to the stadium if required.
- Please note that the Interchange is also home to Hull's bus services should transport be required from the train.



Parking

Parking is available to the public without prior booking at Walton Street car park. This is £6.00 or free to blue badge holders and is payable by card.

Blue badge holders will be directed to a cordoned off area which is closest to the stadium gate.

Online directions for the car park can be found on google maps [here](#).

Or Via *What3Words* using the words:
events.visits.names

A drop off zone is accessible from the Anlaby Road entrance directly into West park. Simply follow the road heading towards the West Stand reception, where you will find a short, step free journey towards the stadium.



Ticketing

Full ticketing information can be found [here](#).

Our ticket office can be contacted on 01482 505600 and is available until 2 hours before kick off. The ticket office is located to the East of the stadium and has step free access with stewarding assistance for wheelchair users.

The ticket office is open Monday – Friday 9.30 am until 4pm, and is open to visit until kick off on matchdays.

Both e-tickets and printed options are available with an option to collect on each matchday. Tickets can also be purchased from our retail shop at St Stephens shopping centre.

Please note that matchday orders are subject to a £3.00 booking fee.

Current matchday ticket prices are shown on this page, alongside relevant pricing zones.



PRICE BAND	ZONE 1	ZONE 2	ZONE 3
Adult	£24.00	£29.00	£34.00
Senior 65+	£16.00	£19.00	£21.50
16-22	£12.00	£14.50	£17.00
11-15	£9.00	£9.00	£9.00
2-10	£4.00	£4.00	£4.00

Accessible Seating & Assistance

For advice on accessible seating options, supporters should contact the ticket office on 01482 505600 or alternatively email the Club's Disabled Supporter Liaison Officer at leanne.jensen@wearehullcity.co.uk.

Supporters who require assistance during their visit can apply for a complimentary Personal Assistant ticket. These tickets are provided as a reasonable adjustment to ensure disabled supporters can enjoy the same level of service and experience as everyone else. This reasonable adjustment can be applied for by emailing leanne.jensen@wearehullcity.co.uk or alternatively through our accessibility Hub, Together Tigers, at www.wearehullcity.co.uk.



Stadium Access

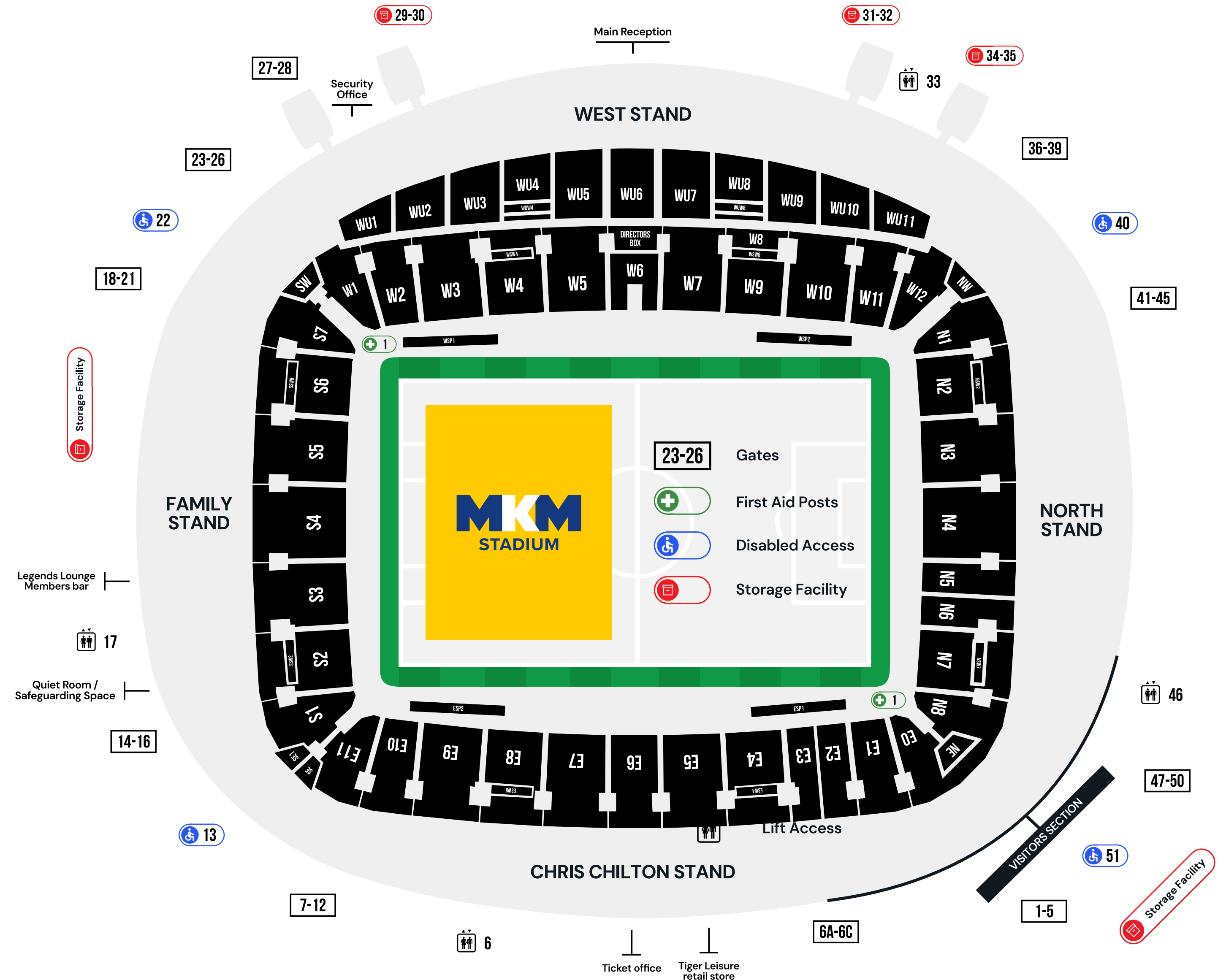
Our helpful stewarding team, along with our supporter services team, can assist supporters with all enquiries on matchdays. Accessibility stewards can also be identified by their purple vests.

This map details the locations of our storage facilities, where supporters can leave mobility equipment whilst they are inside the stadium. Please note that items are left at the owner's risk.

Our dedicated 'Here to Help' team can be identified by their named bibs and will be around the ground in the run up to kick off to assist with all enquiries.

Turnstiles will open for 90 minutes prior to kick off for every home fixture.

Details of prohibited items can be found [here](#). Supporters who need to bring prohibited items into the stadium due to medical conditions should contact leanne.jensen@wearehullcity.co.uk.





Lifts

Supporters who may require use of a lift due to mobility requirements, are able to find them at the following locations:

East Stand – Gate 6

South Stand – Gate 17

West Stand & North Stand (home supporters only) – Gate 33

Away Supporters – Gate 46

A steward will be on hand to assist with use of the lift.

Pitch Level Disabled Access Points

The 4 corners of the stadium all provide access for ambulant supporters to enter to the pitch level of the stadium. These are located:

South East – Gate 13

South West – Gate 22

North West – Gate 40

Away Supporters – Gate 51

Should a supporter require regular use of these entrances, they should contact our DLO, Leanne Jensen, at leanne.jensen@wearehullcity.co.uk, to organise the delivery of one of our identifying lanyards to assist our stewarding team in providing the best service possible.

Wheelchair Platforms

Access to our wheelchair platforms is via the lift.

Our home area Wheelchair platforms were redesigned in 2024 to allow all wheelchair users to sit alongside their Personal Assistant. The platforms each have 7 spaces for wheelchairs along with 7 seats for each personal assistant. There is full access to the concourse from these platforms.

Should a supporter require assistance from 2 people, there is the option to have this in one of our pitchside wheelchair bays.

Toilets

There is a disabled WC located outside of each wheelchair platforms as well as pitchside in each corner. Many of these facilities require the use of a RADAR key for entry. These can be purchased by the public from many places.

Should you not have a key for any reason, please request access from the nearest steward who will be able to assist.

Changing Places

Available to supporters with profound and multiple learning disabilities, as well as other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis.

The room is equipped with extra space and equipment, including a hoist and a height-adjustable changing bench to allow for safe and comfortable use. A sling cannot be provided and we would request that users provide their own. To access, please speak to a steward.



Assistance Animals

The club recognises and supports the use of assistance animals for many different disabilities and they are welcome at the MKM Stadium.

We would request that supporters email leanne.jensen@wearehullcity.co.uk in advance so we can meet them and put provisions in place to ensure that the animal is safe.



Hidden Disability Lanyards

Supporters who require extra help or provisions can obtain a non-mandatory hidden disability lanyard to assist them during their visit to the MKM Stadium. This includes ensuring easy access via our disabled entrances.

To apply for a free lanyard, please email leanne.jensen@wearehullcity.co.uk for more information.



Audio Commentary

Audio commentary is available via headsets for visually impaired supporters, with 11 allocated to home supporters and three for away. These can be booked in advance by emailing leanne.jensen@wearehullcity.co.uk or on matchday by speaking to a steward.

The service is proudly offered to supporters from our volunteers at *Tiger Fusion*.

Hearing Loops

Portable hearing loops are available and can be provided by staff when requested.



Neurodivergent Supporters

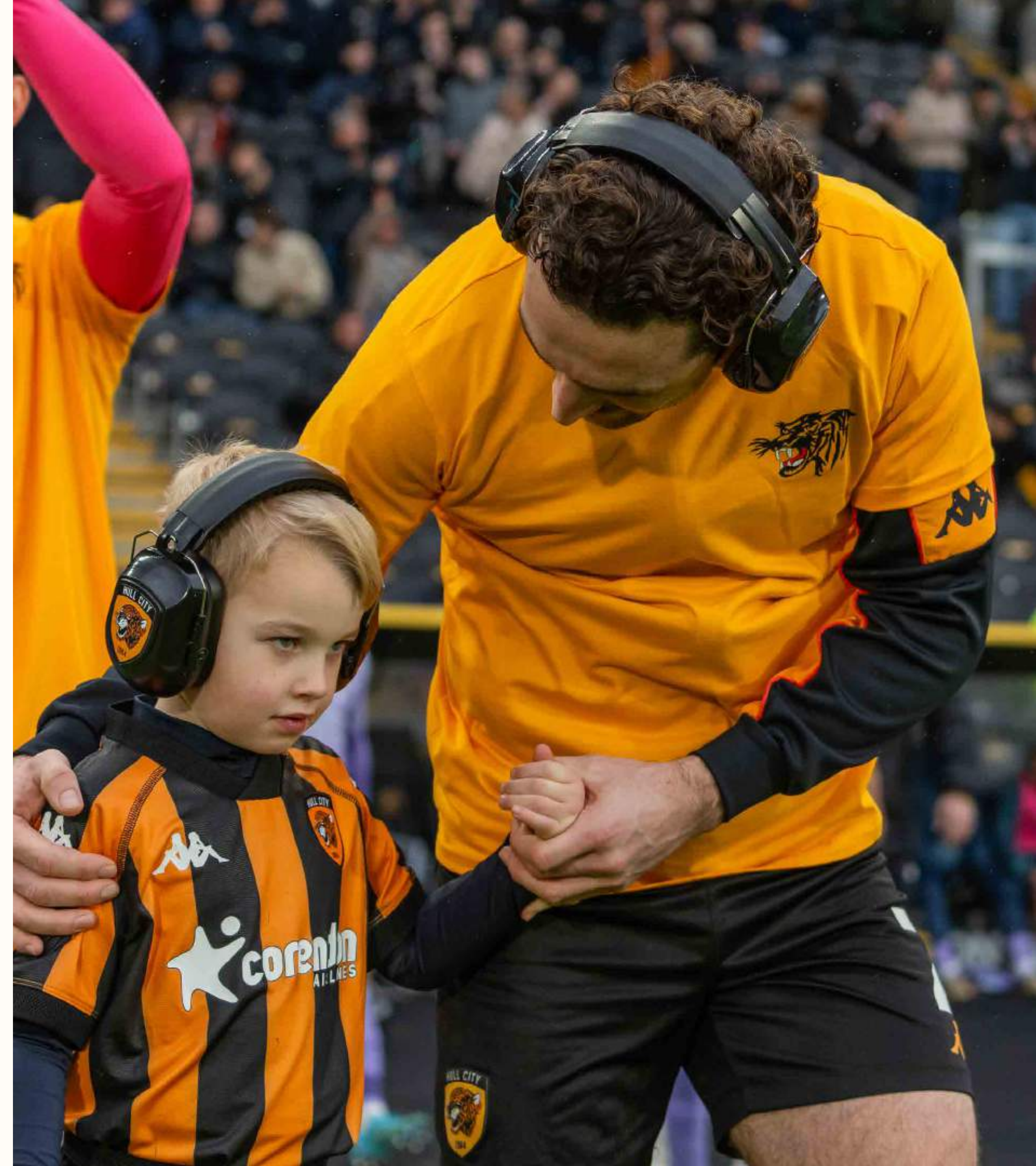
Supporters with neurodivergent conditions are able to contact the club to discuss their access needs. There is a quiet room located near to the South Stand with a sensory area to provide a break for supporters.

Sensory packs are available to supporters and include ear plugs, a fidget spinner and a squeeze ball.

The club offers the use of ear defenders on a match by match basis and various sizes are available. These can be accessed by speaking to your nearest steward.

Supporters can also organise any of these services by requesting to speak to Leanne Jensen on matchdays, or pre-booking by emailing leanne.jensen@wearehullcity.co.uk

A video walkthrough is also available for supporters to prepare for their visit [here](#).



Food & Drink

There are many kiosks located around every concourse with an offering of hot & cold drinks, pies, hot dogs and our famous street food menu. Keep an eye on our social media for the latest street food options!

Bottle bars and beer karts are also open for busier matchdays.

Allergen information can be provided by our kiosk staff with vegan and gluten free options available. Other dietary requirements can be requested by contacting the club prior to the match.

We are a cashless stadium and low-level card readers are available to the right of each shutter of every kiosk.

The Legends Lounge

The Legends Lounge is the perfect place for members to grab a pizza and a drink before or after the game. The lounge has recently been refurbished and has 17 screens showing Sky Sports and is located towards the southeast side of the stadium.



Hospitality Areas

There are many matchday options in our hospitality areas, from street food to four course dining.

Full menus for each area can be found [here](#).

A smart casual dress code is in place for our hospitality areas with the exception of the Kingston Suite, where casual dress is appropriate. Sportswear, ripped jeans and replica shirts are not permitted in any hospitality areas.

Supporters using our hospitality areas are likely to come across ex-players of the club, as well as Q&A sessions after the match with a current player.

All of our hospitality areas have step-free access and provide a service tailored to each supporter. Entry to all hospitality areas is via the West Stand reception.

Supporters are able to book our hospitality experiences by calling our commercial team on (01482) 358343 or emailing commercial@wearehullcity.co.uk.



Retail

The official Club retail store is located at the East Stand side of the stadium, adjacent to the ticket office. Supporters can access the store via power assisted doors and step-free access.

A portable hearing loop is available and can be provided by staff.

Payment can be made at the store by card or cash, portable card readers are available for low level access.

The store is known to be a quiet space, however it does experience crowds on matchdays. Store staff are available to assist upon request.

The Club store opening hours can be found [here](#).

**Tiger
Leisure**

MKM Stadium
West Park, Hull
HU3 6HU

What3Words:
beams.foster.spell





Fan Park

The Fan Park is located at Tigers Trust arena and is available for all 3pm Saturday fixtures. Free tickets are available following advertising on the club's social media pages and on the club's ticketing page.

Youngsters can get a Tigers-themed makeover from our face painters and test their skills on our giant Connect Four set, football and cornhole games, snooker, target and darts inflatables.

Furry club mascot Roary will roam around the arena to greet supporters, pose for pictures and get involved in numerous activities and challenges.

Fan Park tickets are free of charge and must be booked in advance via our online ticketing website [here](#).



First Time Fans Experience

City supporters under 14 can enjoy a stadium tour, take a penalty on the MKM Stadium pitch and receive a certificate signed by Chairman, Acun Ilıcak, from club mascots Roary and Amber!

This can be applied for [here](#).



Matchday Experience

The south stand is our dedicated family stand, where supporters can find EAFC stations, free fruit, face painting, balloon artists, sub soccer and table football.

There is a tuck shop located in the South Stand which is manned by volunteers from local grass roots teams raising money for their clubs.

Flags are distributed throughout the South Stand for supporters to wave and will be collected in by club staff towards the end of the game.

Free fruit and water stations are available on all stands.

Supporters can find out where to meet our furry Club mascots, Roary and Amber, [here](#).



Evening Matches

Evening matches provide an unforgettable experience for supporters of all ages. This will include a full light show and flames to the East of the stadium bowl.

Supporters with epilepsy are advised to discuss with our stewarding team if an alternative location is required for the duration of the light show.

Visiting Supporters

Arrival & Entry

Away coaches will arrive at our coach area which is located a short walk from the turnstiles. Access via this route is a little uneven, our stewarding team can assist upon request. Ambulant supporters using the bottom 2 rows at the stadium are able to enter using an accessible entrance at the corner, this is located at gate 51 and there will be 2 steps into the stand. Please note that there is no access to the concourse at this level other than using the steps. Supporters who require use of a lift must enter at gate 46, this includes access to our Wheelchair Platform.

Security & Searches

Our stewarding team will assist with accessing the stadium. Stadium policy permits use of an A4 sized bag, security and bag checks will be carried out upon entry. Please note that searches for people under the age of 16 will be completed with the assistance of a parent/guardian, along with a Club safeguarding staff member.

Food & Drink

The club does not allow for supporters to enter with their own food and drink, other than a sealed bottle of water. Any supporters who have medical issues which require them to carry their own food must contact Leanne.Jensen@Wearehullcity.co.uk prior to attending.

Smoking & Vaping

Smoking and vaping is not permitted anywhere in the MKM stadium, a designated area will be opened outside at half time. Our stewarding team reserve the right to remove any supporter who is caught smoking/vaping inside the stadium.

Flags

Supporters who wish to use large flags must contact the Stadium Security team prior to attending. Smaller flags will be permitted through the turnstiles but will be checked by our stewarding team to ensure they are not deemed to contain offensive content.

Matchday Programmes

The MKM is a cashless stadium, however our programme sellers operate externally and so payment can be made by cash only. The price of our programme is £4.00

Contact Us

Brendon Smurthwaite

Supporter Liaison Officer

Tel: (01482) 358303

Email: brendon.smurthwaite@wearehullcity.co.uk

Leanne Jensen

Disabled Supporter Liaison Officer

Email: leanne.jensen@wearehullcity.co.uk

Pete Curry

Eventy Safety & Security Manager

Tel: (01482) 358348

Email: peter.curry@wearehullcity.co.uk

Commercial Team

Tel: (01482) 358343

Email: commercial@wearehullcity.co.uk

Ticket Office

Tel: (01482) 505600

Tiger Leisure (retail store)

Tel: (01482) 509600