

KCOM STADIUM

Access Statement

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



Priory Park & Ride, Hessle.

This is signposted 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.

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

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.

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 For more information on Humberside Airport – 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 and Hull FC.

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



PARKING MATCHDAY

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Stadium 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. Disabled Supporters have a designated parking area on Walton Street Car Park, display the Blue Badge, parking is free of charge.

There are a limited number of disabled parking spaces available on site for away supporters, please contact your supporter liason.

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. Parking is free of charge for Blue Badge holders for both home and away supporters.

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.

PARKING NON - MATCHDAY

Parking is available in the South car park for both Hull City and Hull FC retail outlets, plus access to all hospitality suites.

Access to the inner bowl is prohibited to blue badge holders only.

APPROACHING THE STADIUM AS A PEDESTRIAN FROM THE STATION

Walking Directions as Follows:

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. 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 KCOM Stadium.

NON MATCH DAY

Ticketing

To purchase tickets over the phone, please call:

Hull City: 01482 358 418

Hull FC: 01482 505 600

(Monday - Friday, 9am - 5pm)

Tickets can be purchased on-line and are available for home printing or from the on-site retail store.

Wheelchair supporters please ring the Sales Team on

01482 358418 to arrange tickets.



TURNSTILES

All Turnstiles are observed by stewards for customer support and are available in all stands. 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 lifts from the lower bowl. Pitch Side Wheelchair with personal assistant seat are available in 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 your supporter liaison officer.

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 and Hull FC Store are located on the East Stand next to the Ticket Zone. 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 units are 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 stores.

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.

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 your relevant Supporter(s) Liaison the nearest steward whilst at the stadium.

If you have any comments or questions please do not hesitate to contact us via smc.enquiries@hulltigers.com



OTHER CONTACT INFORMATION

KCOM Stadium, West Park, Hull, HU3 6HU.

Security Office:
(01482) 358315

Ticket Office enquiries can be sent to:
tickets@hulltigers.com
info@hullfc.com

Telephone Numbers:

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

Tiger Leisure:
(01482) 509600

Hull FC Retail:
(01482) 358456

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

Supporter Liaison Contact Hull FC:
Hayley Richardson
01482 337521
hayley.richardson@hullfc.com