



Middlesbrough Football Club Access Statement 2019/20

Welcome to The Riverside Stadium Home of Middlesbrough Football Club

Middlesbrough Football Club is fully committed to providing equal access to all supporters visiting the Riverside Stadium and is dedicated to addressing any inequalities that may still exist.

Over the past few years the club has made excellent progress in the area of accessibility.

We pride ourselves on making our stadium as accessible as possible to ensure that all of our supporters enjoy a fully inclusive experience

We work closely with the Middlesbrough Disabled Supporters Association (MDSA)



For all access ticketing enquiries, please contact Jade Johnson on 01642 929421 and we will be happy to help.

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Section 1: Getting to The Riverside Stadium

By Rail

Middlesbrough Railway Station is located on Albert Road which is approximately 0.8 miles from the Riverside Stadium which is a 10 to 15-minute walk.

Trans-Pennine Express and Northern Rail both operate through Middlesbrough Railway Station with direct services to and from York, Leeds and Manchester. Connecting services run to Eaglescliffe (Grand Central) and Darlington (London North Eastern Railway) which are on the main routes to London and around the country.



Middlesbrough Train Station

Station Facilities

Ramps are available for train access, staff are available to assist. There are unisex accessible toilet facilities available, at the station. The main entrance doors of the toilet are automatic and the entrance door to the toilet opens inwards. The toilets are kept locked and require a RADAR Key. There are grab rails present.

Ticket Hall

Within the ticket hall staff assistance available. There are seats available for people to rest and wheelchair users can get to all areas of the hall. There are arrival and departure information screens within the hall.

Waiting Room



The entrance to the waiting room at Middlesbrough Train Station



The waiting room at Middlesbrough Train Station

Wheelchair users can access all visitor areas and move around without obstruction. There is a single-entry door and the doorway is wide enough for all users. The door itself is automatic and it opens inwards. The floor surfaces are slip resistant. There is space for a wheelchair user to pull up alongside a seated companion and there is ample room for an assistance dog to rest.

Help-point



A picture of the help point at Middlesbrough Train Station

The Help Point at Middlesbrough Train Station is white. The help point button is one metre high, and it has an induction loop fitted. There is contact options for both Information and Emergencies.

How to reach the Riverside Stadium on foot from Middlesbrough railway station:
Exit the station on to Bridge Street West, turn right and cross Albert Road. Follow Bridge Street East to the junction with Windward Way. Stay on Windward Way, eventually passing the Hudson Quay development on the left, and continue on under the bridge to the Riverside Stadium. The nearest taxi rank is at the Bridge Street entrance to the station, the Riverside Stadium is a 5-minute taxi ride

By Bus

Middlesbrough Bus Station is located within 1.3 miles of the Riverside Stadium which is a 25-minute walk. The bus station is served by coach services departing from and to many major cities throughout England.

Please note there are no bus services directly to or from the Riverside Stadium, there are however, a number of Arriva and Stagecoach bus services that drop off in North Ormesby, which is a short walk to the Middlesbrough Riverside Stadium. The stadium is a 5 minute taxi ride away from the bus station.

Bus Station



Middlesbrough Bus Station, located in the centre of Middlesbrough

The bus station is wheelchair friendly, has accessible toilets and a changing places toilet.

How to reach the Riverside Stadium on foot from Middlesbrough bus station: Leave the bus station via the Middlesbrough Cycle Centre exit on to Newport Road. Turn right, walk down Newport Road and turn left at Debenhams on to Linthorpe Road. Continue to the end of the road, cross over Wilson Street, and continue straight on. Walk through the railway underpass and up on to Bridge Street West. Turn right and walk down the road, crossing Albert Road on to Bridge Street East. Follow Bridge Street East to the Junction with Winward Way. Stay on Winward Way, eventually passing the Hudson Quay Development on the left, and continue on under the bridge to the Riverside Stadium.

By Car

The postcode for the Riverside Stadium is TS3 6RS. A sat nav will lead you to the ground. Please be aware that there will be road closures before and after the game surrounding the Riverside Stadium.

Directions to the stadium by Road:

From the North

Approaching Middlesbrough on the A19, cross over the River Tees and take the A66 eastbound towards Middlesbrough town centre. Stay on the A66 past the town centre and follow signs to the stadium, which you will see on your left.

From the South

Leave the A1 (M) at junction 49, signposted to Teesside, and join the A168, which after approximately 11 miles will become the A19. Approximately 19 miles later take the A66 eastbound towards Middlesbrough town centre. Stay on A66 past the town centre (on your right) and follow signs to the stadium, which you will see on your left.

From the West

Leave the A1(M) at junction 57 onto the A66(M). Follow signs to Teesside on the A66. In approximately 18 miles you will pass Middlesbrough town centre (on your right) and follow signs to the stadium, which you will see on your left.



A map of the road approaching the Riverside Stadium

Car Parking

Matchday Parking at the Stadium is only available to permit holders.

There are six different car parks at the Riverside Stadium- Car Parks A through to F. Overall there are 160 disabled car parking spaces, spread across all six car parks. The bays are marked out with blue lines and are individually numbered.

Both home and away fans are able to purchase permits (subject to availability) by calling the ticket office on 0 1 6 4 2 9 2 9 4 2 1.

Find out about alternative car parks, situated off site, please visit [Love Middlesbrough's guide](#) to matchday parking. Middlesbrough Football Club does not endorse these car parks, and all items are left entirely at your own risk.



A map of the Car Parks at the Riverside Stadium

Road Closures

Please note that a road closure operates before and immediately after the game to allow pedestrians to arrive and leave the Riverside safely. Road closures are likely to be in place for up to 45 minutes before kick-off and up to 30 minutes after the final whistle.

Section 2: While You are At The Stadium

Ticket Office

The Main Ticket Office at the Riverside Stadium is located in the West Stand, towards the South West Corner. The office has one low level counter and is equipped with an induction loop. There is level access in to the Ticket Office.

There are also four satellite Ticket Offices (including one bespoke office for visiting supporters) around the ground, each one fitted with an induction loop and level access to the serving windows.

Please note that all Ticket Offices are extremely busy on matchdays, especially in the last hour building up to kick off. Stewards and staff are on hand on matchdays to assist.

Proof of Eligibility

The club reserve the right to check a person's eligibility under the Equality Act 2010. While we are here to help at every opportunity, any supporter wishing to claim a disabled concession must be able to produce one of the following:

- Confirmation of the Middle or Higher rate of Disability Living Allowance
- Confirmation of the Enhanced or Standard Daily Living or Mobility component of Personal Independence Payment
- Confirmation of the Middle or Higher rate of Mobility Allowance
- Confirmation of the Middle or Higher rate of Attendance Allowance
- Confirmation of the Middle or Higher rate of Severe Disablement Allowance
- Registration document which certifies that they are Registered Blind or Partially Sighted

Please note: Receipt of a Blue/Orange badge or incapacity benefit will not be considered sufficient proof of disability to enable you to purchase tickets in our disabled enclosures

Retail Store

MFC's retail store is located in the North West Corner of the stadium. The store has level access, although there is a very slight incline as you approach the entrance. The shop is fitted with an induction loop and the counters are low level. The aisles are generally wide and there is large spaces between displays. The club retail store is exceptionally busy on match days.

Again, staff are always available to assist.

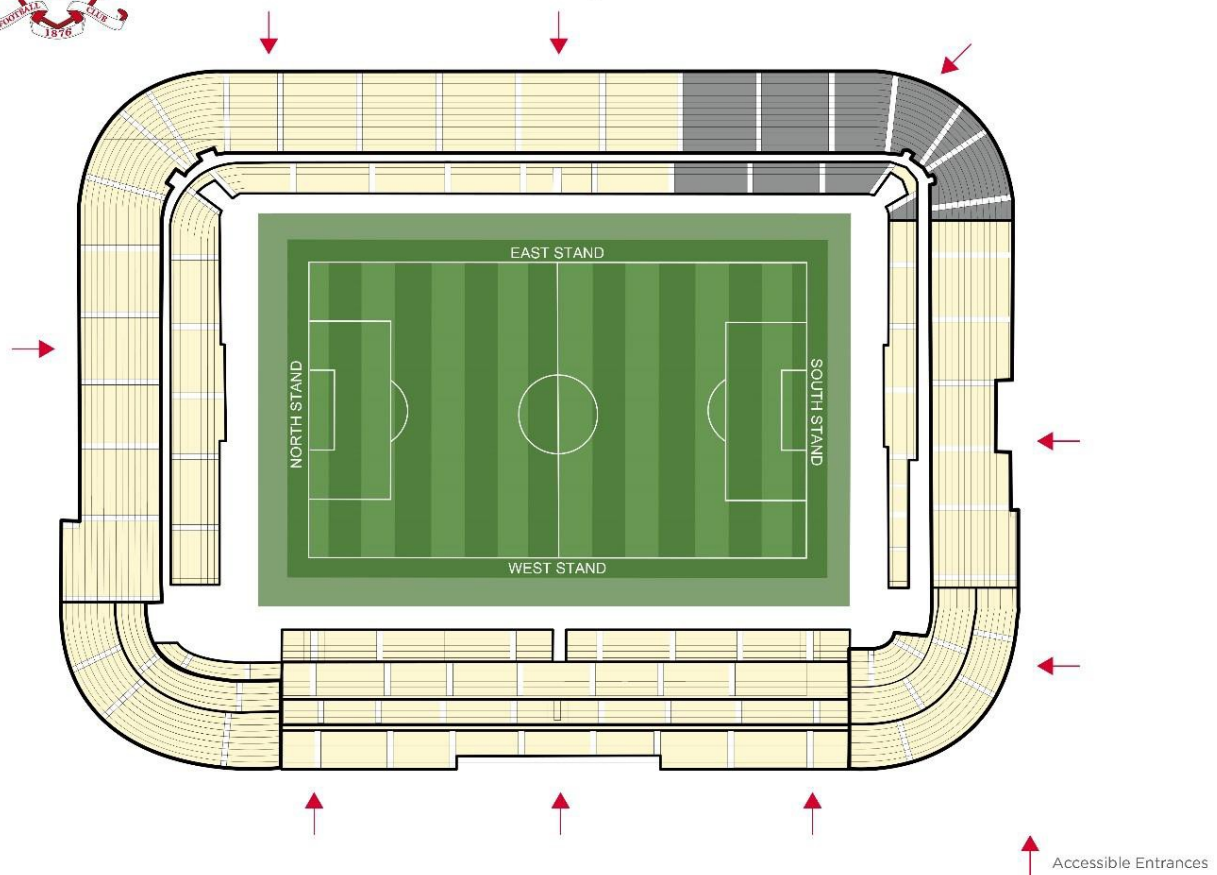
Stadium Access

There are nine accessible entrances around the stadium, including one at main reception. All entrances are on level ground. On a matchday, stewards operate on every entrance.



Middlesbrough Football Club

Accessible Entrances Map



A map of the Accessible Entrances at the Riverside Stadium. The red arrows indicate where the entrances are located.

Viewing Areas

There are 221 spaces for wheelchair user at the Riverside Stadium, of which 91 are raised and 130 are pitch side. The breakdown of these can be seen below:

West Stand- Raised Accessible Deck

22 wheelchair spaces. Double lift to access them. Personal Assistants situated directly in front the disabled supporters.

West Stand- Front Row

Potential of 62 wheelchair spaces (31 each side of the tunnel). These are worked at two standard seats per wheelchair and one seat, situated next to the wheelchair user, for each Personal Assistant.

East Stand- Raised Accessible Deck (Visiting Supporters)

Up to 10 wheelchair bays. Single lift to access them. Personal Assistants are situated directly behind the disabled supporter.

East Stand- Front Row (Visiting Supporters)

Potential of 20 wheelchair spaces, depending on the visiting allocation. These are worked at two standard seats per wheelchair and one seat, situated next to the wheelchair user, for each Personal Assistant.

East Stand- Front Row (Visiting Supporters)

Potential of 50 wheelchair spaces, depending on the visiting allocation. These are worked at two standard seats per wheelchair and one seat, situated next to the wheelchair user, for each Personal Assistant.

South Stand- Raised Accessible Deck

wheelchair spaces. Double lift to access them. Personal Assistants are situated directly behind the disabled supporters.

South West Corner- Raised Accessible Deck

wheelchair spaces. Double lift to access them. Personal Assistants are situated directly behind the disabled supporters.

Amenity and Easy Access Seats

MFC have identified 388 amenity and easy access seats around the Riverside Stadium. The location of these can be seen below:

East Stand Lower (Home)

A potential of up to 150 amenity and east access seats, depending on the visiting allocations. These are situated on row 2.

East Stand Lower (Away)

A potential of up to 60 amenity and east access seats, depending on the visiting allocations. These are situated on row 2.

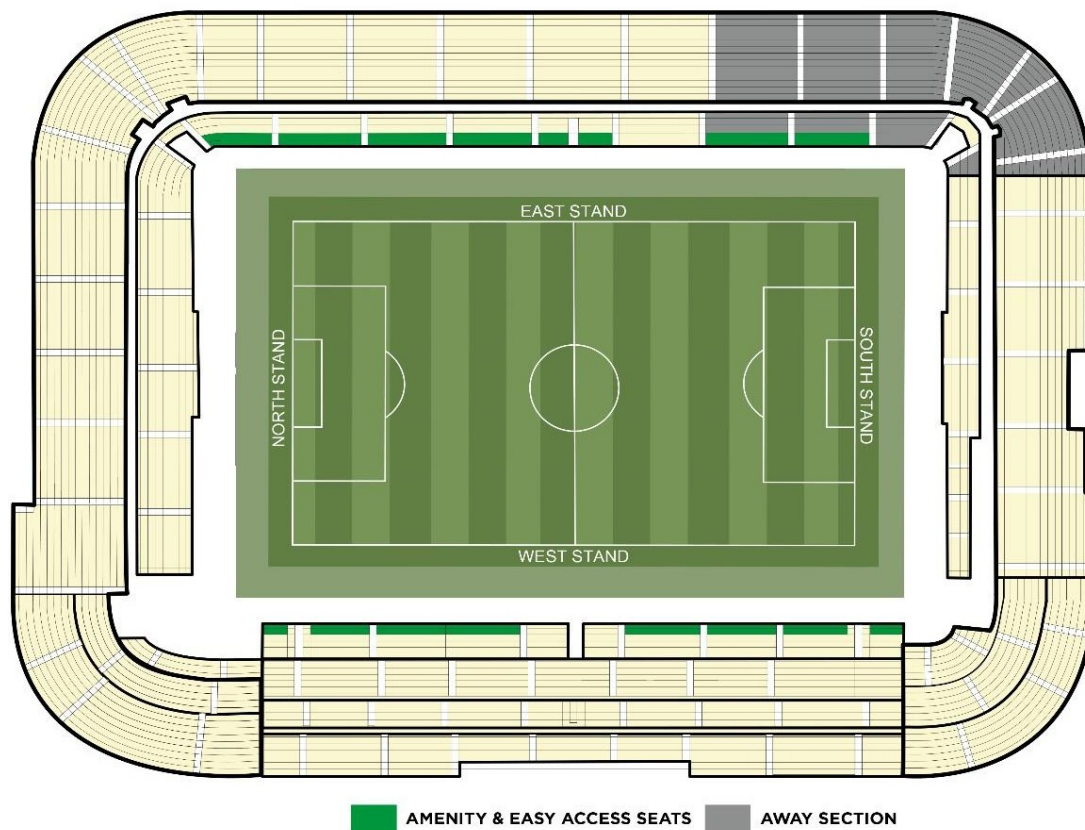
West Stand Lower (Home)

A potential of up to 178 amenity and east access seats. These are situated on row 2.



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Amenity & Easy Access Seats Map



A map of the Amenity & Easy Access Seats at the Riverside Stadium

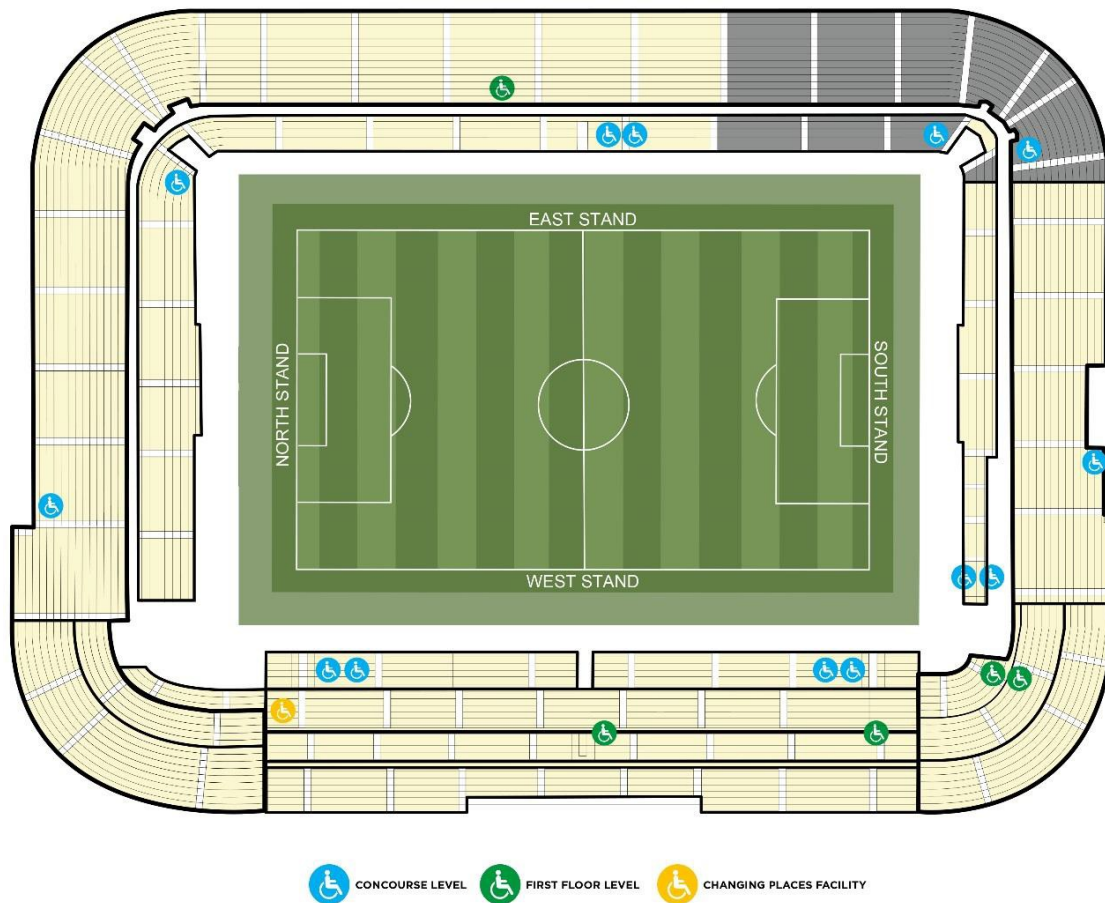
Accessible Toilets

There are 19 Accessible Toilets situated around the Riverside Stadium, including one Changing Places Facility (located in the Lower West Stand, towards the North Stand). All Accessible Toilets are fitted with RADAR locks and keys. MFC stewards are also on hand with RADAR keys, should you not have one. Stewards are also there to offer assistance, should it be needed.



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Accessible Toilet Map



A map of the Accessible Toilets at the Riverside Stadium, including the Changing Places facility

Sensory Room

The room ensures we can offer a calm environment which will enable people on the autism spectrum, and their families, to enjoy matchdays.

Specific sensory equipment is available, as well as ear defenders, games and books that parents can loan, as well as other toys and equipment specially catered to people with autism.

The room is managed by fully-trained staff with a background in education and working with children with learning difficulties. Parents will also have the option to visit the room before matchday, if they wish to check its suitability.

For further information and to check the availability of tickets, please contact our Head of Supporter Services, Yvonne Ferguson, on 01642 757648 or email Yvonne.ferguson@mfc.co.uk

Section 3: Additional Information

All stewards and frontline staff are trained in equality and disability awareness

For supporters sitting on the Accessible Decks, there is a food delivery service available. Orders can be placed before the game and delivered direct to your seat at Half Time

The Club offers an Audio Descriptive Service for the 2018/19 season. Please speak to our DAO or the Ticket Office beforehand

Additional training has been provided in the relevant areas to encompass evacuation procedures in the event of an evacuation being necessary

We welcome assistance dogs in to the stadium, but please advise our DAO or Ticket Office beforehand

Signage around the stadium has recently been changed to have larger fonts. It is white writing on a darker red background

All accessible toilets are fitted with a RADAR lock system. Stewards are on hand with a RADAR lock should you not have your own

Section 4 Contact Details

Brian Robinson
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Middlesbrough Football Club
Riverside Stadium
Middlesbrough
TS3 6RS

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