



# ACCESS GUIDE

2019/20

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# WELCOME TO STAMFORD BRIDGE

This Access guide has been designed to help you get the most from your visit. Whether you're a Chelsea fan or a visiting supporter, we pride ourselves on providing everyone with a fantastic experience when they visit us.

Stamford Bridge is the home of Chelsea Football Club, is the most central of the London football stadiums and is easily accessible by public transport. The stadium is in a residential area with mainly level access and most slab pavements have dropped kerbs.

Facilities and services for disabled supporters are outlined in this access document, 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 **[access@chelseafc.com](mailto:access@chelseafc.com)**, and we will do our utmost to answer your query and make your visit more enjoyable.

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

**Email:** [access@chelseafc.com](mailto:access@chelseafc.com)

**Telephone Line:** 0371 811 2012 (UK)

**International Line:** 0044 207 915 1950

**Fax Line:** 0044 207 565 1462





# PUBLIC TRANSPORT

**The Stadium is well served by public transport.**

## **Fulham Broadway**

Fulham Broadway is the closest tube station to Stamford Bridge on Fulham Road (SW6 1BY). The station is on the Wimbledon Branch of the district line between Earls Court and Parsons Green situated about 200 metres / three minute walk from the station to Britannia Gate and 480 metres / six minute walk to Stamford Gate.

The station is an accessible tube station with boarding ramps and lifts are available.

The area between Fulham Broadway and Chelsea FC has level access with dropped kerb pavements. The nearest entrance at the stadium to Fulham Broadway tube station is Britannia Gate (West Stand).

- Staff help available – Yes.
- Boarding Ramp for train access – Yes.
- Step free access coverage – Yes.
- Step free access to ticket hall from street via shopping centre.
- Step free access from ticket hall to each platform via lift.
- Wheelchairs not available.
- ATM – Yes (in Shopping centre).
- Toilets – Yes (in Shopping centre).
- Waiting Room – No.
- Car Park – Yes (underground, lift access).
- Ticket Hall – Yes.
- London Zone Two.



# PUBLIC TRANSPORT

## West Brompton

West Brompton – Old Brompton Road (SW5 9JX) is a London Underground and National Rail station on the District line, and London Overground is located on Old Brompton Road (A3218).

The station is on the Wimbledon Branch of the district line between Earls Court and Fulham Broadway station situated about 0.9 miles / 1450 metres from Stamford Bridge – 18 minutes walk via West Brompton Cemetery or one mile 1610 metres via road. National Rail services are provided by Southern and London Overground.

- Staff help available – No London Overground staff are based at the station, but staff can be booked.
- Ramp for train access – No.
- Step free access coverage – No.
- There is step free access between the street and Platform two for East bound District line services, and Platform three and four London Overground services only. It is possible to make a step free interchange between all of these platforms. Customers need to be aware that there is a step between train and platform of up to 200mm for LUL services. Boarding ramps are not available at this station.

- Wheelchairs not available.
- ATM – No.
- Toilets – No.
- Waiting Room – No.
- Pay Phones – Card and Coins.
- Car Park – No.
- Accessible Taxi's – Contact taxi operator directly.
- Impaired mobility set down/pick up points – Yes. Drop-off point close by with drop curb and pelican crossing.
- Ticket Hall – Yes.
- London Zone Two.



# PUBLIC TRANSPORT

## Imperial Wharf

Imperial Wharf – Townmead Road (SW6 2ZH) is a National Rail station between West Brompton and Clapham Junction, adjacent to Chelsea Harbour and 0.8 miles / 1287 metres, 16 minutes walk from Stamford Bridge.

- Staff help available – Yes.
- Ramp for train access – Yes.
- Step free access coverage – Yes.
- Step free access to booking office from street.
- Step free access from booking office to each platform via lift.
- Wheelchairs not available.
- ATM – No.
- Public Wi-Fi – Yes.
- Toilets – No.
- Waiting Room – No.
- Car Park – No.
- Ticket Hall – Yes.
- London Zone Two.

A large, stylized station sign for Imperial Wharf. It features a thick orange circular border surrounding a light grey circle. A dark blue horizontal rectangular bar is superimposed across the center of the circle, containing the words "IMPERIAL WHARF" in white, bold, sans-serif capital letters. The background of the image is a light grey wall, and a portion of a building with a grid-like facade is visible on the right side.

IMPERIAL WHARF



# PUBLIC TRANSPORT

## Buses

The following bus services stop directly outside the Britannia gate entrance to Stamford Bridge.

No 14 – From Putney Heath (Green Man) – Warren Street or Gower Street.

No 211 – Hammersmith – Waterloo Station /upper Taxi Road.

No 414 – Putney Bridge Station – Chippenham Road Maida Hill.

Many other services pass close by through the Fulham Broadway area.

All buses are low-floor vehicles (excluding Heritage buses covering parts of routes nine and 15), which means that the doorways are close to pavement level when the bus stops and the doors open. This enables all customers, including people using wheelchairs, people with buggies, people with assistance dogs, and people with other mobility impairments, to get on and off buses easily.

Every bus also has a retractable ramp, which connects the floor of the bus directly with the pavement, making access possible for wheelchair users.

\* The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.

## River Boat

All boats are wheelchair accessible via a ramp for boarding, with room for a maximum of four wheelchairs on larger boats and can also accommodate a further three folding chairs. Electronic wheelchairs are also welcome. All piers are wheelchair accessible except for London Bridge, Wandsworth Quarter and Cadogan Pier.

Route R86 travels between Putney and Blackfriars operating during peak hours Monday to Friday. The closest pier to Stamford Bridge is Chelsea Harbour which is a fourteen minute walk via Lots Road, Kings Road and Holmead Road with mainly level paved pavements and dropped kerbs.

All boats except the Star, Storm and Sky Clippers has accessible toilets.

\* The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.



# CAR PARKING

We have six pre booked accessible matchday car parking spaces for blue badge holders, for the use of both home and away supporters. There are three spaces within the stadium complex at Stamford Gate and three spaces at Fulham Broadway. Bookings are taken approximately four weeks prior to matchday and a full schedule can be found at **[che.lc/access-parking](https://che.lc/access-parking)**

Spaces available at Stamford Bridge are located between the Millennium hotel and Stamford Gate Store. These spaces are controlled by Stewards. The surface is mainly tarmac with ventilation grates for the underground car park. There is also some block paving between the Shed wall and Shed End (South stand).

Please note that Fulham Road between Harwood Road and Hortensia Road closes one and a half hours before kick-off with traffic being diverted along King's Road. No access to the site will be permitted during this time. The road will normally re-open approximately one hour after the end of the match.

Please note that all timings are approximates and may change subject to police and steward control. Road closures are also subject to extra time and penalties. If the road is closed for the duration of the fixture there will be no access for vehicles to leave Stamford Bridge.

**Fulham Broadway spaces** – Wandsdown Place, (SW6 1BW), where there is an underground car park. There is a height restriction of 2.1 metre with lift access to the centre. This leads to a step free access to Fulham Road which is a 200 metre / three minute walk from the stadium at Britannia Gate and a 480 metre / six minute walk to Stamford Gate. Both routes are along Fulham Road with drop kerbs.

**Drop Off point;** this is accessed via Stamford Gate entrance situated by the Stamford Gate shop, this is a level surface with metal ventilation grating for the underground car park. These areas are controlled by stewards and security on matchdays. Please note once the road is closed there is no access to the drop off point or car parks.

For parking around Hammersmith and Fulham, please visit their website, Hammersmith & Fulham Council Parking. Please note, Hammersmith & Fulham Council have some disabled bays that have been designated for use by specific individuals. These bays are individually numbered – a vehicle parking in these bays must clearly display a valid disabled permit which is specific to that bay. Blue badges are NOT valid in these bays.

For parking around Hammersmith and Fulham we recommend you visit Hammersmith and Fulham Council website **[lbhf.gov.uk/parking](https://lbhf.gov.uk/parking)**





# STADIUM ENTRANCES

**We have three accessible entrances: Stamford Gate, Britannia Gate and Bovril Gate which are all accessible via Fulham Road.**

Stamford Gate is the best entrance for access to facilities on the East Side of the stadium and also for access to the car park, hotels, Drop Off point, Stamford Gate Shop, Frankie's, 1905 Club and security suite.

Additionally, access to the Megastore and Ticket office is via a walkway outside the Shed End (South stand) that has block paving the length of the walkway.

Britannia Gate is the closest entrance to Fulham Broadway tube station and bus stop towards central London. The surface is mainly tarmac with block paving to each side. There is a small gradient on the approach to the West stand and to the Shed End (South Stand) along with a drain gully 30mm deep running towards the Matthew Harding Stand (North Stand).

Bovril Gate is situated between Stamford Gate and Britannia Gate; this entrance is only open on matchdays. It has access directly to the main reception, ticket office and the Megastore. At the back of the Shed End (South Stand) the surface is block pavement with a small kerb running in from off the Shed Wall.



# ENTRANCES AND VIEWING AREAS

**We have – nine accessible entrances which are all attended by stewards on matchdays. Entry is via your ticket with readers on each entrance which opens approximately two hours prior to kick-off.**

West Stand: accessible access is via Speedie or Spackman entrances where there is signage to indicate the accessible entrances. Both entrances are both level access with a ticket reader situated just inside the door where stewards will assist if required.



Accessible access entrances for blocks 1-4 (Spackman entrance) and blocks 4-8 (Speedie entrance) both have a slope of four degrees to the seating area. Personal Assistance (PA) ticket are allocated next to – the ambulant supporter and the non-ambulant (wheelchair users) supporter personal assistance (PA) ticket is located in the row 2 behind the wheelchair bay in row 1.





# ENTRANCES AND VIEWING AREAS

## **West Stand Millennium Entrance:**

The accessible access for hospitality areas is via double doors with level tiled floor access. Entrance is via ticket reader (opening times differ depending on hospitality package) which are situated within the reception area, along with two lifts access.

## **East stand (Family Stand):**

The accessible access is via the photographers and groundsman tunnel off the East stand road. There is a tarmac surface with a slope gradient of between four degrees and a maximum of seven degrees along the East Stand Road. Entrance to the East Stand is via double gates with a ticket reader situated in front of the gates, under steward's control. The surface is tarmac with a camber to the right and slightly uneven surface. Access to the stand is at the end of the entrance via a shallow slope directly down to pitch level. Personal Assistance (PA) ticket are allocated next to - the ambulant supporter and the non-ambulant (wheelchair users) supporter personal assistance (PA) ticket is located in row D behind the wheelchair bay in row C.

## **East Stand Lower rear North & South end platforms.**

Entrance to the decks at both the North & South ends are from the East Lower concourse which is accessed by a ramp. Entry is by specially lowered height ticket reader at both locations with steward control. Personal Assistance (PA) tickets are allocated next to the non-ambulant (wheelchair user).

## **Matthew Harding Platform:**

The accessible access is via an entrance at the North East Corner. Entry is via presenting your ticket to a ticket reader outside. This is a steward controlled area with lift access. Personal Assistance (PA) tickets are allocated next to the non-ambulant (wheelchair user).

## **South Stand Lower in front of Centenary Hall**

Entrance to this area is from the accessible entrance in the main office reception where a specially lowered card reader is located. The left hand lift only accesses level 2 Centenary Hall & the viewing platform is situated through the door at the front of the hall via a slope gradient metal ramp. The Personal assistance (PA) ticket is located next to the non-ambulant (wheelchair users) supporters ticket between tickets numbers 157 and 180 in row 13

Non-ambulant (wheelchair users) supporter personal assistance (PA) ticket is located in the row 14 behind the wheelchair bays in row 13 between ticket numbers 154 and 156.



# ENTRANCES AND VIEWING AREAS

## **South Stand Away Visitors (Dickies Deck)**

Accessible access is via a block pavement slope (four degrees). Spaces are on a raised platform for non-ambulant (wheelchair users) supporters and their Personal Assistance (PA) ticket is allocated next to the non-ambulant (wheelchair user) supporter in row 10, seats numbers between 3 and 32. Non ambulant (wheelchair users) supporters, Personal Assistant (PA) tickets located in row 14, seat numbers between 28 and 32 are located behind the wheelchair bays in Row 13. For ambulant supporters their Personal Assistant (PA) ticket is allocated next to the ambulant supporter.

## **South Stand Lower rear East (Away Visitors)**

Access to the viewing platforms is from the Dickies Entrance for tickets in row 10, seat numbers between 51 and 80 their Personal Assistance (PA) ticket is allocated next to the non-ambulant (wheelchair user) supporter.

Visiting, non-ambulant (wheelchair users) and ambulant supporters tickets are all located with their own team's supporters.





# TICKET OFFICE

The ticket office is located on the South Stand next to the main reception. There are seven windows including an accessible window (number seven), which has a lower counter height of 850mm. All windows are fitted with an induction loop. Good lighting is directly above the window and is effective.

## Opening times (Non-matchday)

### Monday to Friday

9.15am – 5pm

### Non-matchday Saturdays

9.15am – 12pm

### Non-matchday Sundays

Closed

## Opening times (Matchday)

12.45pm, 1.30pm or 2pm kick-off

9.15am – Half-time

3pm kick-off

10.15am – Half-time

4pm kick-off

11.15am – Half-time

4.30pm kick-off

11.45am – Half-time

5.30pm kick-off

12.15pm – Half-time

7.45pm kick-off

2.45pm – Half-time

7.45pm/8pm kick-off

9.15am – Half-time



# MERCHANDISE, STADIUM TOURS AND MUSEUM

**We have a number of retail outlets available, please note that on matchdays the shops are extremely busy and queueing can occur in order to gain entry to the stores.**

**Megastore** – This is on two levels and opens seven days a week. Access is via a step free entrance and through a double door which opens outwards with a slight incline of 170mm from the entrance to the shop. The access to the upper level is via a lift. The lift is 1400mm deep and 1100mm wide. The lift is located on the left of the main entrance, a mirror is fitted to assist with exiting. There are 28 tills in total which are located at the back of the store.

If assistance is required for access to the tills please speak to a member of staff. The store has good lighting and access around displays.

**Stamford Gate** – Matchday Megastore. This shop is open on matchdays only and is situated on the corner of the Stamford Gate entrance and Fulham Road. Access is via a single inward opening doors with a width access of 850mm, this entrance is approached via the Fulham Road on a wrap round walk way which is step free or via three steps directly in front of the entrance or nine steps by the exit.

Please note the tills are located on the basement level via step only access, with no lift access to the basement level. The store exit is also on the basement level via twelve steps to ground level. Staff are available to assist with any payment and access issues. Please note that this store is not wheelchair accessible.

**Matchday Mobile Units** – Additional matchday units are situated near Stamford Gate and Britannia Gate. Please note as these are matchday mobile units the opening times can vary and the counters are at a higher level. Staff are available to assist.

**Stadium Tours and Museum** – The museum is situated behind the Matthew Harding Stand (North End).

The Museum is closed on all Premier League and European matchdays but is open before kick-off on most FA Cup and League Cup dates; please e-mail [tours@chelseafc.com](mailto:tours@chelseafc.com) to confirm

The Stadium Tour is sometimes permitted to operate on a non-European matchday where there is an evening kick-off. On these dates, the last tour usually departs at midday yet certain areas such as the away dressing may be unavailable; booking in advance is recommended. On weekend match days with an afternoon kick-off, Stadium viewings (20-minute talk and photo opportunity in Matthew Harding Stand) can be available and tickets can be purchased on the day. For more information please call 0371 811 1955.

The Tour and Museum is closed on the day of European home fixtures. Entry to the Museum Centre is gained via outward glass doors, with a width access of 1700mm. The counter has a lower counter of 760mm height.

An induction loop is available within the entrance of the Museum and the Tour is conducted with a multimedia, multi-language device, which offers a summary of all locations within the tour in 12 different languages. The Chelsea FC Stadium Tour and Museum is fully accessible for wheelchair users.

A step-free route is available which takes in the Matthew Harding Stand, Press Room, Away Dressing Room, Home Dressing Room, Dugout and Museum. The museum has fully accessible restroom facilities. This is available on all public and private tours, which run daily from 10am until 3pm.



# RADIO COMMENTARY

For our Blind and partially sighted supporters we offer a complimentary ear piece for matchday commentary, which uses the Chelsea TV radio commentary feed.

These are available from the ticket office window number seven, main reception Shed End (South Stand) or you can email [access@chelseafc.com](mailto:access@chelseafc.com) with your name, details of match you are attending and your seat details and we can have a steward deliver an ear piece to you on matchday.

To operate the ear piece instructions can be found on the side of the box or please ask the members of staff when collecting.

Please note we do not require the ear piece to be returned.



# MEDICAL

**In order to bring essential medication into the stadium – please email [access@chelseafc.com](mailto:access@chelseafc.com) in advance or call the disability line 0371 811 2012 (UK) or 0044 207 915 1950 (International) with details of medication and support you may require.**

On matchdays we have two St John Ambulance medical rooms.

In the West stand the medical room is situated to the North end (Speedie) of the lower concourse and in the East Stand the room is situated on the East Road just pass the matchday ticket collection point.

All stewards are first aid trained and have defibrillator training. We have a defibrillator equipment which is located around the stadium, as indicated on the map below.

If the above are not available, security can also be used as a point of contact.

# PERSONAL EMERGENCY EVACUATION PLAN

A PEEP is a personal Emergency Evacuation Plan. It is an escape plan for individuals who may not be able to reach a place of safety unaided or in a satisfactory timeframe in the event of an emergency

For supporters who wish to complete a Personal Emergency Evacuation Plan (PEEP)

[www.chelseafc.com/en/tickets---membership/ticket-information/disabled-supporters/personal-emergency-evacuation-plan--peep](http://www.chelseafc.com/en/tickets---membership/ticket-information/disabled-supporters/personal-emergency-evacuation-plan--peep)

Please note there is a test Emergency Alarm test approx. 20 minutes before kick-off and that an evacuation is not necessary during this test.



# ASSISTANCE ANIMALS

Chelsea FC welcomes any supporters with an assistance animal. We do recommend advanced notification if you intend to attend a match with your animal. If you can provide us with the match and seat details so we can advise the stewards in the area.

We recommend that the animal is familiar with the stadium, if a separate visit is required to allow familiarisation, please e-mail **access@chelseafc.com** or call **0371 811 2012 (UK)** or **0044 207 915 1950 (International)** where arrangements can be made.

There is no dedicated relieving areas available.

Water bowls for assistance animals can be arranged, please contact us by email: **access@chelseafc.com** or call **0371 811 2012 (UK)** or **0044 207 915 1950 (International)** along with seat details.

# TOILETS

All accessible toilets are operated by RADAR Keys, stewards carry keys but we recommend that supporters requiring access to these facilities, should also carry their own keys.

## North Stand (Matthew Harding)

Matthew Harding upper tier by Block 16.

The door is 900mm wide and opens outwards onto the concourse.

The toilet has left transfer space W/C height is 450mm.

The sink has lever taps, a mirror and hooks.

Support rails are available.

No alarm is fitted.

## West Stand

Ground Floor.

There are seven accessible toilets in this stand, four at the South End (Spackman) and three at the North End (Speedie).

The door is 900mm wide and opens outwards onto the concourse.

The toilets have transfer space.

South side – two are right transfer and two are left transfer.

North Side – two are left transfer and one is right transfer.

In all these accessible toilets the WC height is 450mm, all the sinks have lever taps, mirrors, coat hooks, contrasting coloured Support rails & Alarm cords.

## South Stand Away (Dickies Deck)

There are two accessible toilets on the lower tier situated next to the lift and behind the raised platform.

The toilet next to the lift – right transfer.

The door has a width of 900mm and the door opens inwards.

The toilet behind the platform – right transfer.  
Door width 900mm – Door opens outwards.  
W/C height – 450mm.

The sinks have lever taps, a mirror and hooks.

Support rails are beside the W/C and the sink.

An alarm cord is fitted.

## East Stand North

There are now four accessible toilets in the East stand. Two are in the Groundsman's tunnel & two are at the back of the East lower. One at the North end & one at the South end.

In all these accessible toilets the WC height is 450mm, all the sinks have lever taps, mirrors, coat hooks, contrasting coloured Support rails & Alarm cords.

a) Groundsman tunnel toilets are accessed via a door from the tunnel, which is under steward control on matchdays.

Door width 900mm – doors open outwards.

Both toilets have left transfer space.

b) Back of East lower toilets at the North and South end

Door width 900mm – doors open outwards.

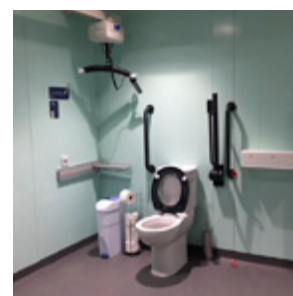
The toilet has left transfer space.

The information on changing places toilet has been removed – needs to added back in.

## Changing Places Toilets

A fully equipped changing place toilet is located at the North end of the East Lower concourse. Access is by Radar Key and the Facility is supervised on Matchdays by stewards.

In addition to this permanent facility, a mobile changing place (Mobiloo) is also in attendance on Matchdays and is currently parked adjacent to the Millennium Hotel.





# CATERING

We have a diverse range of catering offers to suit individual supporters needs.

CFC Express pre-order app: More choice & discounts.

To see the demo video and to download the app (Android and IOS phones only), visit [cfcexpress.co.uk](http://cfcexpress.co.uk) Simply register your information, pre-order and pay by card from the comfort of your home or office.

Take advantage of the DISCOUNT pricing and CFC Express exclusive menu offers; Singha beer pint £4.20, hot drinks from £1.29, confectionary from 99p and this is just the beginning.

PRE-ORDER 60 to 9 hours prior to match kick-off to access the EXTENSIVE SUPER MENU offering, the largest selection of food & drink within the English Premier League! Select from a vast range of pies, burgers, vegan, halal, gluten free and dairy free options to ciders, ales, fine wines, spirits and even Champagnes. Celebrating a special occasion on a match day? For special bespoke packages, get in touch at least a week before [appsupport@stadiacconnect.com](mailto:appsupport@stadiacconnect.com)

## IN-SEAT DELIVERY with CFC Express

Disabled customers can have food and drink (excluding alcohol) delivered to their seats. Available to those who sit in either the West Lower or East Lower North front row.

Should you have mobility issues and like to request an in-seat delivery, please contact us at least 72 hours before the match day with your request.

## West Stand Concourse

The kiosks are situated on the West stand concourse, with one at each end, close to the accessible access entrances and with a lower counter of 850mm.

## East Stand

The kiosks are situated at the back of the East stand, accessed via 18 steps with a height of 160mm. There also is a hot drinks and snack cart at the back of the East Stand.

## South Stand Away (Dickies Deck)

The kiosk is situated at the back of the stand behind the seating area, with a full length counter height of 840mm.

**PRE-ORDER**  
60 TO 9 HOURS  
BEFORE KICK-OFF TO  
ACCESS **DISCOUNTS**  
ON THE LARGEST  
SELECTION OF FOOD  
& DRINK WITHIN THE  
ENGLISH PREMIER  
LEAGUE

**CFC**  
**express**

DOWNLOAD  
FROM  
THE APP STORE  
TODAY

Download on the  
App Store

GET IT ON  
Google play

**WL-SINCLAIRS**  
**COLLECTION POINT**

## CASH MACHINES

There is one cash machine located on-site next to the security office by Stamford Gate. There are also cash machines at Fulham Broadway and one across the road from Stamford Gate.

## SIGNAGE

Accessible signage is around the stadium with pictograms on most signs.

## EVACUATION PROCEDURES

'Chelsea Football Club is committed to promoting access for people who have a disability or a long-term/short-term medical condition. This includes consideration of the requirements to enable effective evacuation of buildings and stands in an emergency. Chelsea Football Club will seek to comply with the guidance in 'Guide to Safety at Sports Grounds', British Standards, Codes of Practice and the Building Regulations.

Each wheelchair platform will have a dedicated steward to provide assistance where required. Accessible 'Red' emergency telephones are

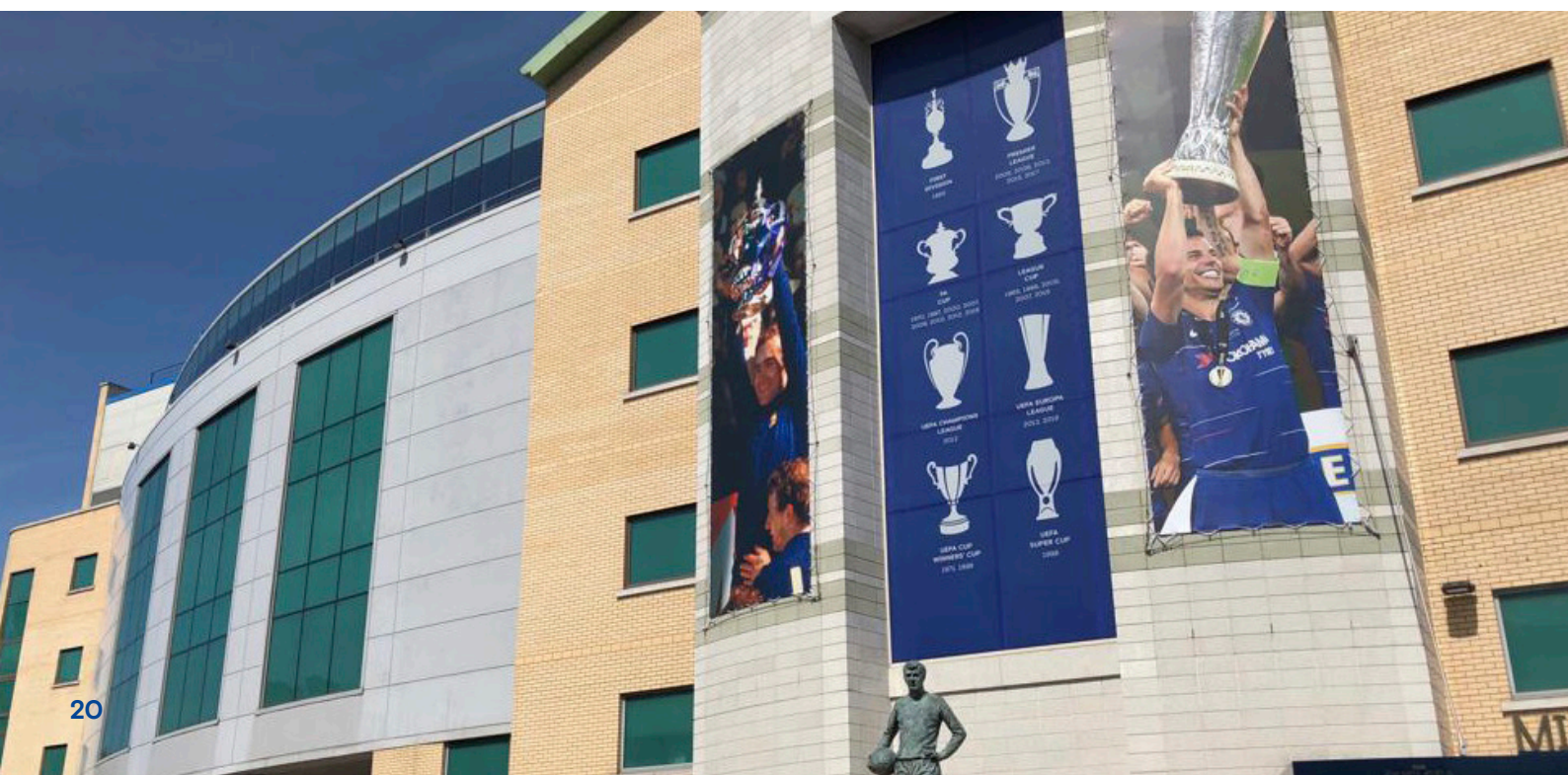
located on all public concourses and hospitality areas and can be utilised in the event of an emergency.

In the event of an evacuation, stewards, Security or CFC Employees will direct and assist visitors to their nearest refuge area.

There are evacuation chairs and mattresses strategically positioned around the stadium. All stewards and Security will be trained in assisting disabled visitors.

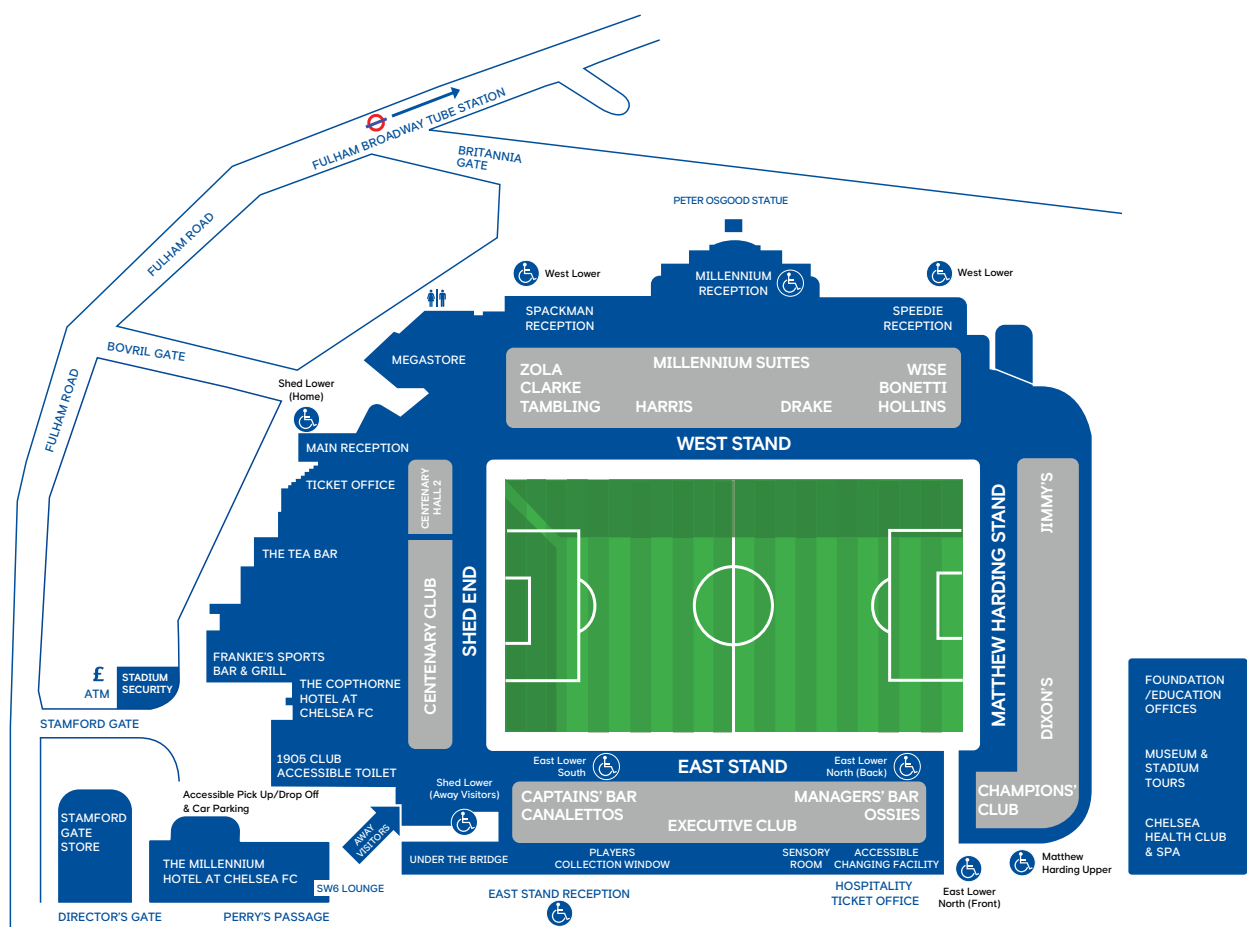
## LIFT ACCESS

For lift access please call us on **0371 811 2012 (UK)** or **0044 207 915 1950 (International)** or by email **[access@chelseafc.com](mailto:access@chelseafc.com)**





# STAMFORD BRIDGE MAP



[chelseafc.com](https://chelseafc.com)



**THE PRIDE  
OF LONDON**