



# **KCOM STADIUM** *Access Statement*

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## ***INTRODUCTION***

Welcome to the KCOM Stadium Access Statement which has been produced to help you plan your journey to and from the KCOM Stadium and also to provide information about access, facilities and services that we provide for disabled supporters and visitors.

## HOW TO GET TO THE KCOM STADIUM

### PUBLIC TRANSPORT & PARKING



#### **Park & Ride Priory Park & Ride, Hessle.**

This is sign posted from the A63 (Clive Sullivan Way). This provides up to 650 parking spaces with a frequent bus service dropping off and picking up spectators outside the stadium on Anlaby Road. Nearest Train Station – Hull Paragon Approximately a 20-minute walk to and from the KCOM Stadium. Buses from Hull Paragon Interchange: Stagecoach Bus Number 2 – departs from Bay 6 at the Hull Paragon Interchange. Bus Number 66 – departs from Bay 7 at the Hull Paragon Interchange.

Buses are wheelchair friendly and also cater to carry disabled buggies and approved mobility scooters on suitable low floor buses. While Stagecoach try to run low floor buses on all advertised journeys, they reserve the right to substitute a non-low floor bus if a low floor bus is unavailable.

Detailed guidance about accessing their services with a wheelchair, disabled buggy or approved mobility scooter is available by telephone from Stagecoach company's Disability Helpline.

For up-to-date information, please call EYMS on 01482 592929.

Humberside Airport Situated approximately 18 miles from the stadium. Buses run from the airport to Hull City Centre, passing the KCOM Stadium on route. [www.stagecoachbus.com](http://www.stagecoachbus.com) For more information on Humberside Airport – [www.humbersideairport.com](http://www.humbersideairport.com)

#### **Directions for visiting coaches and disabled supporters by car attending the KCOM Stadium, Hull.**

Please find below directions to the KCOM Stadium, Hull, the home of the Tigers.

It is important that drivers adhere to the directions given so as to comply with our ground safety policy and traffic management plan. The route is clearly signposted to the stadium off the A63. From the South Travel M1, A1/A1M, M18, and M62 east. Travel M62 to its end and join the A63 to Hull. Travel A63 for approx' 13.5 miles and exit slip road marked 'Local Traffic/Infirmarary' (this slip road is just after you enter the 40 mph limit and before the Daltry Street flyover).

Follow the Slip road to the roundabout and take the 2nd exit, which is Rawlings Way. Follow Rawlings Way to the main traffic lights and turn left onto Anlaby Road (A1105). Travel along Anlaby Road from approx' 0.75 miles and over the flyover to the traffic lights at the bottom. At these lights, turn right onto Walton Street. The Stadium at this point is on your right, set in parkland. Travel along Walton Street and after the park entrance, take the 3rd Car Park entrance on your right (just after the white telephone kiosk) into the Walton Street Car Park. From this point, car park stewards will greet you and will board your coach to guide you to the visiting coach parking area.

Mini coaches, transit type vehicles/ disabled vehicles will be directed but will not be boarded. From the West Travel M62, A63 and then follow directions as from South. From the North Travel A1/A1M, M62, and A63 then follow directions as from South.



## PARKING



Disabled supporters have a designated parking area on Walton Street Car Park. Parking will be free of charge to those who display their Blue Badge. If you are using a Sat Nav, please enter postcode HU3 6GA.

There are a limited number of disabled parking spaces available on site for away supporters, please contact [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com).

This must be arranged at least 72 hours before the day of the match. On Street Parking Areas around the stadium are resident only zones. Cars parked illegally will be issued with parking tickets.

There is a drop off area, supporters can be dropped off up to 45 minutes before kick-off time, at full time vehicles are not allowed to enter the Stadium until at least 15 minutes after the final whistle or until the Match Day Safety Officer deems it safe to do so.



## APPROACHING THE STADIUM AS A PEDESTRIAN

### *Directions as Follows:*

From Hull Paragon Interchange, depart through the main exit, turn right towards the traffic lights at the junction of Anlaby Road and Ferensway. Turn right and follow the signposts directing you to the stadium, passing Hull Royal Infirmary on your right. Turn right after the hospital onto Argyle Street, the over head walkway is on the left and takes you all the way to the KCOM Stadium, which is also suitable for wheelchair users.

## NON MATCH DAY BOX OFFICE

To purchase tickets over the phone, please call:

**01482 358 418**

**(Monday - Friday, 9am - 5pm)**

Tickets can be purchased on-line and are available for home print or collection from the stadium either the Ticket Zone or from the on-site retail unit.

Wheelchair users please ring the Sales Team on

**01482 358418** to arrange tickets.

## MATCH DAY BOX OFFICE

When available match day tickets can be purchased or collected from the stadium either the Ticket Zone or from the on-site retail unit.

## TICKET COLLECTION POINTS

Tickets can be purchased on-line and printed at home. Tickets can also be purchased at the KCOM Stadium from the Ticket Zone (Card Only) or the Retail store (fee applied) Match day ticket printing from the Store will incur a charge.



## TURNSTILES

All Turnstiles are manned by stewards for customer support and are available in all stands, access lifts for disabled access to the upper concourse and disabled deck are situated in all stands from the ground floor. For supporters pitch side entry is at the Corners of the Stadium.

## WHEELCHAIR USER PLATFORMS



Wheelchair platforms are available in all stands with access via manned access lifts from the lower bowl. We also have Pitch Side with personal assistant seat at both the East Stand and West Stand, access at the corners of the stand.

## Visually Impaired & Ambulant Disabled Supporter Seating

Ambulant disabled supporters seating is available in all stands and is situated in front of the disabled deck with modified seating and leg space to accommodate. Headsets are available for visually impaired supporters, please speak to a steward who will supply one, these can be pre-arranged by contacting:

**Ann Holland**  
**[ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com)**  
**01482 358303**

## Wheelchair Accessible Toilets

Pitch side - Disabled toilets are situated in the corners of the stands. Disabled toilet facilities are available on the concourse in all stands and are clearly identifiable.

We do not operate a radar key system. Disabled toilets are manned by the steward customer support team.

## Match Day Audio Commentary Service



Match day audio commentary is provided, headsets are available on request.

## CATERING FACILITIES



Full Catering facilities are available for Hot & Cold food plus beverages from the concourse, Stewards are available to help facilitate any requirements from the kiosks, however alcohol will not be allowed on the disabled deck or on the bowl.

## RETAIL STORE

Tiger Leisure is located on the East Stand next to the Ticket Office. There is level access into the store via double glass doors. The doors are quite heavy; however staff are on hand to assist if required.

Exit from the store is through the double glass doors. Again, staff will be on hand to assist if needed.

Staff will also be happy to assist disabled supporters/visitors with their shopping if required. However, the store can get very busy on match days and disabled supporters/visitors requesting assistance might have to wait a few minutes for a member of staff to become available.

The retail unit is available from 9 am to 5 pm Monday to Saturday.

On match days, the retail unit opens at 9am with the store closing at kick off; it will then reopen at full time for 30 minutes.

Items can be purchased on-line and delivered or collected from the store. The store can be contacted on 01482 509600



## CONTACT INFORMATION

### **Information for disabled supporters:**

We have a designated Supporter and Disability Liaison Officer on site at every home game to assist any queries you may have. There are also a number of stewards present who would be happy to assist you. If you would like to contact our DLO/SLO directly, please e-mail [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com).

Our staff are on hand to help you make the most of your visit to the KCOM Stadium. If you have any enquiries about your trip in advance, please contact the nearest steward or Ann Holland – the Club's Supporter Liaison Officer.

Ann Holland Supporter/ Disability Liaison Officer [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com)  
01482 358303 We are always looking for ways in which we can improve your experience here with us.

If you have any comments or questions please do not hesitate to contact us via e-mail at [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com).



## OTHER CONTACT INFORMATION

**HULL CITY TIGERS**  
**KCOM Stadium, West Park, Hull, HU3 6HU.**

Ticket Office enquiries can be sent to:  
**[tickets@hulltigers.com](mailto:tickets@hulltigers.com)**

Telephone Numbers:

**Main Switchboard:**  
(01482) 504600  
Ticket Office: (01482) 358418 (Monday - Friday, 9am - 5pm)

**Commercial Department:**  
(01482) 358309

**Tiger Leisure:**  
(01482) 509600

**Away Match Travel (Tiger Travel):**  
(01482) 505600

**ClubCall:**  
General Enquiries, Contact Main Reception  
Tel. (01482) 504600

**Season Memberships, Matchday Tickets, Disabled Facilities**  
Contact the KCOM Stadium Ticket Office  
Tel. 01482 505600 or email [tickets@hulltigers.com](mailto:tickets@hulltigers.com)

**Premier Club, Matchday Hospitality, Advertising & Sponsorship**  
Contact the Commercial Department  
Tel: 01482 358309

**Press Office Contact:**  
Luke Cash on 01482 358350 or  
[luke.cash@hulltigers.com](mailto:luke.cash@hulltigers.com)

**Supporters Liaison Contact:**  
Ann Holland is contactable by phone on (01482) 358303 or by email at [ann.holland@hulltigers.com](mailto:ann.holland@hulltigers.com)

**Safeguarding Contact:**  
Kathy Rowe (Head of Safeguarding) -  
01482 358359