

ITFC



ACCESSIBILITY GUIDE / ACCESS STATEMENT FOR PORTMAN ROAD
2026/2027



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CONTACTS

Ipswich Town Football Club is committed to ensuring that its disabled supporters and visitors have as much access as reasonably possible to all goods, services and facilities provided or offered to the public by the Club.

We are committed to taking a proactive approach to ensure that the needs of its disabled supporters and visitors are met (through good practice). This guide is designed to supply all the key information, allowing you to enjoy your matchday to the full.



LEE SMITH – DISABILITY LIAISON OFFICER

Telephone: 01473 400 556

Email: accessibility@itfc.co.uk

Office Hours: Mon-Fri 10am – 5pm

TICKET OFFICE

Telephone: 03330 050503

Email: mainticketoffice@itfc.co.uk

Office Hours: Mon-Fri 10am – 5pm

SUPPORTER SERVICES

Telephone: 01473 400 572

Email: supporter.services@itfc.co.uk

Office Hours: Mon-Fri 10am – 5pm

SUPPORTING DOCUMENTS

When purchasing tickets, you may be asked to provide proof of eligibility for a concessionary price or complimentary personal assistant. The Club accepts the following documents:

- **NIMBUS ACCESS CARD (CLICK [HERE](#))**
- **PIP PAYMENTS AT ENHANCED RATE**
- **SEVERE DISABLEMENTS ALLOWANCE**
- **EMPLOYMENT AND SUPPORT ALLOWANCE**

Other disability documents can be accepted and considered on a case-by-case basis.

Please email these to Disability Liaison Officer Lee Smith via accessibility@itfc.co.uk.





GETTING TO PORTMAN ROAD



CAR

The postcode for Portman Road is IP1 2DA. If coming from the north of the country, you are most likely to use the A14 whereas travelling from the South will generally see you use the A12.



BUS

Portman Road is accessible by the following bus routes 64, 66, 75, 77, 800 and 88. Bus routes and timetables can be found by on [First Bus](#).



TRAIN

Travelling to Portman Road by train is viable with the station being just a 5–10-minute walk. Ipswich station has links to London, Peterborough and Cambridge. Whatever your travel plans it is worth checking <https://www.greateranglia.co.uk/>.

HOME PARKING

10 MATCHDAY PARKING PERMITS

Our home matchday parking permits are located in the Suffolk County Council multistorey car park.

Address:
Suffolk County Council Car Park
Constantine Road
IP1 2DH

HERE2HELP/ACCESS TEAM

Our Here2Help/Access team are available to assist your journey between the car park and the stadium. If you require use of the team, contact accessibility@itfc.co.uk.

BOOKING A SPACE

To be eligible for accessible parking you will require a Blue Badge. To book parking contact accessibility@itfc.co.uk.

ADDITIONAL CAR PARKS:

- NCP Ipswich Portman Road - IP1 2BP
- Portman Road Car Park A/B/C – IP1 2BP
- Ipswich Train Station – IP2 8AH
- West End Road – IP1 2DZ





AWAY PARKING

3 MATCHDAY PARKING PERMITS

Our away matchday parking permits are located in the Suffolk County Council multistorey car park.

Address:

Suffolk County Council Car Park
Constantine Road
IP1 2DH

BOOKING A SPACE

Contact your Club's Disability Liaison Officer to gain a permit. You will then receive an email with the permit from lee.smith@itfc.co.uk.

ELIGIBILITY

To be eligible for accessible parking you will require a Blue Badge.

ON THE DAY

When you arrive, you will be greeted by our parking attendant who will ensure you get to your space safely.

ADDITIONAL CAR PARKS:

- NCP Ipswich Portman Road - IP1 2BP
- Portman Road Car Park A/B/C – IP1 2BP
- Ipswich Train Station – IP2 8AH
- West End Road – IP1 2DZ

HOME ACCESSIBLE AREAS

WEST STAND

The West Stand has a new reconstructed disability area towards the Sir Bobby Robson Stand named DA, The area provides 37 wheelchair bays and 13 ambulant seats. This area is state of the art and includes additional accessible toilets, changing places and low-level counters. This area is recommended for those looking to sit with families.

SIR ALF RAMSEY STAND

The Sir Alf Ramsey Stand has three accessible areas available to purchase in. SD located in the lower tier by the tunnel has 12 wheelchair bays and 40 ambulant seats.

If you are looking for an upper tier view behind the goal then areas P1 and P2 provide that viewing. Both areas house 4 wheelchair bays and 2 ambulant seats. All areas within the Sir Alf Ramsey Stand would be considered family friendly.

SIR BOBBY ROBSON STAND

If you are looking for atmosphere in a stand where everybody sings, then accessible areas D3 and D4 might be most enticing. Both areas behind the goal to the side offer 17 wheelchair bays and 21 ambulant spaces. Please note this area is not available to supporters under the age of 14.

If you would like to be part of the atmosphere but prefer a view from above then D1 and D2 provide a great view. Both areas provide 6 wheelchair bays and 2 ambulant.

COBBOLD STAND

Sadly, there are no home accessible areas within the Cobbold Stand however this is something we would like to improve in the future.





VISITING SUPPORTERS

ENTRANCE

Visiting supporters are accommodated in the Cobbold stand blocks VU1, VU2, VU3, VL and VA. The accessible entrance is situated on the left of the stand when arriving at the entrance banner. VA includes a row of 10 wheelchair bays and 2 rows of ambulant seating.

FOOD AND DRINK

You will find a wide range of food and drink options within the concourse. Outside VL there is an accessible low-level counter which is wheelchair friendly.

ACCESSIBLE TOILETS

There are two accessible toilets in the visitor's section which can be accessed via a radar key. Please speak to a steward if you require one.

CHANGING PLACES

A changing places facility is available within the West Stand. Please speak to your nearest steward if you require use of this area.

TICKETING

BUYING TICKETS

If you are a new supporter and have not created a ticketing account, then you can do so by clicking [HERE](#). Each supporter must have their own ticketing account. If it is your first time buying tickets, then you can provide your supporting documents by emailing accessibility@itfc.co.uk.

A guide for disabled supporters to buy tickets can be found by clicking [HERE](#).

TICKETING CATEGORIES

The Club will operate a concessionary ticketing policy for match tickets for disabled supporters.

ITFC AWAY MATCH TICKETS

Tickets for disabled supporters for our away matches are sold as per the Club's priority system and are subject to the away Club's ticketing policy.

PERSONAL ASSISTANTS

A personal assistant (PA) where required may accompany a disabled supporter free of charge however the Club reserve the right to request evidence to support this where necessary.

PA's who accompany a disabled supporter under the age of 13 years will be required to pay for a full junior price ticket. The disabled supporter is the official owner of the PA ticket and can change the PA at any time.

All PA's are required to be over 14 unless registered as a young carer or other reasonable circumstances. All PA's must arrive at the same time as their disabled supporter.

By accepting a PA ticket, the PA accepts responsibility for providing the full support a disabled supporter needs when attending a match. The PA should be ready for all situations including an emergency evacuation.

FACILITIES



INDUCTION LOOPS

Induction loops are fitted at the ticket office and require a mobile service.



AUDIO COMMENTARY

The Club has 20 radio headsets available to supporters with visual impairments ran through Soccer Sight. These can be booked via accessibility@itfc.co.uk.



RETAIL OUTLETS

Planet Blue is fully accessible to all disabled supporters with a lift to the upper floor. Whilst the FanZone unit is not accessible to all supporters, staff will be on hand to assist if there is something you wish to purchase.



ASSISTANCE DOGS

Assistance dogs are admitted into the ground. Where possible, please notify accessibility@itfc.co.uk in advance of the game.



ACCESSIBLE TOILETS

Accessible toilets are situated close to each of the areas provided for our disabled supporters. A radar key can be used on all accessible toilets. The Club can also arrange use of a changing place.



SENSORY PACKS

The Club sells sensory packs for supporters. The sensory packs are designed to enhance the experience of fans, particularly autistic supporters.

Away supporters can rent a pack by, emailing, accessibility@itfc.co.uk.



CATERING

There are both mobile and fixed catering units located around the ground serving a variety of refreshments. Several of these units are accessible to wheelchair users and assistance is given if required by stewards in each area.



HOSPITALITY

Hospitality areas including lounges and bars in the Sir Alf Ramsey Stand and West Stand are all fully accessible to ambulant supporters and wheelchair users. We regret that the Cobbold boxes are not accessible due to the number of steps involved.



CHANGING PLACES

A changing places facility is now available within the West stand. If you need to make use of this, speak to your nearest steward.



FURTHER INFORMATION

For further information contact the Disability Liaison Officer on accessibility@itfc.co.uk. Supporters should note when requesting a move due to an injury into an accessible area, this will be subject to availability for that fixture.

OTHER INFORMATION



STAFF AWARENESS

The Club is committed to ensuring that all senior managers and match day staff are aware of their responsibilities in regard to disability, equality and the provisions of the Equality Act. The Club publicises to its staff that any incident of discrimination is a serious matter and will be dealt with under the Club's Management Policy.



COMPLAINT PROCEDURE

Disabled supporters who wish to make a complaint can do so through the main route of emailing supporter.services@itfc.co.uk however they may wish to notify the Club's Disability Liaison Officer by emailing lee.smith@itfc.co.uk. As always please include as much detail and information to assist with the investigation.



ACCESS LANYARDS

Ipswich Town staff recognise the hidden disabilities lanyard recognised more commonly as a sunflower lanyard. The Hidden Disabilities Sunflower is a simple tool for an individual to voluntarily share that they have a disability or condition that may not be immediately apparent. Supporters may also receive an Access Lanyard from the Club which allow use of accessible entrances, accessible toilets and club equipment such as wheelchairs. To receive one of these, contact the clubs DLO via accessibility@itfc.co.uk.

