



FULHAM FOOTBALL CLUB – DISABLED ACCESS STATEMENT

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The club works in conjunction with the FFC Disabled Supporters Association and FFC Supporters Trust to ensure that the facilities at Craven Cottage are of a standard that provides a safe and enjoyable visit when watching football

We recognise that supporters with disabilities may need assistance to fully enjoy the experience at Craven Cottage, and so we have created this guide to provide information that you may need, to make your experience more enjoyable.

1) PURCHASING TICKETS

Supporters with access requirements can purchase tickets by contacting the Craven Cottage Ticket Office on 0203 871 0810 (Option 3) or by visiting the Ticket Office in person at Craven Cottage. The Ticket Office has a low-level counter and hearing loops. The Clubs Disability Liaison Officer is Nicola Walworth, she can be contacted by email at nwalworth@fulhamfc.com or via phone on [020 8336 7477](tel:02083367477)

Proof of eligibility may be required for purchasing personal assistant (PA) tickets. The club accepts the below proofs of eligibility:

- Confirmation of entitlement to Disability Living Allowance/Personal Independence Payment: medium or higher rate care/daily living component
- Confirmation of entitlement to Disability Living Allowance/Personal Independence Payment: mobility component

2) HOSPITALITY

For details on hospitality packages please visit <http://www.fulhamfc.com/hospitality> or email sales@fulhamfc.com or call 0208 336 7555

3) HOW TO GET TO CRAVEN COTTAGE

BY LONDON UNDERGROUND

STEP FREE: The nearest tube stations with step free access from the platform to the exit are Hammersmith and Wimbledon. For more information, please call Transport for London on 0843 322 1234 or textphone 020 7918 3500 or visit <https://tfl.gov.uk/>

Putney Bridge (Zone 2) – Not Step-Free

Distance from Craven Cottage: 0.7 miles District Line

The closest station to Craven Cottage, Putney Bridge is approximately a 10 – 20 min walk from the stadium.

Exit the station, turn left and follow the road (Ranelagh Gardens). Walk through the underpass into Bishops Park. Follow the path through Bishops Park, along the river until you reach the stadium.

Hammersmith (Zone 2) Step-Free

Distance from Craven Cottage: 1.4 miles

Hammersmith & City Line / Circle Line

Piccadilly Line / District Line

Craven Cottage is also within reach of Hammersmith station, which is approximately a 20 – 40 min walk north-west of the stadium.

There are two Underground stations, one serving the Hammersmith & City & Circle Lines and the other serving the Piccadilly Line and the District Line.

Fulham Broadway (Zone 2) Not Step-Free

Distance From Craven Cottage: 1.3 miles District Line

In spite of its name, Fulham Broadway is not the closest Underground station to Craven Cottage.

It is approximately a 20 – 40 min walk from the stadium. Where possible, supporters seeking to board District Line services should use Putney Bridge station.

Even Parson's Green station (also on the District Line) is marginally closer to the stadium than Fulham Broadway.

BY RAIL

Putney Railway Station (Zone 2&3) **Step-Free**

Distance from Craven Cottage: 1.2 miles

South West Trains

The closest mainline railway station to Craven Cottage is Putney, located on Putney High Street, south of the River Thames.

The station is 17 – 35 min walk from the stadium, passing many shops, bars and ATM machines on route.

The station can be easily reached by train from other railway hubs, including Clapham Junction (5 min) and Waterloo (13 min).

BY BUS

From Kingston-upon-Thames bus station - Take either the number 85 or C4 bus to Putney Bridge. The ground is approximately 10 - 15 min walk from Putney Bridge.

From Hammersmith - Catch the following bus which run down Fulham Palace Road: 220.

From Putney - Catch either the 74, 424 or the 220 to Fulham Palace Road.

For further details call the London Transport Line on 0843 322 1234

Accessible Transport

By CAR

Parking around Craven Cottage is extremely limited and access to the surrounding streets on a matchday is restricted by a Traffic Management Order.

There is a one-hour maximum stay policy for non-residential pay and display visitors between 9am and 9.30pm on all Monday to Sunday matchdays, including Bank Holidays.

On non-matchdays the controlled hours will remain as Monday to Saturday 9am to 5pm. For more information please visit the Hammersmith and Fulham Parking page or refer to this map for details of parking restrictions in the borough of Hammersmith and Fulham.

There is no car parking provision at the stadium or in the immediate surrounding area.

Complimentary car parking is available upon request to both home and visiting disabled supporters. As spaces are limited, match-by-match parking can only be reserved on a first come first served basis from 7 days before the date of the fixture by contacting the Club's Disability Liaison Officer.

An accessible shuttle bus service takes supporters between the car park and stadium, both before and after the match. This trip takes no more than 5 minutes, although there may be a short wait at full-time.

No official Club car parking spaces can be arranged on the day of a game.

The names of all disabled supporters who have been allocated a space for each game are given in advance to the Car Park Steward, who is located at the main entrance on Kingwood Road.

The full address of the car park location is:

Fulham College Boys' School

Kingwood Road, London, SW6 6SN

BY BOAT

If you are travelling from central London for a midweek match at the Cottage, then you can also consider the novelty of arriving by boat.

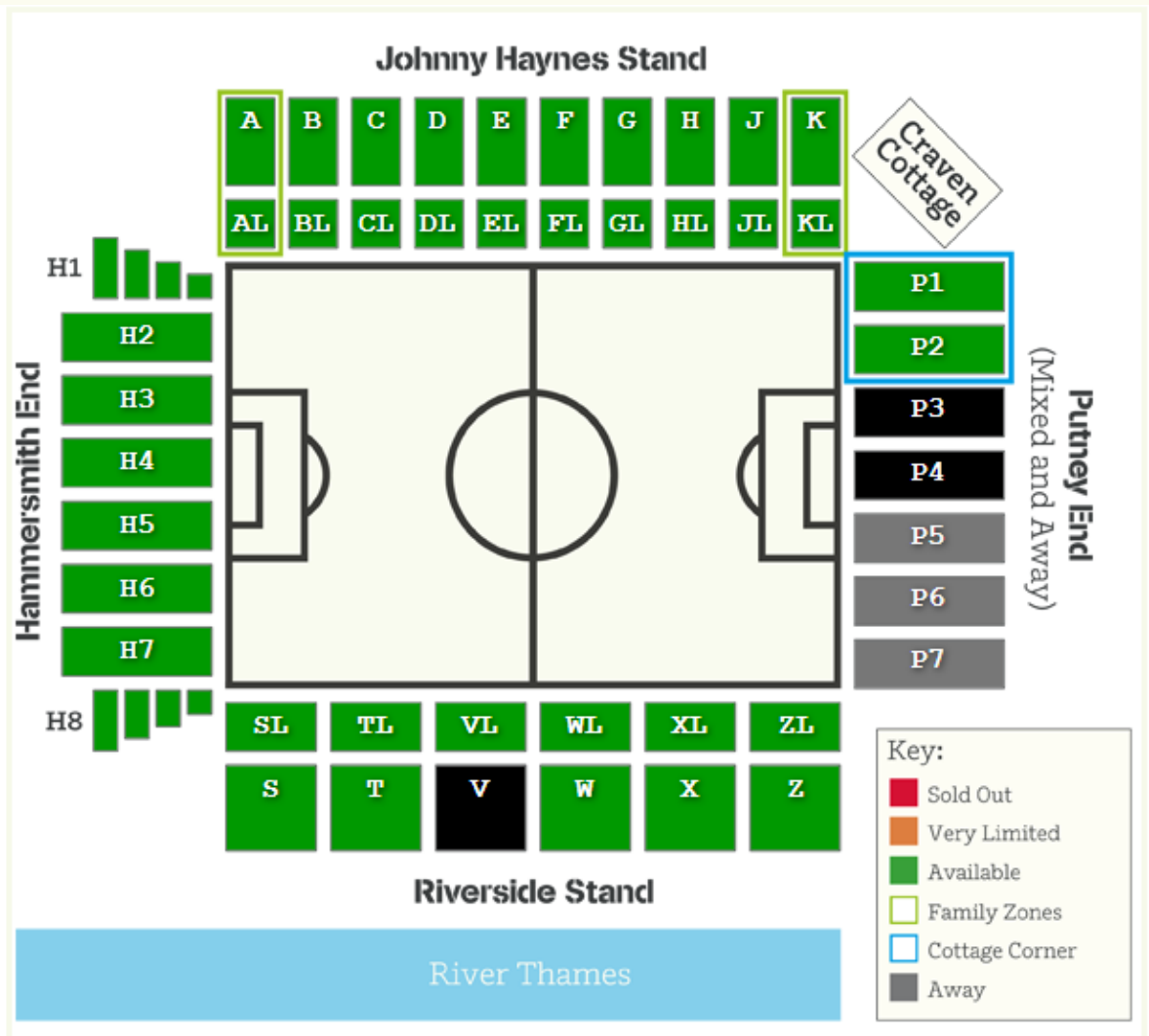
Transport For London operates a scheduled service from the piers at Blackfriars & Embankment, terminating at Putney. The trip takes just under an hour, and you should also allow an additional 20 – 30 min to walk the final leg of the journey to the stadium.

There are scheduled arrivals at Putney Pier at 18:15 & 19:20.

A full adult fare is £8.25, reduced to £5.50 with a valid travelcard.

Please note that the riverboat service does not operate on weekends or public holidays. Further information can be found on the Transport for London website <https://tfl.gov.uk/>

4) SEATING AREAS



There are a number of wheelchair spaces and easy access seats within the stands at Craven Cottage.

All these wheelchair decks have a dedicated steward.

Johnny Haynes Stand

There are 11 wheelchair spaces in block KL, entry is via Gate 1, with the companion seated located behind.

There are 6 wheelchair spaces in block AL, entry is via Gate 50, with the companion seated located behind.

Riverside Stand

There are 14 wheelchair spaces in block S, entry is via Gate 50, with the companion seated adjacent.

Putney End - Away

There are 20 wheelchair spaces in block P7, entry is via Gate 1, with the companion seated adjacent.

Putney End – Home

There are 7 wheelchair spaces in block P2, entry is via Gate 1, with the companion located adjacent.

There are 5 wheelchair spaces in block P3, entry is via Gate 1, with the companion located adjacent.

5) ACCESSIBLE FACILITIES

Accessible Bathrooms

There are 5 accessible bathrooms in the stadium, near the dec these are accessible via radar key.

Supporters with Visual Impairment and Guide/Assistance Dogs

The Club welcomes assistance dogs. To ensure that suitable tickets are provided please contact the DLO, Nicola Walworth at enquiries@fulhamfc.com or via phone on 020 8336 7477. Water bowls will be provided.

The Club also offers an in-house commentary service, provided by club commentators Jamie Reid and Jim McGullion. To request a headset please contact the club via the above phone number/email.

Access Stewards

There are 4 dedicated Access Stewards, serving each stand. These stewards wear purple jackets.

Hearing Induction Loops

Customer Contact points at Craven Cottage have portable induction loops for supporters with hearing aids.

In-Seat Service

Our Catering Team provide an in-seat order service to disabled fans. Please ask your nearest steward for an order form.

6) CLUB CONTACTS

- **Supporter Relations Manager/Disabled Liaison Officer:**

Nicola Walworth – nwalworth@fulhamfc.com

020 8336 7477

- **Safeguarding Manager:**

Eleanor Rowland – erowland@fulhamfc.com

020 8336 7454

- **Ticket Office:**

tickets@fulhamfc.com

0203 871 0810 (Option 3)

- **Disability Development Officer – Fulham FC Foundation**

Katy Shephard – kshephard@fulhamfc.com

020 8336 7547

We pride ourselves on providing a friendly, welcoming, safe and enjoyable matchday experience and really hope that you enjoy your experience when you visit Craven Cottage. Very occasionally things do go wrong and if you feel you would like to make a complaint please contact Nicola Walworth, Supporter Relations Manager.

7) EQUALITY STATEMENT

The Chairman, Board of Directors and Senior Management of Fulham Football Club are fully committed to equal opportunities for all individuals regardless of race, colour, religious beliefs, nationality, ethnic or national origin, gender, gender reassignment, sexual orientation, marital status, part-time status, age, disability or background.

It is the aim of the Club to ensure that no employee, potential employee, casual worker, potential casual worker, player, potential player, applicant or customer receives less favourable treatment on the grounds of race, colour, religious beliefs, nationality, ethnic or national origin, gender, gender reassignment, sexual orientation, marital status, part-time status, age, disability, background or rehabilitated offenders where the conviction is unrelated to the work offered.

In addition to its equal opportunities policy, Fulham Football Club does not tolerate discrimination of any kind based on race, colour, religious or cultural beliefs, nationality, ethnic or national origin, gender, gender reassignment, sexual orientation, marital status, part-time status, age, or disability. In all of its business dealings - both internally with its staff and externally with its suppliers, fans and customers - the Club endeavours to comply with all applicable laws and regulations in relation to anti-discrimination, including (without limitation) the Human Rights Act and the Equality Act.

8) GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and the English Football League (EFL) in respect of the relevant competition. The Ground Regulations incorporate the Club's Customer Charter (if any).

Entry to the Ground shall constitute acceptance of the Ground Regulations.

"**Ground**" means this football stadium and all locations owned, occupied or utilised by the Club.

"**Club**" means this football club.

"**Match**" means any association football match (or any part or aspect of such a match) taking place at the Ground. "Material" means any audio, visual or audio-visual material or any information or data.

"**Football Authority**" means each of the English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football;

1. Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 1. that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations or any reasonable instruction issued by a police officer or authorised steward; and/or
 2. whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.

1. On no account will admission be granted to a person who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended) or has been convicted of ticket touting offences under the Criminal Justice and Public Order 1994 (as amended).
2. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
3. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.
4. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
5. All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
6. The following articles must not be brought within the Ground - knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
7. Further, you may not bring into the Ground any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by any person) any goods (including literature) of any nature without the express written approval of the Club's management.
8. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
9. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
10. The following acts are offences under the Football (Offences) Act 1991 (as amended):
 1. The throwing of any object within the Ground without lawful authority or excuse.
 2. The chanting of anything of an indecent or racist nature.
 3. The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a Banning Order being made.
1. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.

2. Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
3. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
4. Premier League stadia are smoke-free and smoking is not permitted inside the Ground.
5. Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
6. Under the Sporting Events (Control of Alcohol etc) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
 1. Attempting to enter the Ground or being inside the Ground whilst drunk;
 2. Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
1. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.
2. Save as set out in paragraph 16 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission is assigned (by way of present assignment of future rights) to the Club and the Premier League. You further agree (if and whenever required to do so by the Club and/or the Premier League) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the Premier League absolutely and with full title guarantee.
3. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
4. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club - or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground

Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground and/or "blacklist", any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.

5. CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, for example to record prohibited behaviours as referenced in paragraphs 9 and 10. The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
6. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.
7. By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the Premier League or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use.
8. All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
9. Further to paragraph 24, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf. 27 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits.